**TITLE:** CALL-FOR-AID SYSTEM  
**VERSION:** V2.2  
**DATE PUBLISHED:** 06/23/22

**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.

**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.

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**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: Severe Non-Life-Threatening
The Severe Non-Life-Threatening category includes deficiencies that, if evident in the home or on the property, present a high risk of permanent disability, or serious injury or illness, to a resident; or the physical security or safety of a resident or their property would be seriously compromised.

CORRECTION TIMEFRAME: 24 hours
HCV PASS / FAIL: Fail
HCV — CORRECTION TIMEFRAME: 30 days

INPECTION 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
DEFICIENCY 1 — 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: Severe Non-Life-Threatening

The Severe Non-Life-Threatening category includes deficiencies that, if evident in the home or on the property, present a high risk of permanent disability, or serious injury or illness, to a resident; or the physical security or safety of a resident or their property would be seriously compromised.

CORRECTION TIMEFRAME: 24 hours

HCV PASS / FAIL: Fail

HCV — CORRECTION TIMEFRAME: 30 days

INSPECTION PROCESS:

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

MORE INFORMATION: 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

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.
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 residents.

CORRECTION TIMEFRAME: 24 hours

HCV PASS / FAIL Fail

HCV ← CORRECTION TIMEFRAME: 24 hours

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.
Deficiency 3 — Unit: System is blocked.

Deficiency Criteria: Resident is physically impeded from using the call-for-aid pull cord.

Health and Safety Determination: Severe Non-Life-Threatening

The Severe Non-Life-Threatening category includes deficiencies that, if evident in the home or on the property, present a high risk of permanent disability, or serious injury or illness, to a resident; or the physical security or safety of a resident or their property would be seriously compromised.

Correction Timeframe: 24 hours

HCV Pass / Fail: Fail

HCV — Correction Timeframe: 30 days

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
DEFICIENCY 3 — INSIDE: SYSTEM IS BLOCKED.

DEFICIENCY CRITERIA: Resident is physically impeded from using the call-for-aid pull cord.

HEALTH AND SAFETY DETERMINATION: Severe Non-Life-Threatening

The Severe Non-Life-Threatening category includes deficiencies that, if evident in the home or on the property, present a high risk of permanent disability, or serious injury or illness, to a resident; or the physical security or safety of a resident or their property would be seriously compromised.

CORRECTION TIMEFRAME: 24 hours

HCV PASS / FAIL Fail

HCV — CORRECTION TIMEFRAME: 30 days

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
## SUMMARY OF CHANGES

**TITLE:** CALL-FOR-AID SYSTEM  
**VERSION:** V2.2  
**DATE PUBLISHED:** 06/23/22

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**Deficiency 3**

**Health and Safety Determination**
- Added standardized description

**HOV Pass / Fail**
- Field added; response input as “Fail”

**Rationale**
- Copy edits

**Overall Formatting**
- Complete rework of document format and layout

**Purpose**
- Field added

**Location**
- Revised inspectable locations

**More Information**
- Field added

**Deficiency 1**

**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

**Deficiency 2**

**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
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