



SLOVENSKI STANDARD
SIST-TS CLC/TS 50134-7:2004

01-junij-2004

BUXca Yý U
SIST EN 50134-7:1997

Alarmni sistemi - Socialni alarmni sistemi - 7. del: Navodila za uporabo

Alarm systems - Social alarm systems -- Part 7: Application guidelines

Alarmanlagen - Personen-Hilferufanlagen -- Teil 7: Anwendungsregeln

Systèmes d'alarme - Systèmes d'alarme sociale -- Partie 7: Guide d'application
iTeh STANDARD PREVIEW
(standards.iteh.ai)

Ta slovenski standard je istoveten z: CLC/TS 50134-7:2003

<https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004>

ICS:

13.320 Alarmni in opozorilni sistemi Alarm and warning systems

SIST-TS CLC/TS 50134-7:2004 en

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST-TS CLC/TS 50134-7:2004](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

<https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004>

TECHNICAL SPECIFICATION

CLC/TS 50134-7

SPECIFICATION TECHNIQUE

TECHNISCHE SPEZIFIKATION

December 2003

ICS 13.320

English version

**Alarm systems –
Social alarm systems
Part 7: Application guidelines**

Systemes d'alarme –
Systemes d'alarme sociale
Partie 7: Guide d'application

Alarmanlagen –
Personen-Hilferufanlagen
Teil 7: Anwendungsregeln

iTeh STANDARD PREVIEW
(standards.iteh.ai)

This Technical Specification was approved by CENELEC on 2003-09-22.

CENELEC members are required to announce the existence of this TS in the same way as for an EN and to make the TS available promptly at national level in an appropriate form. It is permissible to keep conflicting national standards in force.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Lithuania, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

CENELEC

European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

Central Secretariat: rue de Stassart 35, B - 1050 Brussels

Foreword

This Technical Specification was prepared by the Technical Committee CENELEC TC 79, Alarm systems.

The text of the draft was submitted to the formal vote and was approved by CENELEC as CLC/TS 50134-7 on 2003-09-22.

This Technical Specification supersedes EN 50134-7:1996.

The following date was fixed:

- latest date by which the existence of the CLC/TS
has to be announced at national level (doa) 2004-03-23

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST-TS CLC/TS 50134-7:2004](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

<https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004>

Contents

| | |
|--|----|
| Introduction..... | 4 |
| 1 Scope..... | 4 |
| 2 Normative references..... | 4 |
| 3 Definitions..... | 5 |
| 4 Abbreviations | 7 |
| 5 General | 7 |
| 6 Contract with user..... | 7 |
| 7 Installation | 8 |
| 8 Alarm receiving services..... | 10 |
| 9 Testing and maintenance | 12 |
| 10 Response arrangements..... | 13 |
| 11 Visits to the user..... | 13 |
| 12 Operational records..... | 14 |
| 13 Sub-contract delivery of services | 14 |
| 14 Staffing | 14 |
| 15 Risk management | 15 |

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST-TS CLC/TS 50134-7:2004](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

<https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004>

Introduction

A social alarm system provides 24-hour facilities for alarm triggering, identification, signal transmission, alarm reception, 2-way speech communication, reassurance and assistance for use by persons who can be considered to be at risk.

1 Scope

1.1 This Technical Specification provides recommendations to service providers (and their sub-contractors) for effective and efficient management policy and procedures for installing, testing, operating and maintaining a social alarm system, including technical facilities and organising assistance.

1.2 This Technical Specification covers the following aspects:

- a) general service standards;
- b) relationships with users;
- c) installation in a user's home;
- d) alarm receiving services;
- e) testing and maintenance;
- f) response arrangements;
- g) visits to the user;
- h) operational records;
- i) sub-contract arrangements;
- j) staffing;
- k) risk management.

iteh STANDARD PREVIEW
(standards.iteh.ai)

[SIST-TS CLC/TS 50134-7:2004](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

[https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

[70d313387070/sist-ts-clc-ts-50134-7-2004](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

NOTE The effectiveness of a social alarm system is largely dependent upon the management of the system and its integration with other services.

1.3 This Technical Specification applies to the delivery of social alarms services by organisations, whether through the use of paid or voluntary staff. It does not apply to the use of social alarm systems to enhance informal arrangements between an individual and their close friends and family for the provision of assistance, although it may provide advice on the issues that such individuals may need to consider.

