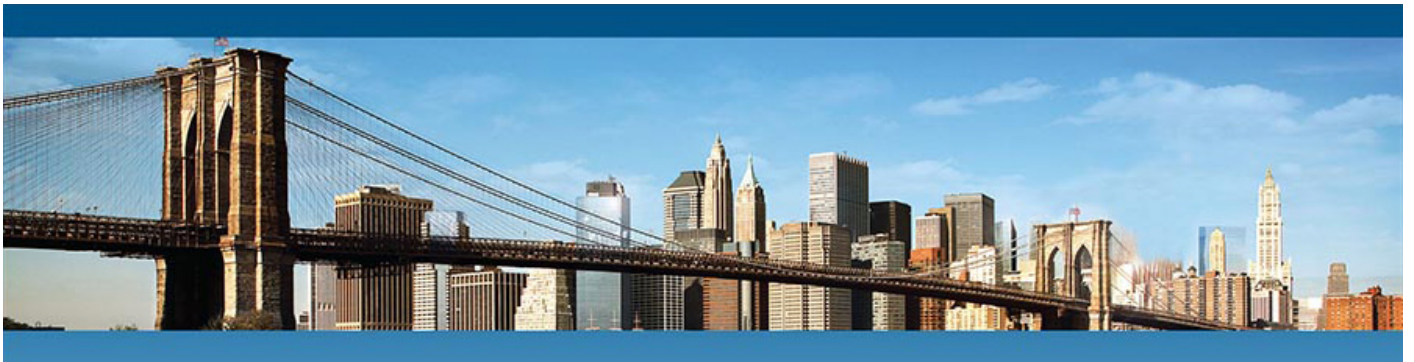


# City of New York

## OFFICE OF THE COMPTROLLER

Scott M. Stringer  
COMPTROLLER



## AUDITS & SPECIAL REPORTS

**Marjorie Landa**

Deputy Comptroller for Audit

Audit Report on the New York City  
Department for the Aging's Compliance  
with Local Law 20 and Placement of  
Automated External Defibrillators

SZ16-093A

June 24, 2016

<http://comptroller.nyc.gov>



THE CITY OF NEW YORK  
OFFICE OF THE COMPTROLLER  
1 CENTRE STREET  
NEW YORK, NY 10007

SCOTT M. STRINGER  
COMPTROLLER

June 24, 2016

To the Residents of the City of New York:

My office has audited the New York City Department for the Aging (DFTA) to determine whether it is in compliance with the Local Law 20 requirements for training and certifying from the City and senior citizen centers (Centers) personnel on the use of automated external defibrillators (AEDs), the placement of AEDs in DFTA and in Centers, and whether DFTA's Site-Specific Response and Maintenance Plan includes the required elements. We audit City agencies such as DFTA to ensure they are complying with applicable laws and regulations and providing critical public safety services.

The audit found that DFTA generally complied with Local Law 20 and New York State Public Health Law §3000-b at its office at 2 Lafayette Street in Manhattan, but did not ensure the same level of compliance at the Centers. We found that DFTA had developed a Site-Specific Response and Maintenance Plan, placed AEDs in the Centers, ensured that DFTA and Center personnel were trained in AED operation and in CPR, and maintained a current collaborative agreement with the Regional Emergency Medical Services Council of New York City, Inc. However, DFTA did not effectively monitor its Centers to ensure that they were also in compliance with Local Law 20. Of the 31 Centers we visited, 29 were not in compliance with certain aspects of Local Law 20. Specifically, some or all of these Centers were missing Site-Specific Response and Maintenance Plans, signage indicating AED locations, and AED supplies. In addition, we found an absence of trained personnel and a lack of a current AED inspection at some locations.

The audit made eight recommendations to DFTA, including that it inspect the Centers to ensure they are properly following the requirements of Local Law 20, verify that each Center has the Site-Specific Response and Maintenance Plan, and ensure all Centers have the required AED signage. DFTA should also ensure that Centers have trained first responders on site at all times the Centers are open to the public. Finally, DFTA should ensure that all Centers inspect their AEDs on a weekly basis and maintain an inspection log documenting that AEDs are in good working order.

