

SPECIFICATION FOR TELECOMMUNICATIONS BASED PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)

PART 2 – ALARM SERVICE PROVIDER REQUIREMENTS

OCTOBER 2016

CONTENTS

1.	Introduction	3
1.1	Preface	3
1.2	Scope	3
1.3	Terms	3
1.4	Universal Definitions & Acronyms	4
	Universal Definitions	4
	Universal Acronyms	7
1.5	Definitions & Acronyms Specific to Part 2	7
	Definitions Specific to Part 2	7
2.	Alarm Service Overview	8
2.0	Alarm Service Readiness Activities	8
2.1	Alarm Service Provision Activities	9
3.	Alarm Service Mandatory Requirements – Service Readiness	10
3.0	Developing Compliant Practices	10

3.1	Developing Funder and Client Contracts	10
3.1.1Funder Contracts (Service Level Agreements)	11
3.1.2Client Agreements	11
3.2	Recruiting & Training of Client Service Representatives	13
3.2.1Selection, Orientation & Authorisation	13
3.2.2 Training	13
3.2.3 Management of Client Service Representatives	14
3.3	Developing Plans, Policies and Procedures	14
3.3.1Reference Documentation	14
3.3.2 Client Security & Information Security	15
4	Mandatory Requirements – Alarm Service Provision	16
4.0	General Requirements	16
4.1	Marketing to and Interacting with Potential Clients	16
4.2	Establishing Suitability & Deploying a Medical Alarm Service	17
4.3	Maintaining and Supporting an Alarm Service	18
4.4	Supporting Better Client Outcomes through Industry Body Leadership in Client Insight	18
5	Reference Documents	19

Document History

Version	Date	Author	Reviewed By	Comments
0.1	10 Feb 2015	A Holt		
0.2	Aug 2015	A Holt		Incorporating feedback from TSANZ
0.3	Sep 2015	A Holt		Alignment with Part 1
0.4	27 February 2016	A Holt	M Kendall N Coley D Tomlinson	St John draft for legal review

Version	Date	Author	Reviewed By	Comments
FINAL DRAFT PERS Part 2	29 April	R Johnston	M Kendall	Legal draft for TSANZ review
0.5	14 June 2016	TSANZ	TSANZ	Board Meeting 14 June 2016
0.5	12 July 2016	TSANZ	TSANZ	TSANZ Chair's moderation on Final Submissions
0.6	6 October 2016	TSANZ	TSANZ	TSANZ update on Ministry of Social Development review

1. INTRODUCTION

1.1 PREFACE

This specification has been prepared by an independent standards expert and is intended to supersede the Australian standard 'AS 4607:1999 Personal Emergency Response Systems (PERS)' in New Zealand until such a time as the standard is revised or a New Zealand specific standard is written.

Where the Australian standard relates to Australian legislation and environmental conditions, this specification makes reference to New Zealand legislation and provides requirements for a New Zealand operating environment.

This specification is technology and materials agnostic and is intended as a set of minimum requirements for the following services:

- establishing the suitability of the PERS for the needs of a particular Client;
- planning for the deployment of a suitable Alarm Monitoring System; and
- maintaining and supporting the installed PERS.

All Alarm Service Providers providing a service to New Zealand Clients shall comply with this part (Part 2) of the specification.

Please note that the technical requirements for Alarm Equipment are covered in *Specification for Telecommunications Based Personal Emergency Response Systems Part 1: Alarm Equipment Provider Technical Requirements*. All Alarm Equipment Providers to New Zealand Clients shall comply with Part 1 of the specification.

Pending review, this document together with Part 1 will be published as a two-part TSANZ PERS specification.

1.2 SCOPE

This specification covers Alarm Service readiness and Alarm Service provision and is applicable to organisations preparing to provide an Alarm Service to Clients (i.e. Alarm Service Providers).

1.3 TERMS

Where functions are considered critical to the deployment of a quality sustainable service, these are specified as mandatory requirements, using the word “shall” or “must”. The word “should” is used for a recommendation and the word “may” is used to describe an option. Key terms with specific meaning for this specification have been capitalised.

1.4 UNIVERSAL DEFINITIONS & ACRONYMS

The following definitions and acronyms are common to both Part 1 and Part 2 of the Specification for Telecommunications Based Personal Emergency Response Systems (PERS):

UNIVERSAL DEFINITIONS

Additional Peripherals – any sensors or devices beyond the basic Trigger Devices that complement and expand the monitoring capability of the Communications Unit. These include environmental sensors (e.g. for temperature or humidity) as well as detector devices that alert the Client to dangers such as smoke or other toxic gases. Additional Peripherals can also include smart devices such as movement sensors that detect exceptions to normal behavioural patterns based on personally configured data, telemonitoring devices (such as blood pressure cuffs or weight scales) that measure and track vital signs, and basic devices such as bathroom pull cords set up as Trigger Devices. Activations via Additional Peripherals may occur automatically without human initiation or interaction.

Alarm Activation (or Activation) – the pressing of the help button on the Communications Unit, or a Trigger Device, or an automatic alert via an Additional Peripheral. An Activation shall trigger the Pre-Alarm Period and (if not cancelled by the Client) the transfer of an Emergency Call Event by the Communications Unit to the Alarm Monitoring System (AMS).