2 Normative references

2.1 This Technical Specification incorporates, by dated or undated reference, provisions from other publications. These normative references are cited at appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this Technical Specification only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

| | |
|------------|---|
| EN 50134-1 | Alarm systems - Social alarms systems - Part 1: System requirements |
| EN 50134-2 | Alarm systems - Social alarms systems - Part 2: Trigger devices |
| EN 50134-3 | Alarm systems - Social alarms systems - Part 3: Local unit and controller |

| | |
|------------------------------|--|
| EN 50134-5 ¹⁾ | Alarm systems - Social alarms systems - Part 5: Interconnections and communications |
| EN 50136-1-1 | Alarm systems - Alarm transmission systems and equipment - Part 1-1: General requirements for alarm transmission systems |
| EN 50136-2-1 | Alarm systems - Alarm transmission systems and equipment - Part 2-1: General requirements for alarm transmission equipment |
| CLC/TS 50136-4 ¹⁾ | Alarm systems - Alarm transmission systems and equipment - Part 4: Annunciation equipment used in alarm receiving centres |

3 Definitions

For the purposes of this Technical Specification the following definitions apply:

3.1

social alarm systems

system providing 24 h facilities for alarm triggering, identification, signal transmission, alarm reception, 2-way speech communication, reassurance and assistance, for use by people who can be considered to be at risk

3.2

alarm receiving centre (ARC)

system part which provides facilities for communication with a number of controllers, and providing the alarm receiving and information processing system as an interface to the alarm recipient

3.3

controller

interface between one or more local units and the alarm transmission system or alarm recipient

[SIST-TS CLC/TS 50134-7:2004](https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004)

3.4

local unit

interface between the user and the controller which enables 2-way speech

<https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004>

3.5

trigger device

system part, operated by a human or automatically that communicates to the local unit and controller, initiating the alarm triggering signal

3.6

interconnections

transmission system that provides the communication between trigger devices and local unit and controller

3.7

alarm transmission system

transmission system that provides communication between the controller and the alarm receiving centre or an alarm recipient

3.8

fault condition

condition following detection of a fault by the local unit and controller, that prevents the functioning of the system

¹⁾ At draft stage.

3.9**alarm recipient**

person who receives and acts upon an alarm signal

3.10**fault reporting time**

maximum interval from the time a fault occurs in the interconnection until the transmission of a fault signal is initiated by the controller

3.11**user**

person benefiting from a service provided via a social alarm system

3.12**personal receiver**

system part which provides 2-way speech communication and facilities for identifying and acknowledging the alarm

3.13**portable trigger device**

trigger device carried by the user and providing wire-free communication

3.14**helper**

person who attends and gives assistance to a user as a result of an alarm call

3.15**service provider**

an individual or organisation having an agreement with a user to provide a social alarm service

3.16**life-critical call**

any alarm call received at an alarm receiving station for which, from the information available to the alarm recipient prior to acceptance of that call, it is not obvious that the call is in respect of an equipment test or fault

3.17**alarm receiving station**

a personal receiver or an ARC terminal at which calls are received and processed by an alarm recipient

3.18**alarm receiving service**

a staffed service for the receipt and processing of alarm calls from an alarm system

3.19**transmission time**

the time measured from when the local unit and controller enters the alarm condition until the alarm condition is reported at the alarm receiving station

3.20**availability**

the percentage of time during which the system is known to be available to transmit an alarm condition or an alarm triggering event without corruption and within the specified transmission time

ITeH STANDARD PREVIEW
(standards.iteh.ai)

<https://standards.iteh.ai/catalog/standards/sist/b8bf433d-e7b9-4c44-99e7-70d313387070/sist-ts-clc-ts-50134-7-2004>

3.21

social alarm service

a service provided to an individual which uses or is mediated through a social alarm system

3.22

alarm signal

signal transmitted by the controller to an alarm receiving centre to indicate an alarm condition or a fault condition

4 Abbreviations

GP General practitioner

5 General

5.1 It is the responsibility of the service provider to ensure the correct functioning of a social alarm system and to arrange response to alarm signals. All elements of the social alarm system shall meet the requirements within EN 50134 for that element of the system.

5.2 The service provider shall undertake to provide the user with continuous service.

5.3 The operation of a social alarms service will involve activities which may be regulated by legislation to protect the rights, privacy and confidentiality of individuals in respect of their home and family life, the recording of voice communications or as a data subject.

NOTE 1 The European Convention on Human Rights may impact on the delivery of services to an individual's home.

NOTE 2 The European Telecoms Data Protection Directive 97/66/EC may impact upon the operations of an alarm service in respect of the use of information derived from or collected from a telephony network including call logging or routing data and recordings of voice or data transactions.

NOTE 3 The European Data Protection Directive 95/46/EC may impact on the data processing operations of an alarm service.

5.4 Service providers shall have in place a complaints management system and shall advise users of the arrangements that they have in place to receive, investigate and resolve complaints from users. One outcome from the complaints management system shall be the review of operational procedures, where appropriate.

5.5 Service providers shall have in place mechanisms to establish and measure user satisfaction with the services provided and identify user-led improvements to services.

6 Contract with user

6.1 The user shall be provided with pre-sales information and advice to ensure that the service and systems being offered are appropriate to their needs.

6.2 The delivery of social alarm services to individuals shall be covered by a contract between the user and the service provider. This contract shall set out in clear and simple language the following details (where applicable):

- a) the name of the service provider and relevant contact details;
- b) the services provided under the contract;
- c) the ownership of any equipment required to deliver those services;
- d) any charges arising under the contract and the arrangements for payment of those charges;