

TITLE: [CALL-FOR-AID SYSTEM](#)

VERSION: V2.1

DATE PUBLISHED: 4/2/21

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

PURPOSE: Provides the 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 I — 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      The Standard Health and Safety category includes deficiencies that, if evident in the home or on the property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.

CORRECTION TIMEFRAME: 30 days

HCV PASS / FAIL Fail

HCV — CORRECTION TIMEFRAME: 30 days

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R1	Health	Indirect	Condition could affect resident’s mental, physical, or psychological state.	If a pull cord is missing or the end is higher than 6 inches off the floor, and the resident is unable to reach the cord, they may not have access to medical care as their ability to alert emergency services is impacted.
R2	Safety	Indirect	Resident could be injured because of this condition.	If a pull cord is missing or the end is higher than 6 inches off the floor, and the resident is unable to reach the cord, they may be injured when attempting to reach the cord.
R6	Usability and Operability of Fixtures	Direct	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.	If a pull cord is missing or the end is higher than 6 inches off the floor, then the resident may not be able to fully use the device, which is assumed to be maintained as part of their rent.
M1	Corrective Maintenance	Direct	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.	If a pull cord is missing or the end is higher than 6 inches off the floor, then it is likely that complaint-based work orders are not being addressed.
M2	Routine Maintenance	Direct	It is reasonable to expect that this deficiency would be identified through routine daily observations and facilities management would prioritize work orders to fix this deficiency.	If a pull cord is missing or the end is higher than 6 inches off the floor, then it is likely that routine maintenance activities are not being addressed.

**INSPECTION PROCESS:**

- OBSERVATION:**
- Look for a call-for-aid system along the walls in the bedroom, bathroom, and hallways.
  - Look to see if a 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 I — INSIDE: 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      The Standard Health and Safety category includes deficiencies that, if evident in the home or on the property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.

CORRECTION TIMEFRAME: 30 days

HCV PASS / FAIL Fail

HCV — CORRECTION TIMEFRAME: 30 days

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R1	Health	Indirect	Condition could affect resident's mental, physical, or psychological state.	If a pull cord is missing or the end is higher than 6 inches off the floor, and the resident is unable to reach the cord, they may not have access to medical care as their ability to alert emergency services is impacted.
R2	Safety	Indirect	Resident could be injured because of this condition.	If a pull cord is missing or the 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.
R6	Usability and Operability of Fixtures	Direct	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.	If a pull cord is missing or the end is higher than 6 inches off the floor, then the resident may not be able to fully use the device, which is assumed to be maintained as part of their rent.
M1	Corrective Maintenance	Direct	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.	If a pull cord is missing or the end is higher than 6 inches off the floor, then it is likely that complaint-based work orders are not being addressed.
M2	Routine Maintenance	Direct	It is reasonable to expect that this deficiency would be identified through routine daily observations and facilities management would prioritize work orders to fix this deficiency.	If a pull cord is missing or the end is higher than 6 inches off the floor, then it is likely that routine maintenance activities are not being addressed.

**INSPECTION PROCESS:**

- OBSERVATION:**
- Look for a call-for-aid system along the walls in the bedroom, bathroom, and hallways.
  - Look to see if a 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 2 — UNIT: SYSTEM DOES NOT FUNCTION PROPERLY.

DEFICIENCY CRITERIA: A call-for-aid system does not emit sound or light or send a signal to the annunciator.  
 OR  
 The annunciator does not indicate the correct corresponding room.

HEALTH AND SAFETY DETERMINATION: Life-Threatening The Life-Threatening category includes deficiencies that, if evident in the home or on the property, present a high risk of death to resident.