Alarm Equipment (or Client’s Alarm Equipment) – a system used by the Client (usually an elderly or “at risk” person), to summon emergency help without the need to make a telephone call. The Alarm Equipment consists of various components including a Communications Unit, Trigger Device(s) and/or Additional Peripherals. In an emergency event, an Emergency Call Event is sent from the Alarm Equipment to the AMS.

Alarm Equipment Provider – the organisation that supplies the physical Alarm Equipment to the Client Alarm Service Provider, which shall be compliant with Part 1 of this specification. An Alarm Equipment Provider that is also an Alarm Service Provider (provider of Alarm Services), shall comply with both Part 1 and Part 2 of this specification.

Alarm Monitoring Facility (AMF) – a facility that contains monitoring equipment and a Client information system. The AMF receives notifications from Alarm Equipment including Emergency Call Events and Self-Check reports that have been processed by the Alarm Monitoring System (AMS).

Alarm Monitoring System (AMS) – the system that receives notifications from Alarm Equipment and forwards them to an Alarm Monitoring Facility and on to an Alarm Monitoring Team for response.

Alarm Monitoring Team (AMT) – the team charged with responding to alerts and notifications from Alarm Equipment, especially Emergency Call Events. They respond by taking appropriate action based on service levels agreed in Client contracts and/or Service Level Agreements (SLAs).

Alarm Service – the ancillary and ongoing service delivered by the Alarm Service Provider to the Client that facilitates or supports the Client’s use of the Alarm Equipment including rental or purchase services, installation, monitoring, maintenance and response.

Alarm Service Provider – the organisation that provides the Alarm Services to the Client, which shall be compliant with Part 2 of this specification. An Alarm Service Provider that is also an Alarm Equipment Provider (supplier of the physical Alarm Equipment), shall comply with both Part 1 and Part 2 of this specification.

Client – a consumer of PERS services where a Client Service Agreement exists. This includes prospective and existing Clients, but excludes past Clients and those who have enquired about but declined the service.

Client Service Agreement - is a formal document outlining a service commitment provided by an Alarm Service Provider and their Client.

Client Service Representative (or CSR or Representative) – a member of the support team of the Alarm Service Provider organisation who responds to Client requests and enquiries, installs Alarm Equipment and services fault and maintenance requests, and/or monitors and responds to Emergency Call Events and other notifications from Alarm Equipment.

Communications (or Base or Alarm) Unit – the primary device acting as the collection and processing point for signals from all Trigger Devices and Additional Peripherals located at a Client property. The Communications Unit must be connected via an appropriate long range communication link to an Alarm Monitoring System, such that the link can pass any alerts and notifications originating from Additional Peripherals, Trigger Devices, or the Communications Unit through to an Alarm Monitoring Team. The Communications Unit must be capable of sending an Emergency Call Event to the Alarm Monitoring System, independently of Trigger Devices or Additional Peripherals. Where a communications pathway is available the Communications Unit must provide two way communication with the AMT. The Communications Unit should be able to generate an Emergency Call Event with full functionality at any moment throughout the full 30 hours of a power failure event.

Coverage – for portable Alarm Equipment, the geographic area in which the Alarm Equipment can communicate as intended with the Alarm Monitoring System. Coverage consists of two components:- 1) Coverage (At home) – The required parameters for correct operation of the Trigger function of the portable Alarm Equipment in and around the home of the Client, as tested at installation, and 2) Coverage (Beyond home) – The required parameters for correct operation of the Trigger function of the portable Alarm Equipment beyond the range of the Client’s home. Coverage (Beyond home) of the Alarm Equipment is evaluated at installation, as is the network of the communications service used by the Alarm Equipment Provider. Choice of the network of the communications service determines the range of Coverage (Beyond home). For fixed Alarm Equipment, refer also to the term ‘Range’.

Dependent Communications Services – any devices or equipment under the Client’s control or in the Client’s home required for the operation of the Alarm Equipment. This could include a basic (POTS) telephone line, a broadband modem with Ethernet or Wi-Fi, or fibre equipment such as an ONT and router.

Emergency Call Out – any Emergency Call Event that leads to Emergency Services being sent to the Client’s home by the Alarm Monitoring Team.

Emergency Call Event – the signal sent from the Communications Unit to the Alarm Monitoring System indicating the Activation of a high priority triggered incident. It occurs post Activation and the Pre-Alarm Period.

Emergency Response Personnel – personnel duly authorised to respond to emergency situations as instructed by Emergency Services or Alarm Monitoring Teams.

Emergency Services – organisations tasked to deal quickly with emergencies when they occur; especially ambulance, police and fire services.

Indicators – audible and/or visual signs to advise status of the Communications Unit and connected Trigger Devices and Additional Peripherals (including normal operating, fault or error states).

New Zealand Radio Spectrum Requirements – such requirements as may be prescribed by regulations made under the Radiocommunications Act 1989 or by any other legislation regulating radio spectrum in force in New Zealand from time to time.

Nominated Contact – a person selected by the Client for notification following Emergency Call Events and other events related to their Alarm Service as outlined and agreed in the Client agreement.

