TITLE: CALL-FOR-AID SYSTEM

VERSION: V1.3

DATE PUBLISHED: 7/31/20

DEFINITION: A call system used by a resident to summon aid during a medical emergency.

PURPOSE: Provides resident with a means to alert emergency service.

NAME VARIANTS: Alert system; Medical alert system

COMMON MATERIALS: Plastic; Metal; Rubber

COMMON COMPONENTS: Annunciator; Pull cord; Speaker; Lights; Alarm; Faceplate

LOCATION: 
- ☒ Unit Bathroom, bedroom, hallway
- ☒ Inside Common area, including bathroom and hallway
- □ Outside None

MORE INFORMATION: For the purposes of this inspection, personal “Wireless Call-For-Aid Systems” typically worn around a resident's neck are not to be inspected.

DEFICIENCY 1: Pull cord is missing or end is higher than 6 inches off the floor
LOCATION: 
- ☒ Unit
- ☒ Inside

DEFICIENCY 2: System does not function properly
LOCATION: 
- ☒ Unit
- ☒ Inside

DEFICIENCY 3: System is blocked
LOCATION: 
- ☒ Unit
- ☒ Inside
DEFICIENCY 1 — UNIT: PULL CORD IS MISSING OR END IS HIGHER THAN 6 INCHES OFF THE FLOOR

DEFICIENCY CRITERIA:
Pull cord is missing (i.e. evidence of prior installation, but now not present or is incomplete).

OR

Pull cord end is higher than 6 inches off the floor.

HEALTH AND SAFETY DETERMINATION: Standard
This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

CORRECTION TIMEFRAME: Within 30 days

HCV — CORRECTION TIMEFRAME: Within 30 days

RATIONAL:

<table>
<thead>
<tr>
<th>CODE</th>
<th>CATEGORY</th>
<th>TYPE</th>
<th>DESCRIPTION</th>
<th>EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>Health</td>
<td>Indirect</td>
<td>Condition could affect resident’s mental, or physical, or psychological state.</td>
<td>If pull cord is missing or end is higher than 6 inches off the floor, and the resident is unable to reach the cord, then they may not have access to medical care as their ability to alert emergency services is impacted.</td>
</tr>
<tr>
<td>R2</td>
<td>Safety</td>
<td>Indirect</td>
<td>Resident could be injured because of this condition.</td>
<td>If pull cord is missing or end is higher than 6 inches off the floor, and the resident is unable to reach the cord, then they may be injured when attempting to reach the cord.</td>
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<tr>
<td>R6</td>
<td>Usability and Operability of Fixtures</td>
<td>Direct</td>
<td>Because of this condition, the resident is unable to use certain fixtures, features, or appliances, which are reasonably assumed to be part of their rent.</td>
<td>If pull cord is missing or end is higher than 6 inches off the floor, then the resident may not be able to fully utilize the device which is assumed to be maintained as part of their rent.</td>
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<tr>
<td>M1</td>
<td>Corrective Maintenance</td>
<td>Direct</td>
<td>It is reasonable to expect a tenant to report this deficiency, and for facilities management to prioritize a work order response to fix that deficiency.</td>
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Inspection Process:

Observation:
- Look for a call-for-aid system along the walls in the bedroom, bathroom, and hallways.
- Look to see if cord is present if required, not all call-for-aid systems will have a cord, some may have a button.

Request for Help:
- None

Action:
- Measure the distance between the end of the pull cord and the floor
- If greater than 6 inches, record a deficiency

More Information:
- None

Tools or Equipment:

Required:
- Distance measuring device

Useful:
- None
DEFICIENCY 1 — INSIDE:  PULL CORD IS MISSING OR END IS HIGHER THAN 6 INCHES OFF THE FLOOR

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**Request for Help:**
- None

**Action:**
- Measure the distance between the end of the pull cord and the floor
- If greater than 6 inches, record a deficiency

**More Information:**
- None

TOOLS OR EQUIPMENT:

**Required:**
- Distance measuring device

**Useful:**
- None
DEFICIENCY 2 — UNIT:  
SYSTEM DOES NOT FUNCTION PROPERLY

DEFICIENCY CRITERIA:  
A call-for-aid system does not emit sound or light or send signal to annunciator.

OR

The annunciator does not indicate the correct corresponding room.

HEALTH AND SAFETY DETERMINATION:  
Life-Threatening
This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.

CORRECTION TIMEFRAME:  
24 hours

HCV CORRECTION TIMEFRAME:  
24 hours

RATIONAL:

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INSPECTION PROCESS:

OBSERVATION:  
- Confirm cord is not coiled or tied up/off.
- Listen to verify that the system emits an audible alarm, if so designed.
- Verify system emits visual alarm, if so designed.

