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## **ALARM SYSTEMS - SOCIAL ALARM SYSTEMS**

### **PART 7: APPLICATION GUIDELINES**

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TECHNICAL SPECIFICATION

**CLC/TS 50134-7**

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English version

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

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

Alarmanlagen –  
Personen-Hilferufanlagen  
Teil 7: Anwendungsregeln

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.

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**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**

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## 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

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## 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.

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

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