Pre-Alarm Period/Pre-Alarm Process/Guard Time – this is the period immediately after an Activation occurs but prior to an Emergency Call Event being sent to the AMS. During this time an audible notification is sounded and the Client has the opportunity to cancel (i.e. not send) an Emergency Call Event to the Alarm Monitoring System. It is recommended that the Pre-Alarm Period is between 0-30 seconds.

Range Specification (or Range) – the distance from the Communications Unit in which a Trigger Device will continue to operate correctly. It consists of two components:- 1) Range Specification (Design) – The open space (i.e. direct line of sight with no obstructing physical barriers) design requirement, and 2) Range Specification (Home Installation) – The required parameters for continued correct operation of the Trigger Device in and around the home of the Client, as tested at installation. For portable Alarm Equipment that integrate the Trigger Device and Communications Unit into a single device, refer also to the term 'Coverage'.

Redundancy – duplication of system components so that services can continue to operate as intended, even if one component fails.

Self-Checking Function (or Self-Check or Automated Testing or Automated Self Checks) – a process whereby the core components of the Alarm Equipment are checked for correct operation with the results of such checks, including any fault conditions, being reported to the Alarm Monitoring System.

Service Check – a review completed by a Client Service Representative remotely or at the home of the Client to check the Client's Alarm Equipment is functioning as expected.

Service Funder (or Funder) – any third party organisation (private or public) providing funding to pay in part or in totality the PERS provided to the Client. Often the nature of the provision and the relationship between the Alarm Service Provider, Service Funder and the Client is formalised by way of a Service Level Agreement (SLA).

Service Level Agreement (SLA) – is a formal document outlining a service commitment provided by an Alarm Service Provider to a Service Funder in relation to their funded Clients.

Trigger Device (or Wearable Portable Trigger Device) – a portable means of Activating an Emergency Call Event via the Alarm Equipment. Trigger Devices are supplied with the Alarm Equipment and are worn by the Client. Their purpose is to make Activation easier and more convenient by avoiding the need to get to the Communications Unit or telephone in an emergency. Trigger Devices may take the form of a pendant or a wristband or other similar device with a single, simple Activation button or mechanism. Some Trigger Devices integrate Additional Peripheral functions into a single device (e.g. to alert about a fall, specific event, inactivity or other important condition).

UNIVERSAL ACRONYMS

AMS Alarm Monitoring System.

AMT Alarm Monitoring Team.

ONT Optical Network Terminator.

PERS Personal Emergency Response System (a.k.a. medical alarm). It incorporates the Alarm Equipment as well as the associated Alarm Service. See Figure 1 for more information.

POTS Plain Old Telephone Service – this is a traditional voice telephone line.

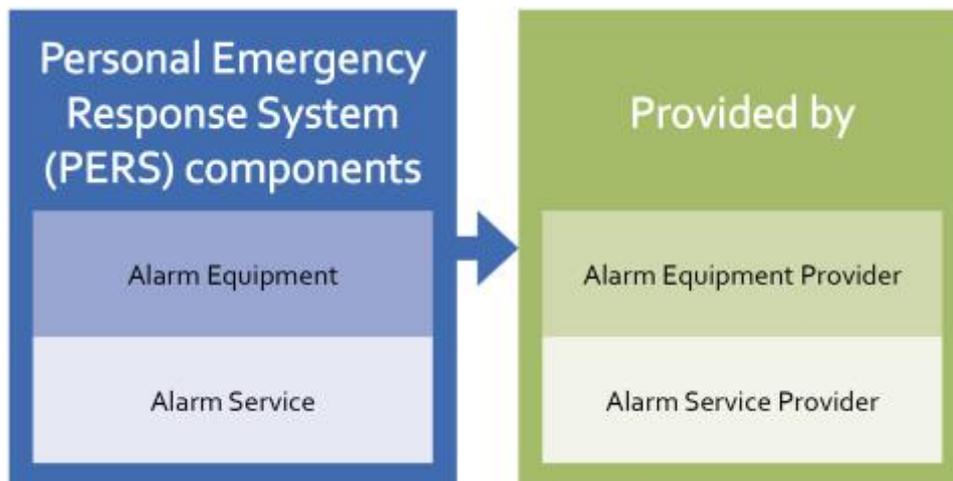


Figure 1 - Personal Emergency Response System (PERS) components and the Providers of those components

1.5 DEFINITIONS & ACRONYMS SPECIFIC TO PART 2

The following definitions and acronyms are specific to Part 2 of the Specification for Telecommunications Based Personal Emergency Response Systems (PERS):

DEFINITIONS SPECIFIC TO PART 2

Cold Calling – the practice of calling on a prospective Client without a prior appointment, and includes unsolicited visits or calls to prospective Clients made by Client Service Representatives belonging to Alarm Equipment Providers or Alarm Service Providers or third parties acting on their behalf.

Critical Error Faults - are faults that prevent the Alarm Equipment from being Activated or sending an Emergency Call Event to the AMS.

Ethical Conduct – contracted service providers must conduct themselves in an ethical manner, staying in the scope of work e.g. ambulance provider acting on behalf of another Alarm Service Provider.

Ethical Marketing Activities – a marketing approach that is honest, truthful and accurate, that is not misleading to benefit the Alarm Service Provider.

Hard Sell – a marketing approach that uses sales practices or messages to encourage customers into completing a transaction quickly or to purchase an item or service they do not want or require.

