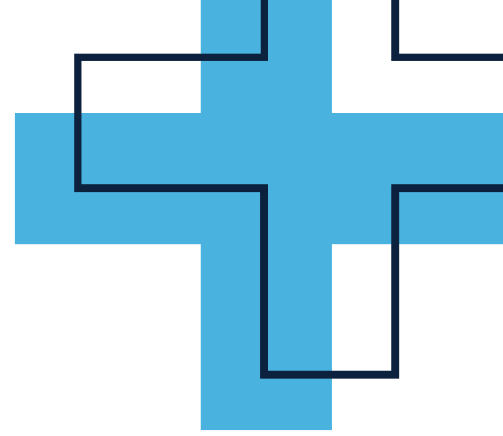


Making a Senior Living Facility E911 Compliant



Challenge

Our firm was asked to complete a conversion of voice services for a sprawling senior living facility with over 20 different residential structures on a single campus. During the conversion, we discovered that the site was not compliant with the relatively new E911 laws, specifically, Kari's Law and RAY BAUM's Act. We immediately offered to mitigate this situation with our E911 compliance consulting expertise.

Solutions Overview

The solution included working with both their phone system vendor and voice service carrier to make the necessary changes for full compliance.

- 01** We enabled staff and residents to reach a 911 call centre by being able to directly dial 911, without any outside line code (such as dialling a "9" before the number).
- 02** We added simultaneous alerts, using features on the phone system to let management know immediately that someone on campus has dialled 911, and from exactly which device did they place the call.
- 03** We registered the exact location of each device with the voice carrier, including the legal address of the appropriate building, plus the floor and office/unit number as well.

Key Results

The staff and residents are now safer. Calls to 911 reach the local 911 center no matter how they are dialed. The facility's management team sees phone system button lights immediately when someone dials 911, and their display tells them who made that call. Plus, they get an email with the date, time, and caller location for their records.

Best of all, response times are faster. Before this project, first responders had to go to the main building in order to find out where the caller was located. This created a significant delay in getting to the caller. Now, first responders go directly to the right building, floor, and unit/office and are able to provide care faster.

In addition, we trained the site staff on how to remain compliant as residents and staff move around the campus. This ensures that the facility will not be liable for fines or penalties due to non-compliance.



Bobra Bush from **Telcom Corporation**

Telcom specializes in providing telecommunications consulting to the Senior Living Industry, working with owners of Assisted, Independent, and Skilled Nursing facilities to reduce costs while improving staff efficiency and E911 compliance.

telcomcorp.com

bsbush@telcomcorp.com