

## SeCom

**Combining communication and security  
in retirement- and nursing homes**



Whether yours is a medium-sized business or a global corporation, Avaya can put together a customized solution comprising excellent systems, comprehensive support and reliable service.

Our modular approach makes it easy to pick exactly the telecommunication and web technology modules you require so that you can fully exploit the opportunities offered by modern business communication.

# SeCom – the all-round solution that benefits everyone

## Just one line network for all services

SeCom represents an intelligent combination of communication and security for retirement- and nursing homes. A nurse call system, telecommunications designed for use by the elderly, efficient sheltered housing service logging, alarm management and resident administration are all incorporated into a single, high-performance system.

At the same time, SeCom is designed to meet the needs of home managers, nursing staff and residents.

## An investment for the future

For resident emergency call systems in retirement- and nursing homes in Germany, only the requirements set out in the legislation on minimum residential home standards are binding. However, with a view to potential new requirements and legal regulations, it makes sense to choose a system that will secure your investment in the long term.

SeCom has been developed specifically for retirement- and nursing homes. It offers a tailor-made solution that is constantly being further developed and that can still be expanded in every respect. With SeCom from Avaya, you can also rest assured that you are on safe ground in terms of your business investment.

## An overview of the advantages

- Monitored residents' call system and user-friendly telecommunications in a single system
- Just one service provider or supplier for your entire emergency call and communications system
- Low installation and maintenance costs
- Optimized emergency call management, faster support, improved staff capacity
- Increased investment protection through a modular arrangement and an interface concept for connection to existing systems
- More mobility and improved accessibility for your nursing staff



- Special telephone sets for the elderly and people with disabilities
- Safety standards in accordance with EN50134 and DIN VDE 0834
- Accessibility in accordance with VDI 6008
- Efficient alarm and call charge management
- Detailed documentation of all emergency calls made

# The solution for retirement homes that meets the required standards

## More security for the residents

Building planners often require that the DIN VDE 0834 norm on call systems in hospitals, nursing homes and similar institutions be met.

However, the regional council board for residential care institutions in Hessen, based in Giessen, has rejected the use of lights (signal lamps) above residents' rooms, which are specified in the norm as being essential, on the grounds that they are "not homely". Campaigners for privacy rights even regard the lamps as damaging personal rights due to the fact that they display the needs of residents in a visual or acoustic way in corridor areas that are accessible for everyone.



This opinion is also reflected in the guideline VDI 6008 Barrier free buildings for living—Standards for electrical installations and lifts.

For residential homes for the elderly and sheltered housing accommodation, the European norm for social alarm systems, EN 50134, is becoming increasingly relevant. Important requirements set out in this European norm are often not met by nurse call systems designed to meet the DIN VDE 0834 standards. As a result, the emergency call buttons may be too small, there may be no holding rings on pullcords, and the duration of the emergency power backup may be too short.

## Flexible for all requirements

The modular SeCom system solution can be flexibly adapted to meet your individual configuration requirements, whether you only wish to meet the minimum residential home standards, the EN 50134 or DIN VDE 0834.

The SeCom emergency call release components have been developed with these norms in mind. Specific elements such as color signal lamps to meet the VDE 0834 standards can be added at any time as required.

## Much more comfort and mobility for everyone – with added security

### User-friendly communication and monitored emergency calls: All in a single system

Emergency call solutions to date have usually been based on a PC connected to the telephone system, with plug-in cards for floating contacts or centrally controlled emergency call functions. The emergency call components are fed out of the PBX via local mains plugs. With SeCom, Avaya is taking a new approach that is better able to meet the special safety requirements for emergency calls made by residents. Interacting with the decentralized DTMF dialers (SeCom Dialler), the alarm converters (AVK), which operate independently from the PC, together with the Avaya ISDN system, form the core of this innovative emergency call control system. The dialers and emergency call components are supplied separately from the PBX with 24 volts via the central, monitored SeCom Energia power supply.



