

DEPARTMENT OF ELDER AFFAIRS PROGRAMS AND SERVICES HANDBOOK
APPENDIX A: Service Descriptions and Standards

Section II: Services

Emergency Alert Response

PROGRAM FUNDING SOURCE(S): CCE, LSP, OAAIIB

PROGRAM AUTHORITY:

<u>Program Funding</u>	<u>Specific Authority</u>
Rulemaking	Section 430.08, F.S.
CCE	Sections 430.201-207, F.S.
LSP	Specific Appropriations
OAAIIB	Older Americans Act, Title III, Part B, Section 321, (a)(5) 42 U.S.C. 3030d

A. DESCRIPTION: Emergency alert/response service is a community-based electronic surveillance system, which monitors the frail homebound elder by means of an electronic communication link with a response center. The service consists of:

1. Surveillance of a client from a remote location, 24 hours a day, seven days a week, actuated by a wireless signal, waterproof portable button;
2. Response to the client actuated emergency signal by the surveillance/response center; and
3. An emergency telephone communication from the response center to a local emergency team such as 911, police, fire department, ambulance, friends and/or neighbors directing emergency services to the client's home.

B. DELIVERY STANDARDS/SPECIAL CONDITIONS:

1. Components: The home communicator requires a landline or cellular service telephone service.
2. Button: The client may activate the system by a wireless waterproof portable button unit.
3. The client must have, or be willing to arrange for, a landline or cellular phone, and be mentally and physically able to use the equipment appropriately.

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4. All equipment shall be approved by the Federal Communications Commission (FCC) and both the button and communicator shall have proper identification numbers. The portable button sends a wireless signal, no less than 200 feet, to a receiver located in the communicator.
 5. The communicator is designed to receive a wireless signal using a manual button for signaling a need for help. It also has a digital dialer to transmit the signal to the central receiving station. It shall provide an audible and visual indication of system operation for visual and hearing-impaired persons. It shall have a rechargeable battery with ten (10) hours backup in case of a power outage.
 6. The communicator is attached and does not interfere with normal use of the telephone. It has the capability of automatically seizing the telephone line, even if the phone is off the hook, dialing the number of the central station and giving identifying information about the person. Where there are multiple phones or devices on one telephone line, it will be necessary to install an alarm jack, e.g., a RJ31X.
 7. The communicator shall continually check for no-power conditions and indicate such conditions to the client and monitor. The communicator shall check for an active telephone line at least once every 24 hours. If no signal is received, the central station will contact the client to test the unit. If no test signal is received, the service provider shall investigate and resolve.
- C. 24-Hour Monitoring Equipment Specifications:**
1. The emergency response center equipment consists of a primary receiver, a backup receiver, a clock printer, a backup power supply and a primary and backup telephone line monitor. A single element can fail without causing a loss of signal;
 2. The printer prints out the time and date of the emergency signal, the client identification code, and emergency codes indicating active or passive alarm or responder reset;
 3. The backup power supply provides for an excess of ten hours of emergency response center operation in the event of a power failure;
 4. The telephone line monitor gives visual and audible signals if the incoming telephone line is disconnected for more than ten (10) seconds; and

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- 5. The provider agency shall arrange monthly phone calls to each client’s home to test the system operation, update records and provide direct client contact.

- D. PROVIDER QUALIFICATIONS: Alarm system manufacturers shall comply with Chapter 489.503(15), Florida Statutes. Alarm system contractors shall be certified under Chapter 489, Part II, Florida Statutes. Lead agencies shall operate in accordance with Chapter 489.503(15), Florida Statutes. Hospitals shall be licensed under Chapter 395, Florida Statutes.

- E. RECORD KEEPING AND REPORTING REQUIREMENTS:
 - 1. Unit of Service: One day. Installation may be reported separately as one episode.

 - 2. A log must be kept of all signals received and reports filed for each active emergency. Verification of daily self-checks must be available.

 - 3. CIRT reporting requirements are below.

CIRT REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
CCE	EAR	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
CCE	EARI (INSTALL)	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	1
LSP	EAR	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
LSP	EARI (INSTALL)	MONTHLY AGGREGATE REPORTING BY CLIENT	NO REQUIREMENT	1
OA3B	EAR	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
OA3B	EARI (INSTALL)	MONTHLY AGGREGATE REPORTING BY CLIENT	NO REQUIREMENT	1