**Request for Help:**
- Ask the POA if the call-for-aid system is monitored onsite or offsite.
- If monitored offsite, request the POA to notify the offsite monitor and ask them to put the system on test.
- Ask the POA to station a staff person with a cellphone or 2-way radio at the annunciator panel to standby for the alarm to activate and to contact the POA once the alarm activates.

**Action:**
- Approach each call-for-aid station within unit.
- Pull the pull cord from its lowest hanging point.
- Verify that the system emits a visual alarm, such as flashing light and alerts at the annunciator panel.
- If call-for-aid system is unable to be put on test, record deficiency for each call-for-aid pull station.

**More Information:**
- If property has third party documentation of call-for-aid inspection:
  - Inspector does not need to test all pull stations.
  - Verify documentation addresses all parts of the call-for-aid system.
  - If valid or certified third-party inspection has been completed in the last 12 months of inspection, do not test call for aid interface.

**If call-for-aid system abandoned:**
- Do not evaluate call-for-aid systems if all pull stations have been removed and all that remains is the indicator lights, audible indicators, or annunciator panel.
- The primary consideration is that no part of the user interface remains.

**Tools or Equipment:**

**Required:**
- None

**Useful:**
- None
DEFICIENCY 2 — INSIDE:  

System does not function properly

DEFICIENCY CRITERIA:  
A call-for-aid system does not emit sound or light or send signal to annunciator.

OR

The annunciator does not indicate the correct corresponding room.

HEALTH AND SAFETY DETERMINATION:  
Life-Threatening  
This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.

CORRECTION TIMEFRAME:  
24 hours

HCY — CORRECTION TIMEFRAME:  
24 hours

RATIONAL:

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- Ask the POA to station a staff person with a cellphone or 2-way radio at the annunciator panel to standby for the alarm to activate and to contact the POA once the alarm activates.

**Action:**
- Approach each call-for-aid station within shared space.
- Pull the pull cord from its lowest hanging point.
- Verify that the system emits a visual alarm, such as flashing light and alerts at the annunciator panel.
- If call-for-aid system is unable to be put on test, record deficiency for each call-for-aid pull station.

**More Information:**
If property has third party documentation of call-for-aid inspection:
- Inspector does not need to test all pull stations.
- Verify documentation addresses all parts of the call-for-aid system.
- If valid or certified third-party inspection has been completed in the last 12 months of inspection, do not test call-for-aid interface.

If call-for-aid system abandoned:
- Do not evaluate call-for-aid systems if all pull stations have been removed and all that remains is the indicator lights, audible indicators, or annunciator panel.
- The primary consideration is that no part of the user interface remains.

**Tools or Equipment:**

**Required:**
- None

**Useful:**
- None
Deficiency 3 — Unit: System is blocked

Deficiency Criteria: Call-for-aid system is blocked.

Health and Safety Determination: Standard
This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Correction Timeframe: Within 30 days

Rationale:

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Inspection Process:

Observation: - Look at the call-for-aid system and visually inspect for any obstruction that would prevent a resident from accessing the system (e.g. furniture and equipment, clothes, plants, etc.).

Request for Help: - None

Action: - None

More Information: - None

Tools or Equipment:

Required: - None

Useful: - None
DEFICIENCY 3 — INSIDE: SYSTEM IS BLOCKED

DEFICIENCY CRITERIA: Call-for-aid system is blocked.

HEALTH AND SAFETY DETERMINATION: Standard
This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

CORRECTION TIMEFRAME: Within 30 days

RATIONAL:

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- Request for Help: None

- Action: None

- More Information: None

TOOLS OR EQUIPMENT:

- Required: None

- Useful: None
## SUMMARY OF CHANGES

**TITLE:** CALL-FOR-AID SYSTEM  
**VERSION:** V1.3  
**DATE PUBLISHED:** 7/31/20

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<tr>
<th>FIELD</th>
<th>CHANGE</th>
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<tbody>
<tr>
<td>Overall Formatting</td>
<td>Complete rework of document format and layout</td>
<td>V1.3</td>
<td>2020-07-31</td>
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<tr>
<td>Purpose</td>
<td>Field added</td>
<td>V1.3</td>
<td>2020-07-31</td>
</tr>
<tr>
<td>Location</td>
<td>Revised inspectable locations</td>
<td>V1.3</td>
<td>2020-07-31</td>
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<tr>
<td>More Information</td>
<td>Field added</td>
<td>V1.3</td>
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<td>Deficiency 1</td>
<td>Separated by inspectable locations — Unit and Inside</td>
<td>V1.3</td>
<td>2020-07-31</td>
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<tr>
<td><strong>Title</strong></td>
<td>Revised title; added inspectable locations</td>
<td></td>
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<td><strong>Deficiency Criteria</strong></td>
<td>Revised deficiency criteria</td>
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<td>Added standardized description</td>
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<td>Field added to deficiency; response revised</td>
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