

Bureau of Aging, Community Living, and Supports  
**OPERATING STANDARDS FOR SERVICE PROGRAMS**

<b>Service Name</b>	Assistive Devices and Technologies
<b>Service Number</b>	B-9
<b>Service Category</b>	In-Home
<b>Service Definition</b>	A service that provides assistive devices and technologies which enable individuals to live independently in the community according to their preferences, choices and abilities.
<b>Unit of Service</b>	One device, plus installation and training as appropriate, provided to a program participant.
<b>Service Description</b>	This service helps individuals to learn about and acquire devices, equipment and supporting technologies that assist in the conduct of activities of daily living. Such devices may include, but are not limited to: Personal Emergency Response Systems (PERS), wheelchairs, walkers, lifts, medication dispensers, etc.

#### Minimum Standards

1. Each program must coordinate with other appropriate service providers in the community in order to avoid an unnecessary duplication of services.
2. All devices installed must conform to local building codes, as applicable, and meet respective UL<sup>®</sup> safety standards.
3. Funds awarded for assistive devices and technologies may be used for labor costs and to purchase devices to be installed.
4. With regard to Personal Emergency Response Systems (PERS), the following additional requirements must be met:
  - a. Equipment used must be approved by the Federal Communication Commission and must meet UL<sup>®</sup> safety standards specifications for Home Health Signaling Equipment.
  - b. Response center must be staffed 24 hours/day, 365 days/year with trained personnel. Response center will provide accommodations for persons with limited English proficiency.
  - c. Response center must maintain the monitoring capacity to respond to all incoming emergency signals.
  - d. Response center must be able to accept multiple signals simultaneously. Calls must not be disconnected for call-back or put in a first call, first serve basis.
  - e. Provider will furnish each responder with written instructions and provide training as appropriate.

- f. Provider will verify responder and contact names semi-annually to assure current and continued participation.
- g. Provider will assure at least monthly testing of the PERS unit to assure continued functioning.
- h. Provider will furnish ongoing assistance, as necessary, to evaluate and adjust the PERS instrument or to instruct participants and responders in the use of the devices, as well as to provide for performance checks.
- i. Provider will maintain individual participant records that include the following:
  - i. Service order.
  - ii. Record of service delivery, including documentation of delivery and installation of equipment, participant orientation, and monthly testing.
  - iii. List of emergency responders.
  - iv. Case log documenting participant and responder contacts.