Remedial Correction Plan – a plan submitted by the Alarm Service Provider to resolve compliance issues that arise from an audit.

Service Call Out – a requirement for a Client Service Representative to attend the premises where Alarm Equipment has been installed, to address a fault or provide general maintenance to any aspect of the equipment or otherwise, at the request of the Client.

Telemarketing – outbound calls made by a Client Service Representative with the intention of gaining new business, as opposed to inbound calls from Clients or calls made as part of delivering existing services.

Unethical Conduct – an approach that manipulates an incident or occasion to influence a customer perception about another Alarm Service Provider by taking advantage of event including but not limited to emergency situations.

2. ALARM SERVICE OVERVIEW

This part of the PERS specification sets out the mandatory requirements for Alarm Service Providers seeking to provide a TSANZ accredited Alarm Service.

Clients are often elderly, frail or vulnerable members of the community. As such it is essential that Alarm Service Providers recognise the need for high levels of professional and ethical conduct from their staff and agents. Providing a PERS can often extend the time that a person can remain independent at home. In these circumstances the Client becomes reliant on their PERS as a means of summoning emergency assistance. As such it is essential that the Alarm Equipment is working correctly and available whenever required, and that there are always Alarm Service Provider or Alarm Equipment Provider staff available to respond.

This specification covers the requirements for an Alarm Service Provider. Following these requirements will help to ensure the provision of a high quality and reliable Alarm Service that is fit for any particular purpose that the Client makes known at installation and delivered by responsive staff who adhere to a strict code of conduct at all times.

2.0 ALARM SERVICE READINESS ACTIVITIES

The diagram in Figure 2 outlines the required actions to be carried out by an Alarm Service Provider to establish a compliant Alarm Service:

- Developing compliant practices,
- Developing Funder and Client contracts,
- Establishing required policies, processes and procedures, and other reference documentation,
- Selecting, screening, training, mentoring, and authorising Client Service Representatives to deploy and service Alarm Equipment systems, and
- Prepare for participating in regular audits and sharing TSANZ and Funder specified information.



Figure 2 - Alarm Service Readiness

2.1 ALARM SERVICE PROVISION ACTIVITIES

The diagram in Figure 3 shows the typical regular activities carried out by a compliant telecommunications based Alarm Service Provider:

- Marketing to potential Clients,
- Establishing the suitability of a potential Client for using an Alarm Service,
- Planning for the deployment of a suitable Alarm Equipment,
- Maintaining and supporting the installed system and assessing ongoing need
- Supporting clients, ensuring they understand equipment operation and instructions and regularly reassessing their requirements,
- Reassigning or retiring Alarm Equipment, and
- Participating in industry performance audits and Client insight activities.



Figure 3 - Alarm Service Provision

3. ALARM SERVICE MANDATORY REQUIREMENTS – SERVICE READINESS

This section of the PERS specification covers the mandatory requirements and obligations for an Alarm Service Provider to establish a compliant Alarm Service.

3.0 DEVELOPING COMPLIANT PRACTICES

Alarm Service Providers shall:

- a. Conduct their professional activities in accordance with relevant legislation.
- b. Adhere to and uphold industry standards and codes of practice referred to in Section 5 Reference Documents including the prohibition of high pressure selling techniques such as Cold Calling and Hard Sell.
- c. Adhere to the ethical code and complaints resolution process of TSANZ as listed in Section 5 Reference Documents.
- d. Protect the privacy and confidential information of Clients and former Clients, and employees, including by not disclosing their confidential or personal information without express permission from the individual concerned or in accordance with the Client agreement or law.
- e. Be committed to the fair and equitable treatment of Clients; respecting cultural and moral values and the dignity of individuals.
- f. Not provide inducements or reimbursements to medical practitioners, or coerce medical practitioners to secure new Client referrals.
- g. Ensure that all Alarm Equipment complies fully with Part 1 of the PERS specification.
- h. Undergo regular service and equipment audits at a frequency and level determined by TSANZ, and develop a Remedial Correction Plan to address non-compliance within a time frame agreed with TSANZ, or decided by a third party mediator.
- i. Maintain a business continuity plan including Redundancy in accordance with the ISO 22301 standard.
- j. Maintain membership of TSANZ as required by the Code of Professional Conduct for Accredited Suppliers of Monitored Medical Alarms, Clause 12.2.

3.1 DEVELOPING FUNDER AND CLIENT CONTRACTS

3.1.1 FUNDER CONTRACTS (SERVICE LEVEL AGREEMENTS)

Alarm Service Providers shall:

- a. Use contracts that comply with New Zealand law and the requirements notified by TSANZ from time to time for the delivery of an Alarm Service.
- b. Make personnel available at reasonable times for meetings with Funder representatives to discuss performance against the Service Level Agreement.
- c. Advise Funders as early as possible of changes to ownership, management or governance or structure including business closure, liquidation and receivership.
- d. Advise Funders of changes to contact details.
- e. Advise Funders of new products and services that could be offered to Clients.
- f. Advise Funders of large scale fault or recall related matters that could impact Clients.
- g. Advise Funders of any third party involvement with Alarm Service Provision or delivery.
- h. Collect, when appropriate, Client feedback through surveys.
- i. Comply with any reporting and audit obligations required by law or Funders (via SLAs) or by the industry.
- j. Comply with Service Level Agreements.

