

**EMERGENCY RESPONSE SYSTEMS
SERVICE SPECIFICATIONS**
(These rules are subject to change with each new contract cycle.)

1.0 Definition

The Emergency Response Systems (ERS) 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.
 - 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 Systems for visually and hearing impaired clients at no additional cost to FCSO. The provider shall contract with FCSO for clients with other special needs.
- 2.3 The unit rate shall include administration, installation, documentation, travel time and maintenance 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 activating devices meet the following requirements:

- 3.1 ERS 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 services must be usable by visually and hearing impaired clients and the home ERS 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 unit shall dial a toll free number in order to contact the primary or back-up response center.
- 3.8 The ERS unit shall provide uninterrupted functionality.
- 3.9 The ERS 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. The unit must be compatible with a rotary or touch-tone telephone.
- 3.12 The provider shall furnish a replacement ERS unit or activating device to the client within 24 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 units or activating devices in order to obtain approval of the change in equipment
 - b) Notify the client/caregiver and FCSO 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 FCSO may purchase replacement equipment at cost. Providers shall submit current equipment replacement costs during the Invitation to Bid, on ERS Bidder's Response Form. The Provider shall bill FCSO 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 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 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 units. The monthly testing requirement can be met by a monthly call placed to the client, 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 device, or to instruct clients and caregivers in the use of ERS devices at the time of installation, or after installation upon request from a client, caregiver or FCSO.
- 5.3 The Provider shall maintain individual client records that document:
 - a) Delivery and installation date of the ERS unit and activating device, including client (or caregiver) signature verifying service delivery.
 - b) All client and case manager communications.
 - c) A current list of client responders that is verified and/or updated at a minimum of every six months.
- 5.4 In the event the client has activated the emergency signal and is in need of emergency assistance, the Provider shall notify the FCSO case manager if the responder is contacted as soon as possible during normal business hours. If an emergency occurs after normal business hours, the Provider shall notify the FCSO case manager via phone, fax or Q e-mail the next working day. The notification should include whether or not:
 - 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 FCSO case manager within two working 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 FCSO case manager of the initial installation date, within 5 working days of the installation.
- 5.7 The Provider shall notify the FCSO case manager if the unit cannot be installed within 5 working days of the date installation was authorized.
- 5.8 The Provider shall retrieve all ERS equipment from client's home within 7 working days from the date of disenrollment by the FCSO 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.