CORRECTION TIMEFRAME: 24 hours

HCV PASS / FAIL Fail

HCV — CORRECTION TIMEFRAME: 24 hours

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R1	Health	Direct	Condition could affect resident's mental, physical, or psychological state.	If a call-for-aid system does not function properly, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R2	Safety	Direct	Resident could be injured because of this condition.	If a call-for-aid system does not function properly, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R6	Usability and Operability of Fixtures	Direct	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.	If a call-for-aid system does not function properly, then the resident may not be able to fully use a feature that is expected to be maintained as part of their rent.
M1	Corrective Maintenance	Direct	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.	If a call-for-aid system does not function properly, then the resident will likely report the deficiency, and the presence of this deficiency may indicate that complaint-based work orders are not being addressed.
M2	Routine Maintenance	Direct	It is reasonable to expect that this deficiency would be identified through routine daily observations and facilities management would prioritize work orders to fix this deficiency.	If a call-for-aid system does not function properly, then the presence of this deficiency may indicate that routine maintenance activities are not being addressed.

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

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

If the call-for-aid system is abandoned:

- Do not evaluate call-for-aid systems if all pull stations have been removed and all that remains are 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 a signal to the annunciator.  
 OR  
 The annunciator does not indicate the correct corresponding room.

HEALTH AND SAFETY DETERMINATION: Life-Threatening The Life-Threatening category includes deficiencies that, if evident in the home or on the property, present a high risk of death to resident.

CORRECTION TIMEFRAME: 24 hours

HCV PASS / FAIL Fail

HCV — CORRECTION TIMEFRAME: 24 hours

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R1	Health	Direct	Condition could affect resident's mental, physical, or psychological state.	If a call-for-aid system does not function properly, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R2	Safety	Direct	Resident could be injured because of this condition.	If a call-for-aid system does not function properly, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R6	Usability and Operability of Fixtures	Direct	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.	If a call-for-aid system does not function properly, then the resident may not be able to fully use a feature that is expected to be maintained as part of their rent.
M1	Corrective Maintenance	Direct	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.	If a call-for-aid system does not function properly, then the resident will likely report the deficiency, and the presence of this deficiency may indicate that complaint-based work orders are not being addressed.
M2	Routine Maintenance	Direct	It is reasonable to expect that this deficiency would be identified through routine daily observations and facilities management would prioritize work orders to fix this deficiency.	If a call-for-aid system does not function properly, then the presence of this deficiency may indicate that routine maintenance activities are not being addressed.

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 the system emits a 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 two-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 the 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 the call-for-aid system is unable to be put on test, record a deficiency for each call-for-aid pull station.

**More Information:**

If the property has third-party documentation of a call-for-aid inspection:

- The inspector does not need to test all pull stations.
- Verify that the documentation addresses all parts of the call-for-aid system.
- If a valid or certified third-party inspection has been completed in the last 12 months of inspection, do not test the call-for-aid interface.

If the call-for-aid system is abandoned:

- Do not evaluate call-for-aid systems if all pull stations have been removed and all that remains are 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      The Standard Health and Safety category includes deficiencies that, if evident in the home or on the property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.

CORRECTION TIMEFRAME: 30 days

HCV PASS / FAIL: Fail

HCV — CORRECTION TIMEFRAME: 30 days

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R1	Health	Direct	Condition could affect resident's mental, physical, or psychological state.	If the call-for-aid system is blocked, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R2	Safety	Direct	Resident could be injured because of this condition.	If the call-for-aid system is blocked, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R6	Usability and Operability of Fixtures	Direct	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.	If the call-for-aid system is blocked, then the resident may not be able to fully use a feature that is expected to be maintained as part of their rent.
M2	Routine Maintenance	Direct	It is reasonable to expect that this deficiency would be identified through routine daily observations and facilities management would prioritize work orders to fix this deficiency.	If the call-for-aid system is blocked, then the presence of this deficiency may indicate that routine maintenance activities are not being addressed.

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      The Standard Health and Safety category includes deficiencies that, if evident in the home or on the property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.