3.1.2 CLIENT AGREEMENTS

When developing and entering into Client agreements, Alarm Service Providers shall:

- a. Clearly state the legal name of the Alarm Service Provider.
- b. Provide to the Client comprehensive information on the capability and the cost of the selected PERS before any Client agreement is signed.
- c. Clearly state the planned date of installation of the PERS as well as the name of the CSR who installed the Alarm Equipment.
- d. Respect any Client's decision to change Alarm Service Provider and make every effort to make the transition reasonably easy for the Client. Pressure shall not be applied to the Client to reverse a decision to change Alarm Equipment Provider or Alarm Service Provider.
- e. Not organise for the removal or disconnection of equipment provided by another Alarm Equipment Provider or Alarm Service Provider without first notifying that incumbent Alarm Equipment Provider or Service Provider and confirming that the notice was received. Physical removal of the incumbent Alarm Equipment shall be the responsibility of the incumbent Alarm Equipment Provider or Service Provider in association with the Client.
- f. Ensure that all Client agreements for Alarm Services contain provision for the Client to cancel the agreement upon a period of notice of no greater than 30 days, including all costs that would be payable by the Client as a result of such cancellation.
- g. Provide all Clients with a detailed complaints procedure prior to the signing of a Client agreement to explain how Clients can lodge a complaint and how complaints are handled.
- h. Ensure that all Client agreements contain a "cooling off" provision that provides a reasonable period where Clients can change their mind and cancel the agreement without incurring costs.
- i. Ensure that all Client agreements contain an immediate cancellation clause to cover the situation where the Client enters a long term (nursing) care facility, passes away, or ceases to qualify for funding for the Alarm Service.

- j. Collect relevant Client medical information, prior to commencement of the Alarm Service in a manner consistent with New Zealand privacy legislation. Information shall include:
 - I. Doctor and medical centre name and contact details.
 - II. Name and contact details of Nominated Contact, designated carer, or family member involved in the care of the Client who is authorised to receive Client information; and
 - III. All other relevant information to facilitate a response.

Information collected may also include Client medical conditions, Client medications, Client allergies and reactions.

- k. Obtain Client authorisation to disclose Client information to any Emergency Response Personnel, Emergency Services centre or other person or organisation providing, co-ordinating or assisting with the Client's Alarm Service.
- l. Obtain Client authorisation to disclose Client information to any Nominated Contact, designated carer or family member involved in the care of the Client.
- m. Advise all Clients that they can have a third party or supporter present for any visits or demonstrations by the Client Service Representative.
- n. Disclose to the Client, prior to the signing of a Client agreement, documentation that clearly details all aspects of the Alarm Service (including the chosen Alarm Equipment configuration) and how it will be delivered and invoiced, a Client copy of the Client agreement, and the Alarm Service Provider complaints procedure and contact details. This information must be provided in electronic (email) format within 2 working days of install or as hard copy at the time of install or by post within 5 working days of install.
- o. Ensure that, in addition to the above, the Client agreement is in writing and covers the following (at a minimum):
 - I. The timeframe of the Client agreement.
 - II. Any costs payable by the Client for early release from, or cancellation of, the Client agreement.
 - III. The cost of the Alarm Equipment and associated Alarm Service.
 - IV. The cost (if any) for Emergency Call Outs.
 - V. The Alarm Equipment that will be provided to the Client.
 - VI. An account of all locations within the boundary of the property immediately surrounding the Client's house where the Trigger Device does not Activate (i.e. communication blind spots).
 - VII. Additional charges and conditions (if any) for the provision of Additional Peripherals and other optional equipment.
 - VIII. A schedule of all Alarm Equipment provided under an ongoing rental charge as well as Alarm Equipment (if any) supplied as a single or one-off purchase.
 - IX. Requirements for the proper maintenance of any purchased Alarm Equipment to ensure ongoing compliance with Part 1 of this specification. Supplementary training and written instructions shall be provided to the Client to facilitate proper maintenance.
 - X. A list of approved Client supplied Alarm Equipment (if any), including:
 - i. Confirmation that the Client supplied Alarm Equipment is compliant with Part 1 of this PERS specification.
 - ii. Requirements for the proper maintenance of any Client supplied Alarm Equipment to ensure ongoing compliance with Part 1 of specification and confirmation that the Client is responsible for such maintenance. Supplementary training and guides (hardcopy or electronic / online) shall be provided to the Client to facilitate proper maintenance.

- XI. Requirements for best practice operation of portable Alarm Equipment (if applicable) to ensure Coverage and battery life of such Equipment is managed within recommended guidelines. Supplementary training and guides (written and/or multimedia) shall be provided to the Client to facilitate best practice operation of portable Alarm Equipment.
- XII. Any warranties and guarantees additional to those available under the Consumer Guarantees Act.
- XIII. Requirements for the regular testing of the Alarm Equipment.
- XIV. Rules and conditions for the sharing of Client information with third parties.

