

GUIDELINES FOR CALL SYSTEMS

IDAPA 16.03.22.010.15. DEFINITIONS AND ABBREVIATIONS A THROUGH E. Call System. A signaling system whereby a resident can contact staff directly from their sleeping room, toilet room, and bathing area. The system may be voice communication; an audible or visual signal; and may include wireless technology. The call system cannot be configured in such a way as to breach a resident's right to privacy at the facility. Including but not limited to, the resident's living quarters, common areas, medical treatment and other services, written and telephonic communications, or in visits with family friends, advocates, and resident groups.

IDAPA 16.03.22.250.15. REQUIREMENTS FOR BUILDING CONSTRUCTION AND PHYSICAL STANDARDS. Call System. The facility must have a call system available for each resident to call for assistance and still be assured a resident's right to privacy at the facility, including but not limited to, the resident's living quarters, common areas, medical treatment and other services, written and telephonic communications, or in visits with family, friends, advocates and resident groups. The call system cannot be a substitute for supervision. For facilities licensed prior to January 1, 2006, when the current system is no longer operational or repairable, the facility must install a call system as defined in Section 010 of these rules.

The following programs are responsible for surveying in the following areas:

- **Building Construction and Fire and Life Safety Program:**
 - Responsible for new construction or conversions – ensuring that the system meets the requirements of the rules in regards to installation and function; and
 - During fire/life safety survey, in existing licensed buildings – surveyors are to ask if have call system – if answer is yes – surveyors are to check one room for installation and function.

- **Licensing and Certification (RALF) surveyors:**
 - Responsible for ensuring ongoing function during health care surveys.

It would be a violation of a resident's right to privacy for a facility to use any form of monitoring device, including intercoms and baby monitors, which allows staff or visitors to freely listen to what a resident says or does in his/her room. The use of baby monitors in assisted living is not allowed.