

**POLICY:** Jewish Community Housing Corporation of Metropolitan New Jersey shall prepare, implement, monitor and maintain an emergency call pendant response notification plan.

### **PURPOSE**

To coordinate a plan of action that will ensure a prompt, effective, and coordinated approach to monitoring and maintenance of emergency response pendants.

### **PROCEDURES**

- 1) It is the responsibility of the site managers, administrator, and superintendents for all JCHC properties, including the “Weston” nursing director, to train appropriate staff in the appropriate aspects of emergency response pendant monitoring. Staff is defined as, but not to be limited to: Assistant Supers, Adm. Assistants, Business Manager, LPN, RN, CMA, PCA, Security Guards, and Concierges.
- 2) Site Managers will be responsible for ensuring and documenting that appropriate staff will be trained as well as “competency tested” on how to monitor, respond to, and reset the pager and pendant devices; at the time of hire, and quarterly thereafter.
- 3) At the beginning of each shift, the staff will test that the pagers and monitoring systems to ensure they are working properly. The test results will be printed out and kept in a folder marked “Pendant System Shift Reports”. These reports should be kept for 6 months. Each incoming shift will run the Pendant Report and if there are any issues, report to Superintendent.
- 4) The following system reports are required: Supervisory, Low Battery, Response Time. System Reports will be reviewed by Site Manager/ Administrator daily. Each Thursday, the report will be scanned to Chief Operating Officer (COO) and Regional Facilities Director (RFD). All weekly “Supervisory Reports” will be checked by the managers and the written documentation of the results will be forwarded to the COO and RFD.
- 5) Each Site Manager shall have a small inventory of pendants available for replacement.
- 6) Emergency Pendants calls from Residents shall be responded in a timely manner. Any questionable response times to an emergency on behalf of the responding staff person shall be investigated and a report (signed by the Manager) will be submitted to the COO and RFD.
- 7) Emergency Pendants calls from Residents shall be responded in a timely manner.
- 8) Low Battery Pendants shall be replaced within 7 days after receiving an alert from the Lifeline system.