### The advantages of this concept

- Emergency calls are separate from the PC
- Emergency calls are indicated by signal lamps – even when the PBX system fails completely
- Simple Plug and Play exchange of components for alarm release (“decentralized intelligence”)
- Permanent monitoring of all emergency call components
- PBX system monitoring
- Power supply monitoring
- Calls are saved when power fails in accordance with DIN VDE 0834

### More comfort and flexibility for everyone

The advantages of SeCom over conventional nurse call systems lie in its all-round concept. The flexibility and modularity of the integrated system make it possible to use DECT infrastructures and to incorporate user-friendly telecommunications options for home residents and administration staff in a cost-efficient way.

In the SeCom scenario, the decentralized dialers in the residents' rooms transfer the emergency calls, assistance calls and presence indicators directly to the corridor signal lamps if required, while at the same time sending them to the alarm converter via the telecommunications system.

Here, they are identified and supplemented with additional information about the cause of release or the release components. The alarm converter also evaluates vital and system messages and controls their forwarding destination. The messages appear in plain text on any output media required, such as DECT handsets, report printers, indicator displays or video workstations.

## Much more comfort and mobility for everyone – with added security

### Greater security for residents

A resident can make an emergency call via an extra emergency call button on the telephone, a radio trigger, a pear button or a pull cord. The release of the emergency call is confirmed by a red signal lamp on the resident's Telephone or on the release component. The hands free function of the SeCom Excellence and SeCom Grande residents' telephones is automatically switched to open listening mode to allow communication with the nurse, even when the emergency call has already been released using the pear button or radio trigger. In the SeCom scenario, emergency calls always have priority. An emergency call is therefore also generated when an alarm is released by the pull cord in the resident's bathroom while a call is being made on the resident's telephone in their room.

### Better value emergency call management

The "decentralized intelligence" of the SeCom dialers doesn't just make it possible to constantly monitor or secure all connected components, including the telephone line. An additional important performance feature is the identification of the nursing staff using coded presence control inserts. All incoming emergency calls can be recorded and documented in terms of the time taken until assistance was provided, and the length of time that assistance was given. An automatic emergency call repeat ensures that all alarms are heard. All calls must be acknowledged and processed immediately.

## Elderly people living outside the residential home are also integrated into the home emergency call system

### External residents become internal residents

With SeCom, elderly people living outside the residential home can easily be integrated into the internal residents' emergency call system via the public telephone network. SeCom stands out from conventional residential solutions with its special emergency call forwarding system. This identifies external subscribers as being the same as internal subscribers: nursing staff receive plain text information, for example on their DECT handset, that an external emergency call has been made by Mrs. Smith on Broad Street. Assistance given to external residents can then of course be recorded in the same way as for internal residents.

### Accessible at all times

The SeCom scenario makes it possible to forward emergency calls to GSM mobile phones. In addition, it is possible to forward emergency calls from the entire residential home to home emergency call centers using „ANT“ protocol. Residents must be equipped with SeCom Excellence telephones, and your home emergency call center must support the widely used „ANT“ protocol. When these requirements have been met, your call center can even make use of a „press-to-talk“ feature to communicate with people making an emergency call.

## Unlimited telephoning with the highest level of safety and comfort

The SeCom Excellence and SeCom Grande residents' telephones have been developed specifically for use within the SeCom resident emergency call system. Both telephones have an illuminated emergency call button, a socket connection for nurse ID keys, a vitality check button, an emergency call acknowledgement function, hands-free device, operating display and inductive coupling feature that makes the telephone suitable for use with hearing aids.

### SeCom Excellence

This tabletop telephone is designed for use by elderly people, offering large, concave embedded dial buttons, contrast colors for the receiver mount and the digit block and lifelong antibacterial surfaces with a patented, organic, non-toxic added plastic element.



### SeCom Grande

The SeCom Grande is a telephone for people with disabilities. It has large-surface buttons with adjustable button sensitivity ("tremor factor"). Combined with the SeCom AMM and jack socket connection to the nurse, both devices can also be used for service logging.

