

Call-for-Aid System

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

Name alert system, medical alert system

Variants:

Most plastic, metal, rubber

Common

Materials:

Most annunciator, pull cord, speaker, lights, alarm, faceplate

Common

Components:

Location and Inspection of Call-For-Aid Systems

Abilities or Knowledge Needed:	<ul style="list-style-type: none"> - Visual acuity for location & inspection - Audio acuity for detection of functionality - Mobility for access to all areas of the property - Understanding of item's components
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Tools for Location & Inspection	Useful:	none
	Required:	length measuring device, walkie talkie or cell phone

Common Locations:	Unit/Inside:	bathrooms, bedrooms, hallways, common areas
	Please Note:	For the purposes of this inspection, personal "Wireless Call-For-Aid Systems" typically worn around a resident's neck are not to be inspected.

How to Locate:	Visual Observation:	Look at the walls near the bed in the bedroom and near the toilet or shower in the bathroom. These systems are typically found in assisted living facilities.
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Possible Deficiencies:	Deficiency 1:	Pull cord end is higher than 6 inches off the floor
	Deficiency 2:	System does not function properly
	Deficiency 3:	System has been abandoned but components remain
	Deficiency 4:	System is blocked

Deficiency 1: Pull cord end is higher than 6 inches off the floor

Rationale:	Maintenance:	Indicates maintenance is not identifying deficiencies or responding to self-generated or complaint-driven work orders
	Health and Safety:	Increases probability of injury to a resident during an emergency because they are unable to reach the pullcord while on the ground in distress
	Operability:	Limits proper use of call-for-aid system

Health and Safety	Standard:	This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.
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How to Inspect:	Visual Observation:	Look along the walls in the bedroom, bathroom and common areas of assisted living facilities. If a traditional pull cord call-for-aid system is in place, each dwelling unit is required to have one near the bed and one in the bathroom.
	Action:	Measure the distance between the end of the pullcord and the floor. If greater than 6 inches, continue to step below. Please note that the POA representative is not allowed to make adjustments, such as untying the cord to lengthen it, during the inspection. Photograph the lowest end of the pullcord to the floor while holding the length measuring device indicating the distance between the two.

Record deficiency if:	pull cord end is higher than 6 inches off the floor
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Deficiency 2: System does not function properly

Rationale:	Maintenance:	Indicates maintenance is not identifying deficiencies or responding to self-generated or complaint-driven work orders
	Health and Safety:	Increases probability of injury to a resident during an emergency because they will be unable to alert staff that they need assistance
	Operability:	Limits proper use of call-for-aid system
Health and Safety	Severe:	This is a life-threatening or severe health and safety issue requiring a 24-hour repair, correction, or act of abatement.
How to Inspect:	Request for Info:	Ask the POA representative if the call-for-aid system is monitored onsite or offsite. If monitored offsite, ask the POA to notify the offsite monitor and ask them to put the system on TEST. If monitored onsite, ask the POA representative to station a staff person with a cellphone or walkie talkie at the annunciator to standby for the alarm to activate and to contact the POA representative once the alarm activates.
	Action:	Approach each call-for-aid station within a unit and common area. Pull the pull cord from its lowest hanging point.
	Visual Observation:	Verify that the system emits a visual alarm, such as flashing lights.
	Audio Observation:	Listen to verify that the system emits an audio alarm.
	Request for Info:	(If monitored offsite) Ask the POA representative to call the offsite monitor and verify that the annunciator indicated the correct room in which the call-for-aid system was activated. (if monitored onsite) Ask the POA representative to contact their staff person—if the staff person hadn't already contacted the POA representative—to verify that the annunciator indicated the correct room in which the call-for-aid system was activated.
Record deficiency if:	a call-for-aid system does not emit sound, does not emit light, does not send signal to annunciator, or the annunciator does not indicate the correct corresponding room.	

**Deficiency 3: System has been abandoned but
components remain**

Rationale:	Maintenance:	Indicates maintenance is not identifying deficiencies or responding to self-generated or complaint-driven work orders
	Health and Safety:	Increases probability that a resident in distress will attempt to engage the alarm that has been removed from service, potentially leading to unnecessary injury.
Health and Safety	Standard:	This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.
How to Inspect:	Request for Info:	Ask the POA representative if they have transitioned to personal wireless devices for residents. If not, disregard this deficiency. If so, continue.
	Visual Observation:	Look in the most common locations to see if there remains evidence of call-for-aid systems, such as the faceplates, pull cords, and speakers.
Record deficiency if:	faceplates and pull cords remain, despite the facility's transition to personal wireless systems. Do not record deficiency if only evidence remaining of call-for-aid systems are lights or speakers.	

Deficiency 4: Call-for-aid system is blocked

Rationale: Health and Safety: Increases probability of injury to a resident during an emergency because they will be unable to alert staff that they need assistance

Operability: Prevents proper use call-for-aid system

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

How to Inspect: Visual Observation: Look at the call-for-aid system and visually inspect for any obstruction that would prevent a resident from accessing the system such as furniture, clothes, plants, etc.

Action: Photograph the obstruction.

Record deficiency if: call-for-aid system is blocked.