3.2 RECRUITING & TRAINING OF CLIENT SERVICE REPRESENTATIVES

3.2.1 SELECTION, ORIENTATION & AUTHORISATION

Alarm Service Providers shall:

- a. Apply due diligence to the selection of candidates including the provision for a recruitment policy that outlines the methods used to attract and select Client Service Representatives, and that lists the required attributes of Client Service Representatives.
- b. Ensure that NewZealand/Australia Police checks are carried out on all prospective Client Service Representatives and ensure that those who are shown to be unsuitable for Client facing work are not selected for such appointments. If the prospective CSR has been a resident of another country for more than 6 months during the previous 10 years the security checks must include that country also. An exception is immigrants to New Zealand/Australia who had these security checks as part of the immigration process, where the Alarm Service Provider is reasonably satisfied with the results of, and information collected through, such security checks.
- c. Provide fully documented install procedures for all Alarm Equipment systems to all CSRs involved with installations.
- d. Provide a fully documented orientation programme for the induction of all Client Service Representatives, with such programmes including a period of supervision from fully trained Client Service Representative(s) and an assessment of all Client Service Representatives' competence to select and deploy Alarm Equipment that best meets the Client's identified needs.
- e. Use appropriate assessment for competence criteria to determine when trainee Client Service Representatives are proficient in the documented installation procedures and can be authorised to install and service Alarm Equipment without supervision.
- f. Ensure that any sub-contractor third parties involved with the Alarm Service Provision adhere to the conditions identified in this specification.

3.2.2 TRAINING

Alarm Service Providers shall provide a fully documented, ongoing supervision and training programme to ensure that all Client Service Representatives, including those from third parties involved with Alarm Service Provision, receive:

- a. Regular (at least annual) up-skilling and assessment in an appropriate approach to Clients, especially elderly Clients and techniques to identify specific Client requirements and install the most appropriate Alarm Equipment for their needs.

- b. Training in technical requirements and the deployment of new Alarm Equipment as it becomes available.
- c. Training in current relevant legislation and in new legislation as it becomes applicable.
- d. Training in organisational policy for customer service management.
- e. Training in professional and ethical conduct.
- f. Training in physical and electronic security and privacy.
- g. An ongoing assessment programme for the retention of professional knowledge and competency.

3.2.3 MANAGEMENT OF CLIENT SERVICE REPRESENTATIVES

Alarm Service Providers shall ensure that:

- a. Effective performance management procedures are in place for any Client Service Representatives who breach the Code of Professional and Ethical Conduct for TSANZ members, and that these procedures mandate six monthly (or more frequent) reviews of performance for such CSRs.
- b. Client Service Representatives are provided with name tags and identification badges or uniforms that enable them to be easily identified by Clients as a Client Service Representative of the Alarm Service Provider. The identification shall display, at a minimum, the name of the Alarm Service Provider and the name of the Client Service Representative. The Alarm Service Provider must maintain and enforce appropriate policies to control the issue of identification, appropriate use of identification and return of identification on termination of employment or engagement of each CSR.
- c. Documented rosters are in place to demonstrate that sufficient Client Service Representative resource is available to service the needs of Clients across all required time periods and territories.
- d. Any Client information collected by Client Service Representatives is collected in compliance with relevant legislation including the Privacy Act.
- e. Appropriate policies or procedures are in place for Client Service Representatives to regularly check to confirm whether or not the Client information remains current and up to date. Any out-of-date Client information shall be updated as soon as the CSR becomes aware of a change.
- f. All third parties they engage to provide services as Client Service Representatives meet the above requirements.

3.3 DEVELOPING PLANS, POLICIES AND PROCEDURES

3.3.1 REFERENCE DOCUMENTATION

Alarm Service Providers shall ensure that the following written or electronic / online documentation is created and kept current and up to date, and is kept readily available for reference (e.g. for audit purposes):

- a. Procedure manuals to cover the following activities and areas (as a minimum):
 - I. Alarm Equipment installation, maintenance and operation
 - II. Alarm Equipment testing
 - III. System back up, continuity and disaster recovery
 - IV. Equipment failures
 - V. Staff induction and training

- VI. Staff rosters
 - VII. Staff identification and Client security
 - VIII. Duty of care principles
 - IX. Ethical behaviour
 - X. Privacy and security
 - XI. Service Call Outs
 - XII. Emergency Call Outs
 - XIII. Complaints handling
- b. Service delivery documentation outlining the specific requirements for each Client agreement type.
 - c. Testing schedules documenting the pre-install and post-install checks for all Alarm Equipment provided.
 - d. Record keeping requirements for equipment usage and for equipment faults and the actions taken to correct them.
 - e. Requirements for collecting, handling, storing and reporting Client information to ensure that records are kept up to date, that Client information is kept secure and that accurate reporting is provided to Funders and other stakeholders.
 - f. A quality plan to include standards for the operation of the business with details on how these standards are monitored, the policy for privacy, security and confidentiality and a complaints policy and complaints handling procedure.
 - g. A continuous improvement programme to ensure that quality remains at the forefront of Alarm Service delivery.
 - h. Client record and Client agreement information. This information shall be stored securely for a minimum of 2 years post termination of any financial or contractual relationship with the Client.
 - i. Third party and partnership Alarm Service agreement documentation (where applicable). This information shall outline the various roles and responsibilities of the organisations involved with Alarm Service Provision. This documentation shall be stored securely for a minimum of 7 years post agreement termination.