### SeCom BWW

The SeCom BWW has been conceived specifically for use in sheltered housing. The SeCom BWW can be connected to extensions and to the public telephone network, and offers a choice between 3 operating modes:



1. As a solitary device to freely program the destination speed dial numbers that are selected when an emergency call is made.
2. As a SeCom dialing unit with identifiable emergency calls to the SeCom receiving facility.
3. As an emergency call device: the emergency call signal is forwarded to the home emergency call center via „ANT“ protocol, while enabling use of a „press-to-talk“ feature.

# SeCom – the optimum basis for the efficient and flexible management of your residential home

## SeCom applications for the administration of residents and charge and alarm management

The **SeCom GDV**, **SeCom AMM** and **SeCom WIAN** applications can flexibly be used together on a PC. Their mutual data compatibility means that master data on residents from one application, for example, can automatically be used by another. This makes data maintenance particularly efficient and user-friendly. Both 1-port configurations and client server LANs are possible. The SeCom applications support the HL7 international health care standard protocol for data exchange, for example with home management programs. The operating system used is Windows 2003 Server.

### Simple call charge calculation using SeCom GDV

The SeCom GDV is a telephone call charge calculation system with integrated resident and charge limit management (with telephone access control), do-not-disturb facility and call forwarding control within the mask for the resident. The preliminary requirement for this service is the Integral 55 Communication server from Avaya.

### The perfect addition: WIAN

SeCom WIAN (Windows® display) is a complementary software module for the SeCom AMM. WIAN reads alarm messages from the SeCom AMM server and distributes them to any given number of assigned Client screen workstations. Emergency calls made by residents, calls for assistance, repeat alarms or the “services” recorded on the telephone (including requests for orders made by the residents !) appear in different colors as Popup displays on the screen. The user can quickly access the catalog containing steps to be taken in an emergency for each individual resident by simply clicking on the messages with the mouse.

### SeCom AMM – effective alarm management

SeCom AMM is a multi-purpose software program for your alarm management. AMM controls emergency calls and vital alarms (alarm groups and night groups, stations, vital monitoring time periods etc.), while at the same time documenting system messages and emergency care. The integrated resident management offers an individual, pictogram-supported catalog of measures to be taken in an emergency. The additional SeCom AMM “service logging” module enables the user to allocate free service texts to PBX dial codes. The services can be entered on the resident’s telephone and/or on the screen. It is possible to export records as an Excel® document as well as to create a service report for the individual residents.



## Open to third-party systems

### Problem-free connection of care systems for disoriented residents and residential home management programs

Your advantage with SeCom: you have the option of integrating additional modules and solutions at any time.

- For the care of disorientated residents (wandering person recognition systems), SeCom has an interface with a VIP Protocol.
- To exchange data with residential home management programs, you can use the SeCom HL7 coupling. It is supported e.g. by the German software house, Zapf Systemhaus GmbH - Oldenburg, among others.

## Further SeCom services

### Outsourcing concept

As an extension of SeCom, Avaya has developed a detailed outsourcing concept for owners and operators of residential homes for the elderly. The focus is on providing services that will help you with all your communication needs. The necessary Avaya infrastructure will be provided.

### Service round the clock

The technical support offered by Avaya, and the 24-hour standby service, provides operators and residents of homes for the elderly with the security that in critical situations, immediate, reliable help will be available at any time.

### No negative effects from damage

No business can operate without electronic systems. However, faults or even a total failure can have severe consequences – and not only in terms of financial loss. With our comprehensive Avaya protection package you can secure your entire operating facility against damage, together with all the connected commercial risks, with just one insurance policy. Ask us for more information; we will be happy to offer a recommendation based on your individual requirements.

**The SeCom resident emergency call system has been successfully tested for configuration in accordance with DIN VDE 0834, application area A, by an expertise of the Rheinland Product Safety GmbH technical control board in Cologne.**

**SeCom has already been installed in more than 1300 residential homes in Germany and elsewhere in Europe, and has proved a great success.**

**Experience for yourself this high-performance system solution from Avaya, designed specifically with your residential home in mind.**

#### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

