

FRANKLIN COUNTY SENIOR OPTIONS

SERVICE SPECIFICATIONS

(These rules are subject to change to comply with federal, state, and local laws.)

EMERGENCY RESPONSE AND HOME SECURITY SYSTEM

SERVICE SPECIFICATIONS

1.0 Definition

The Emergency Response System and Home Security Systems (ERS) and Home Security System (HSS) service is designed to monitor client safety and provide client access to emergency services through the provision of an electronic communication system.

2.0 Unit of Service

2.1 A unit of service is one month of rental for an Emergency Response System and Home Security System.

- a) Fifteen or less service days in a month is one half unit.
- b) Sixteen or more service days in a month is one unit.

2.2 The unit rate shall include Emergency Response System and Home Security Systems for visually and hearing-impaired clients at no additional cost to Franklin County Office on Aging. The provider shall contract with FCOA for clients with other special needs.

2.3 The unit rate shall include administration, installation, documentation, travel time and remittance time/fees.

3.0 ERS Unit Requirements

The Provider shall furnish documentation that may include manufacturer's specifications, installation instructions, training manuals, compliance with industry standards demonstrating that the Emergency Response System and Home Security System and activating devices meet the following requirements:

3.1 ERS and HSS services shall be capable of being activated by a remote wireless device and be connected to the client's primary telephone line, and the provider shall ensure the client has hands-free, voice-to-voice communication with the response center.

3.2 ERS devices shall be tested and listed and meet Underwriters Laboratories (UL) safety standards 1637, specification for Home Health Signaling Equipment.

3.3 The provider shall provide a variety of remote activating devices for clients with special needs.

3.4 ERS and HSS services must be usable by visually and hearing-impaired clients and the home ERS and HSS equipment must give visual and audible indications of alarm activation.

3.5 The Provider is responsible for the cost of any damage incurred to the client's home if there is forced entry into the home due to unit malfunction.

3.6 ERS devices shall be waterproof, wearable, and usable by the client.

3.7 The ERS and HSS unit should dial a toll-free number to contact the primary or back-up response center.

3.8 The ERS and HSS unit shall provide uninterrupted functionality.

3.9 The ERS and HSS unit shall be able to self-disconnect and redial the primary or back up monitoring site without the client resetting the system.

3.10 A microphone and speaker in the ERS unit shall ensure effective two-way voice communication.

3.11 The ERS unit shall be installed into the client's functioning primary telephone line as applicable. The unit must be compatible with a rotary or touch-tone telephone.

3.12 The provider shall furnish a replacement ERS and HSS unit or activating device to the client within 24 business hours of notification of system malfunction.

3.13 The provider may furnish updated equipment to all clients as it becomes available on the market. The provider shall:

a) Furnish FCOA QI Department with the manufacturer's specifications of the ERS and HSS units or activating devices to obtain approval of the change in equipment

b) Notify the client/caregiver and FCOA case manager of the change in equipment

3.14 If the provider offers monitored smoke detectors in their service provision, the Provider agency and installers of smoke detectors must be certified by the State Fire Marshall.

3.15 If an ERS unit or its activating device is lost, the Provider shall ensure that FCOA may purchase replacement equipment at cost. Providers shall submit current equipment replacement costs during the Request for Proposal, on ERS Bidder's Response Form. The Provider shall bill FCOA for any lost equipment via invoice within 30 days of reported loss.

4.0 Response Requirements

4.1 The Provider shall furnish evidence that the response center which receives and responds to the ERS or HSS signal is staffed 24-hours per day, three hundred sixty-five (365) days per year.

4.2 The Provider shall furnish evidence that the response center maintains the monitoring capacity to respond to all incoming emergency signals.

4.3 The provider shall furnish evidence that the response center has back-up monitoring capacity. The back-up shall handle all monitoring functions and all incoming emergency signals in the event the primary system cannot handle incoming emergency signals.

4.4 The provider shall furnish evidence that when the response center receives an emergency signal from the ERS or HSS unit, the center staff shall respond to the emergency signal within sixty (60) seconds.

5.0 Provider Duties and Responsibilities

5.1 The Provider shall maintain documentation of monthly testing of all ERS and HSS units. The monthly testing requirement can be met by a monthly call placed to the client, the client may test the unit, or documentation of automatic testing by the ERS unit to the response center.

5.2 The Provider shall furnish education and assistance to evaluate and/or adjust the ERS or HSS device, or to instruct clients and caregivers in the use of ERS or HSS devices at the time of installation, or after installation upon request from a client, caregiver or FCOA.

5.3 The Provider shall maintain individual client records that document:

- a) Delivery and installation date of the ERS or HSS unit and activating device, including client (or caregiver) signature verifying service delivery.
- b) All client and case manager communications.

5.4 In the event the client has activated the emergency signal and needs emergency assistance, the Provider shall notify the FCOA case manager as soon as possible if the responder is contacted during normal business hours. If an emergency occurs after normal business hours, the Provider shall notify the FCOA case manager via phone, fax or case management system e-mail the next working day. The notification should include whether:

- a) the client was at home
- b) there was forced entry into the home
- c) the emergency contact was notified
- d) the client was transported and where (if available)
- e) the client's home was secured (if available)

5.5 The Provider shall notify the FCOA case manager within three business days if the client requests to have the unit removed, or if the client reports lost or damaged equipment.

5.6 The Provider shall notify the FCOA case manager of the initial installation date, within 5 business days of the installation.

5.7 The Provider shall notify the FCOA case manager as soon as possible if the unit cannot be installed within 5 business days of the date installation was authorized.

5.8 The Provider shall retrieve all ERS or HSS equipment from client's home within 7 business days from the date of disenrollment by the FCOA Case Manager.

5.9 The Provider shall supply the client/caregiver with a 24-hour, toll free telephone number for service and repairs. This number and the Provider agency name shall be displayed prominently on the ERS base unit.