3.3.2 CLIENT SECURITY & INFORMATION SECURITY

The Alarm Service Provider shall:

- a. Ensure that Client Service Representatives do not knowingly provide unauthorised persons with access to a Client's home.
- b. Ensure that all Client Service Representatives wear compliant identification when visiting or performing services at a Client's home.
- c. Not knowingly disseminate false or misleading information in respect of the Alarm Service provided or funding available for that Service.
- d. Act promptly to correct any incorrect information that has been collected about or communicated to the Client by the Alarm Service Provider or a Client Service Representative.
- e. Verify with the Client no less than annually that the Client information, including the Client's Nominated Contact information, is current and complete.
- f. Develop and maintain a code of practice on confidentiality and privacy and ensure all Client Service Representatives comply with the code.
- g. Ensure that any sub-contractor third parties involved with the Alarm Service Provision adhere to the conditions set out in this section, 3.3.2.

4 MANDATORY REQUIREMENTS – ALARM SERVICE PROVISION

This section of the PERS specification covers the mandatory requirements for Alarm Service Providers when providing Alarm Services.

4.0 GENERAL REQUIREMENTS

Alarm Service Providers shall:

- a. Provide an end-to-end Alarm Service with the ability to respond to Emergency Call Events 24 hours a day, 7 days a week, or work with associates and/or sub-contractor third parties to ensure that such an end-to-end Alarm Service is provided for Clients. Response requirements shall be to:
 - I. respond to 95% of Emergency Call Events within 2 minutes; and
 - II. respond to 100% of Emergency Call Events within 5 minutes; and
 - III. record the outcome of 100% of responses within 24 hrs.
- b. Supply, install, configure and maintain (as appropriate) Alarm Equipment, ensuring that equipment selected is compatible with the Client's existing Dependent Communications Services and environment.
- c. Retain overall responsibility of all parts of the end-to-end Alarm Service, including parts that have been sub-contracted to third parties.
- d. Maintain a history of all Communication Units utilised by the Alarm Service Provider, including faults for a period of at least 7 years.
- e. Organise for regular audits of the Alarm Monitoring Facility, including components provided by sub-contractors or other third parties which are conducted at least once every 3 years.
- f. Implement and monitor the Self-Checking Function compliant with the requirements under Part 1 of this specification to ensure that all Alarm Equipment is working as specified. The Alarm Service Provider shall replace any faulty equipment and respond to all critical error faults within 24 hours of identifying an issue.
- g. Offer Clients a free key lockbox to be located on the Client's property. The purpose of a lockbox is to enable easy access by Emergency Response Personnel to the Client's property in an emergency situation should they be otherwise unable to gain access. All free lockboxes supplied should be accessible only by the Alarm Service Provider and any Emergency Response Personnel attending to the Client during an Emergency Call Out.
- h. Ensure that an appropriate Emergency Call Out (ambulance) is dispatched to the Client where an Emergency Call Event is generated and the Alarm Service Provider is subsequently unable to make voice contact with the Client. Otherwise if voice contact is made with the Client and assistance is required, ensure that the Client is connected with (or Client details are provided to) the appropriate Emergency Services centre.
- i. Ensure that the Emergency Services centre is provided with the Client's information upon an Emergency Call Out situation.
- j. Have an arrangement to contact the Client's Nominated Contact in all instances where the Alarm Service Provider has initiated an Emergency Call Out to the Client where it has resulted in the client being transport to hospital or an alternative medical facility.

4.1 MARKETING TO AND INTERACTING WITH POTENTIAL CLIENTS

Alarm Service Providers shall ensure that:

- a. All sales and marketing activities are carried out in accordance with this PERS specification and the TSANZ Telemarketing Code, and in compliance with applicable current legislation.
- b. Clear pricing is provided to Clients including discounts available through memberships and loyalty schemes.
- c. Documented guidelines are in place to describe how Client Service Representatives should set up and manage appointments, identify themselves and convey the purpose of their visit to Clients, and represent their Alarm Service Provider organisation honestly. These guidelines shall prohibit the use of Cold Calling and Hard Sell tactics and shall be consistent with applicable current legislation, including the Fair Trading Act 1986 and with the Code of Professional and Ethical Conduct for TSANZ members.
- d. Clear and comprehensive information is provided to Clients, detailing the Alarm Service to be provided and the Alarm Equipment to be installed.

4.2 ESTABLISHING SUITABILITY & DEPLOYING A MEDICAL ALARM SERVICE

Alarm Service Providers shall ensure that their Client Service Representatives:

