



SLOVENSKI STANDARD
SIST EN 50134-7:1997

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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: Directives d'application

Ta slovenski standard je istoveten z: EN 50134-7:1996

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EUROPEAN STANDARD

EN 50134-7

NORME EUROPÉENNE

EUROPÄISCHE NORM

April 1996

ICS 13.320

Descriptors: Electronic equipment, warning systems, specifications, management, installation, organizations, maintenance, utilization, training

English version

Alarm systems - Social alarm systems Part 7: Application guidelines

Systèmes d'alarme - Systèmes
d'alarme sociale
Partie 7: Directives d'application

Alarmanlagen - Personen-Hilferufanlagen
Teil 7: Anwendungsregeln

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This European Standard was approved by CENELEC on 1995-09-20. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CENELEC member into its own language and notified to the Central Secretariat has the same status as the official versions.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, 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 European Standard was prepared by the CENELEC Technical Committee TC 79, Alarm systems. The text of the draft was submitted to the Unique Acceptance Procedure and was approved by CENELEC as EN 50134-7 on 1995-09-20.

The following dates were fixed:

- latest date by which the EN has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 1996-10-01
- latest date by which national standard conflicting with the EN have to be withdrawn (dow) 1996-10-01

EN 50134 will consist of the following parts, under the general title "Alarm systems - Social alarm systems":

Part 1	System requirements;
Part 2-1	Trigger devices;
Part 2-2	Trigger requirements in activity;
Part 3	Local unit and controller;
Part 4	Warnings;
Part 5	Interconnections and communication;
Part 6	Power supplies;
Part 7	Application guidelines.

NOTE: Except for this part 7, all parts of the EN 50134 series are still under consideration.

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1 Scope

This standard 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.

This standard covers the following aspects:

- a) alarm receiving stations;
- b) local units, controllers and triggers;
- c) relationships with users;
- d) relationships with helpers;
- e) relationships with emergency and other community services;
- f) relationships with key-holders;
- g) operational records.

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

2 General

2.1 It is the responsibility of the service provider to ensure the functioning of all system equipment and to arrange response to alarm signals.

2.2 Where a local unit or controller is programmed to transmit to an alarm receiving station, all calls should at all times reach, be monitored by and be acted upon by a staffed alarm receiving station.

2.3 Alarm receiving station staff and helpers should have access to full and up-to-date information for contacting local emergency services and helpers.

2.4 Preventative maintenance requirements for all local units, controllers and alarm receiving stations of the system should be specified and adhered to in contracts with the maintainers.

2.5 A contract should be established for the call-out of a technician to attend within a specified time to faults at the alarm receiving station which cannot be rectified by alarm receiving station staff.

2.6 The service provider should supply each user with a written statement giving details and conditions of the service provided as recommended in this standard in a form which can be taken as a contract.

2.7 Service providers should make arrangements with all relevant communication authorities for emergency repair of any alarm transmission system faults affecting the operation of alarm receiving stations, local units or controllers.

2.8 Where a local unit or controller is not programmed to transmit to an alarm receiving station, the service provider should ensure that suitable arrangements be made with voluntary or other helpers at all times to receive alarm signals and to arrange response.

3 Installation

3.1 Operating instructions, using large print, graphics, Braille etc. should be provided suitable for the needs of each user.

3.2 For the benefit of the user and helper the service provider should also:

a) explain and demonstrate how the system functions, the necessary connections to the telephone and mains electricity, battery changing etc. the purpose of all controls and indicators and the type of reassurance and response provided;

b) check that all the necessary operations are understood and can be carried out by the user;

c) explain the policy on non-emergency and reassurance calls;

d) allay any possible fears of the user about invasion of privacy;

e) note the relevant particulars of the user;

f) arrange periodic future visits to check the user's continued understanding of the equipment;

g) introduce the user to relevant helpers;

h) make suitable arrangements for obtaining access;

j) describe any condition likely to inhibit or degrade the proper functioning of any item of equipment.

4 Triggers

4.1 The type and location of triggers provided should take into account the types of emergencies that may occur, the capabilities of the user and the environment in which the emergencies may occur.

4.2 Portable triggers should be tested in all locations in the home, garden, balcony etc. where they may be used, before handing over to the user.

4.3 Users of portable triggers should be advised of the area over which the triggers are effective.

4.4 Users of portable triggers should be made aware of any circumstances which may reduce their operating range.

4.5 A battery changing program should be arranged bearing in mind that some users may not be capable of this.

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5 Organisation

5.1 The service provider should arrange a quick and effective response to an alarm signal at all times, bearing in mind the types of emergency that might occur.

5.2 The service provider should establish its own procedures covering the retention of relevant particulars held about each user and the type of response required by different levels and type of alarm call received.

5.3 Where a computer database is used to store the user's particulars, a hard copy record should also be kept at the alarm receiving station. Arrangements should be made to update information both as received and as a whole periodically.

5.4 The confidentiality of all information about users should be assured; all alarm receiving station staff should sign a confidentiality agreement.

5.5 Procedures should be established for responding at the appropriate level.

Examples of different levels of response are as follows:

- a) friendly verbal advice using the two-way speech system;
- b) calling out designated helpers;
- c) calling out community health or social services staff;
- d) calling out emergency services such as ambulance, fire services or police;

- e) calling out designated key-holders;
- f) making arrangements for forcible entry.

Each level of response should have a maximum response time established and these targets should be made available to all interested parties.

5.6 Alarm receiving station staff should pass on only such personal, medical or environmental details as are appropriate to helpers and services called out.

5.7 When the alarm receiving station is operated under contract to the service provider, the contractor should specify:

- a) actions to be taken on receipt of alarm and fault signals;
- b) reporting of such action.

5.8 If the system involves calling out voluntary helpers, the service provider should check regularly that they are willing and able to take on this role. Helpers should inform the alarm receiving station of any planned absence or change in the time they are available.

5.9 Service providers should arrange, with each user, one or more key-holders for providing access to user's premises in an emergency and should check periodically that such arrangements remain satisfactory.

5.10 Service providers should draw up a code of practice covering key security and the procedure for any necessary forced entry and repair of consequent damage, including liability of costs, and inform users accordingly.

5.11 Users should be encouraged by the service provider to make a test alarm call using each of the triggers provided, at monthly intervals, in order to verify that the system is functioning correctly. If there is no response when operating a particular trigger, the user should inform the alarm receiving station as soon as possible.

5.12 Service providers should consider the extent to which they need to provide back-up facilities needed to maintain 24 hour service in the event of system component failures.

6 System and operational records

6.1 A log should be provided and maintained for recording of testing, preventative maintenance and servicing work carried out on any part of the system, together with any faults found and components changed.

6.2 A second log should be maintained of all alarm calls received and of the action taken. All log entries should have time and date recorded.

6.3 Records should be retained for a minimum of 1 year.