CORRECTION TIMEFRAME: 30 days

HCV PASS / FAIL: Fail

HCV — CORRECTION TIMEFRAME: 30 days

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R1	Health	Direct	Condition could affect resident’s mental, physical, or psychological state.	If the call-for-aid system is blocked, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R2	Safety	Direct	Resident could be injured because of this condition.	If the call-for-aid system is blocked, then the resident may not have access to medical care as their ability to alert emergency services is impacted.
R6	Usability and Operability of Fixtures	Direct	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.	If the call-for-aid system is blocked, then the resident may not be able to fully use a feature that is expected to be maintained as part of their rent.
M2	Routine Maintenance	Direct	It is reasonable to expect that this deficiency would be identified through routine daily observations and facilities management would prioritize work orders to fix this deficiency.	If the call-for-aid system is blocked, then the presence of this deficiency may indicate that routine maintenance activities are not being addressed.

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

---

**SUMMARY OF CHANGES**

**TITLE:** CALL-FOR-AID SYSTEM  
**VERSION:** V2.1  
**DATE PUBLISHED:** 4/2/21

FIELD	CHANGE	VERSION	DATE
----	Copy edits	V2.1	2021-04-02
<b>Deficiency 1</b>		<b>V2.0</b>	<b>2020-10-28</b>
Health and Safety Determination	Added standardized description		
HCV Pass / Fail	Field added; response input as "Fail"		
Rationale	Copy edits		
<b>Deficiency 2</b>		<b>V2.0</b>	<b>2020-10-28</b>
Health and Safety Determination	Added standardized description		
HCV Pass / Fail	Field added; response input as "Fail"		
Rationale	Copy edits		
<b>Deficiency 3</b>		<b>V2.0</b>	<b>2020-10-28</b>
Health and Safety Determination	Added standardized description		
HCV Pass / Fail	Field added; response input as "Fail"		
Rationale	Copy edits		
<b>Overall Formatting</b>	<b>Complete rework of document format and layout</b>	<b>V1.3</b>	<b>2020-07-31</b>
<b>Purpose</b>	<b>Field added</b>	<b>V1.3</b>	<b>2020-07-31</b>
<b>Location</b>	<b>Revised inspectable locations</b>	<b>V1.3</b>	<b>2020-07-31</b>
<b>More Information</b>	<b>Field added</b>	<b>V1.3</b>	<b>2020-07-31</b>
<b>Deficiency 1</b>	<b>Separated by inspectable locations — Unit and Inside</b>	<b>V1.3</b>	<b>2020-07-31</b>
Title	Revised title; added inspectable locations		
Deficiency Criteria	Revised deficiency criteria		
Health and Safety Determination	Added standardized description		

Correction Timeframe	Field added; response input as "Within 30 days"		
HCV – Correction Timeframe	Field added; response input as "Within 30 days"		
Rationale	Revised rationale categories, types, and explanations; added standardized codes and descriptions		
Inspection Process	Revised observation, request for help, action, and more information		
Tools or Equipment	Field added to deficiency; response revised		
<b>Deficiency 2</b>	<b>Separated by inspectable locations – Unit and Inside</b>	<b>VI.3</b>	<b>2020-07-31</b>
Title	Added inspectable locations		
Deficiency Criteria	Revised deficiency criteria		
Health and Safety Determination	Revised to "Life-Threatening" determination; added standardized description		
Correction Timeframe	Field added; response input as "24 hours"		
HCV – Correction Timeframe	Field added; response input as "24 hours"		
Rationale	Revised rationale categories, types, and explanations; added standardized codes and descriptions		
Inspection Process	Revised observation, request for help, action, and more information		
Tools or Equipment	Field added to deficiency; response revised		
<b>Deficiency 3</b>	<b>Removed previous deficiency 3; replaced with previous deficiency 4 Separated by inspectable locations – Unit and Inside</b>	<b>VI.3</b>	<b>2020-07-31</b>
Title	Revised title; added inspectable locations		
Health and Safety Determination	Added standardized description		
Correction Timeframe	Field added; response input as "Within 30 days"		
HCV – Correction Timeframe	Field added; response input as "Within 30 days"		
Rationale	Revised rationale categories, types, and explanations; added standardized codes and descriptions		
Inspection Process	Revised observation, request for help, action, and more information		
Tools or Equipment	Field added to deficiency; response revised		