- a. Treat each Client with respect and advise of any delays to arranged appointments.
- b. Invite the Client to have a third party present at an installation if desired.
- c. Assess the Client and survey the Client's premises before recommending a PERS.
- d. Work with Alarm Equipment Provider(s) to select suitable Alarm Equipment that is suitable for the Client's premises and circumstances and fit for any particular purpose made known by the Client.
- e. Identify requirements for Additional Peripherals as appropriate (e.g. movement sensors).
- f. Identify any potential points of failure and establish a business continuity plan.
- g. Outline potential sources of funding for which the Client may be eligible.
- h. Prepare a Client agreement and confirm arrangements for payments to be made.
- i. Configure and install Alarm Equipment to the manufacturer's instructions, and in accordance with Part 1 of this PERS specification.
- j. Ensure that any interference with Dependent Communications Services or electronic equipment in the Client's premises is either eliminated or at least minimised to a point where it does not affect the normal operation of the Alarm Equipment including associated Trigger Devices and Additional Peripherals.
- k. Provide on-site testing, including Range and/or Coverage testing inside and outside the Client's premises, and a voice call test to demonstrate the response that can be expected following an Emergency Call Event being sent from the Communications Unit. Allow for back-to-base testing if required including the provision of temporary replacement Alarm Equipment while the Client's equipment is being tested.
- l. Provide full training to the Client such that the Client understands the operation of the Alarm Equipment, and any limitations including the Range and/or Coverage of the Trigger Device. Where applicable, any training should be supplemented by documented (either hardcopy or electronic / online) instructions.
- m. Provide full training to the Client, where the Client has assumed responsibility for the maintenance of the Alarm Equipment, to ensure the Alarm Equipment continues to meet the requirements of this specification. The Client shall be made aware of their obligations (if any) and also of the consequences should the required maintenance not be carried out. Where applicable, any training should be supplemented by documented (either hardcopy or electronic / online) instructions.
- n. Provide a 24-hour contact number for reporting faults.

4.3 MAINTAINING AND SUPPORTING AN ALARM SERVICE

Alarm Service Providers shall ensure that:

- a. All Alarm Equipment, including Trigger Devices and Additional Peripherals at a Client's premises, are tested regularly (at a minimum of once every 6 months) to ensure they are in working order and to identify any failure or pre-failure issues with the Alarm Equipment, the configuration or the batteries. Alarm Service Providers shall ensure that all faults, failures or pre-failure conditions are reported and all test outcomes are documented for future reference. Alarm Service Providers shall ensure that all faulty Alarm Equipment is replaced promptly.
- b. Any Alarm Equipment returned for reassignment shall be cleaned and disinfected. Required repairs and modifications shall be applied and (if required) batteries shall be replaced before the equipment is reassigned.
- c. An annual Service Check is carried out including a physical check of all Alarm Equipment installed at the Client's premises to confirm that the technology provided remains compliant with this specification and relevant to the Client's needs. The annual Service Check should include confirmation that:
 - I. The recorded Client contact details and access information to their premises are confirmed as correct.
 - II. The communications link(s) are working correctly and that the Client is confident in the proper use of their Alarm Equipment. This shall be achieved through a successfully completed test Activation of the Alarm Equipment by the Client. Where the Client has been supplied with portable Alarm Equipment, they shall conduct two test Activations; one at their home and one beyond their property boundary.
- d. Batteries that are no longer required shall be recycled if possible or disposed of according to the manufacturer's instructions and in compliance with local bylaws and regulations.
- e. Client Service Representatives respond promptly to hardware error conditions and error state alerts, and take action appropriate to the urgency and importance of the error reported.
- f. Client Service Representatives respond to complaints in accordance with the Alarm Service Provider complaints process.

4.4 SUPPORTING BETTER CLIENT OUTCOMES THROUGH INDUSTRY BODY LEADERSHIP IN CLIENT INSIGHT

Alarm Services play a vital role by helping elderly and other vulnerable individuals to remain safe and independent at home within their communities. The New Zealand medical alarm industry body, TSANZ, exists to deliver better outcomes for New Zealanders through the provision of quality, robust and resilient Alarm Services.

To allow the industry to track and improve performance in this area and to enable it to be an effective and authoritative advocate for its Clients, member Alarm Service Providers shall submit quarterly electronic reports of Client information to an independent, confidentiality bound, TSANZ appointed third party for aggregation, analysis and reporting to TSANZ. The information to be submitted by Alarm Service Providers shall include the following information, which shall be anonymised before aggregation so that it does not reveal personal information relating to identifiable individuals:

- a. Number of Clients with the following sub-classifications:
 - I. Gender.
 - II. Geographical area (by New Zealand Territorial Local Authority Boundaries or similar as determined by TSANZ).
 - III. Number of Emergency Call Events generated in the period.
 - IV. Number of Emergency Call Outs in the period by Emergency Service (if available).
 - V. Tenure of the Client's current contractual relationship with the Alarm Service Provider.
- b. Alarm Service delivery related information including:
 - I. Complaints received in the period.
 - II. Complaints resolved in the period.
 - III. Median response time to an Emergency Call Event.

TSANZ reserves the right to use information collected from or provided by Alarm Service Providers to supply, on a confidential basis, market intelligence to its members as part of their membership subscriptions. The purpose of collecting and sharing such information is to improve customer service by members through better customer insight and shall not be used for unethical, anti-competitive or collusive purposes.

5 REFERENCE DOCUMENTS

TSANZ Rules

TSANZ Code of Professional and Ethical Conduct

TSANZ Client Protection Policy.

TSANZ Code of Practice.

TSANZ Discipline Policy.

TSANZ Telemarketing Code.

MSD Code of Professional Conduct for Accredited Suppliers of Monitored Medical Alarms.

Consumer Guarantees Act 1993.

Privacy Act 1993.

Human Rights Act 1993.

Fair Trading Act 1986.

AS/NZS 4083 Planning for emergencies – health care facilities.

ISO 22301 Business Continuity Management standard.

Code of Health and Disability Services Consumers' Rights.