

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.

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: 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 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
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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: 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

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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 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 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 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 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

| FIELD | CHANGE | VERSION | DATE |
|---------------------------------|--|-------------|-------------------|
| ---- | Abbreviated published version | V2.2 | 2022-06-23 |
| Name Variants | Removed from published version | | |
| Common Materials | Removed from published version | | |
| Rationale | Removed from published version | | |
| Tools or Equipment | Removed from published version | | |
| Deficiency 1 | | V2.2 | 2022-06-23 |
| Health and Safety Determination | Revised to Severe Non-Life-Threatening | | |
| HCV – Correction Timeframe | Revised to “24 hours” | | |
| Deficiency 3 | | V2.2 | 2022-06-23 |
| Deficiency Criteria | Revised | | |
| Health and Safety Determination | Revised to Severe Non-Life-Threatening | | |
| HCV – Correction Timeframe | Revised to “24 hours” | | |
| ---- | Copy edits | V2.1 | 2021-04-02 |
| Deficiency 1 | | V2.0 | 2020-10-28 |
| Health and Safety Determination | Added standardized description | | |
| HCV Pass / Fail | Field added; response input as “Fail” | | |
| Rationale | Copy edits | | |
| Deficiency 2 | | V2.0 | 2020-10-28 |
| Health and Safety Determination | Added standardized description | | |
| HCV Pass / Fail | Field added; response input as “Fail” | | |
| Rationale | Copy edits | | |

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|---------------------------------|--|-------------|-------------------|
| Deficiency 3 | | V2.0 | 2020-10-28 |
| Health and Safety Determination | Added standardized description | | |
| HCV Pass / Fail | Field added; response input as "Fail" | | |
| Rationale | Copy edits | | |
| Overall Formatting | Complete rework of document format and layout | VI.3 | 2020-07-31 |
| Purpose | Field added | VI.3 | 2020-07-31 |
| Location | Revised inspectable locations | VI.3 | 2020-07-31 |
| More Information | Field added | VI.3 | 2020-07-31 |
| Deficiency 1 | Separated by inspectable locations — Unit and Inside | VI.3 | 2020-07-31 |
| 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 | Separated by inspectable locations — Unit and Inside | VI.3 | 2020-07-31 |
| 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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|---------------------------------|--|------|------------|
| Deficiency 3 | Removed previous deficiency 3; replaced with previous deficiency 4 Separated by inspectable locations — Unit and Inside | VI.3 | 2020-07-31 |
| 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 | | |