The results of the audit have been discussed with DFTA officials, and their comments have been considered in preparing this report. Their complete written response is attached to this report.

If you have any questions concerning this report, please e-mail my Audit Bureau at [audit@comptroller.nyc.gov](mailto:audit@comptroller.nyc.gov).

Sincerely,

A handwritten signature in blue ink, appearing to read "Scott M. Stringer".

Scott M. Stringer

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# THE CITY OF NEW YORK OFFICE OF THE COMPTROLLER AUDITS & SPECIAL REPORTS

## Audit Report on the New York City Department for the Aging's Compliance with Local Law 20 and Placement of Automated External Defibrillators

SZ16-093A

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### AUDIT REPORT

#### Background

##### *Local Law 20*

Each year, approximately 326,200 people in the U.S. experience out-of-hospital, non-traumatic sudden cardiac arrest (SCA) and 9 out of 10 victims die.<sup>1</sup> However, SCA victims have a greater likelihood of survival if they receive immediate cardiopulmonary resuscitation (CPR) and are treated with an automated external defibrillator (AED). An AED is a portable medical device approved by the U.S. Food and Drug Administration that can be used to check the victim's heart rhythm and send an electric shock to the heart to try to restore a normal rhythm.

In 2005, the New York City Council enacted Local Law 20 requiring the placement of AEDs in public locations. These devices are specifically to be placed in: nursing homes; senior centers; the publicly accessible portions of buildings maintained by the New York City Department of Citywide Administrative Services (DCAS), Division of Facilities Management and Construction; selected City-operated parks; and certain ferry terminals and ferries owned and operated by the City.

The New York City Department of Health and Mental Hygiene (DOHMH) issued rules to implement Local Law 20 in November 2005. Local Law 20 and the DOHMH rules require that AEDs be acquired and operated in accordance with New York State Public Health Law §3000-b, which states that personnel must be trained in their use, and that the devices must be registered with the Regional Emergency Medical Services Council of New York City, Inc. (REMSCO-NYC), before use by non-health care professionals. REMSCO-NYC is a not-for-profit, tax-exempt corporation whose function is to improve emergency medical services for New York City.

According to Local Law 20, any facility with an AED to be used by non-medical personnel must meet the requirements described below. Each facility must:

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<sup>1</sup> Data from the American Heart Association.

- Have and maintain a collaborative agreement with an emergency health care provider. The collaborative agreement must be in writing and include practice protocols (including a Site-Specific Response and Maintenance Plan), and policies and procedures that shall assure compliance with New York State Public Health Law §3000-b. The facility shall register and file a copy of the collaborative agreement with REMSCO-NYC prior to operating the AED.
- Develop and maintain a Site-Specific Response and Maintenance Plan. This written plan, including written practice protocols, is required and must be made available to DOHMH upon request. The Site-Specific Response and Maintenance Plan delineates the steps the first responder should take in case of an emergency, who to contact, what procedures to take with the patient, what steps should be documented and what information should be given to Emergency Medical Service personnel and to REMSCO-NYC.
- Designate specific locations for the placement of the AED. AEDs are required to be located prominently and placed so that the equipment can be accessed quickly at all times by persons trained in their operation.
- Have appropriate AED signage. AED signage is required to appear on the wall informing the public as to the availability of an AED at that location and on the face of the storage container in which the AED is contained.
- Have appropriately trained staff. Every facility mandated to have an AED must identify and arrange to have employees trained in its operation and in CPR by a training facility that has been approved by New York State Department of Health. The number of trained responders in each public place shall be commensurate with the size and configuration of the facility to permit rapid response during regular business hours.
- Have procedures to be followed to notify the emergency medical services system through 911.

Additionally, Local Law 20 specifically requires that AEDs be placed in “senior centers” that “provide services to senior citizens on a regular basis, such as meals and other on-site activities.” This audit focuses on whether the New York City Department for the Aging (DFTA) complies with Local Law 20 and whether it ensures that the 260 senior citizen centers (Centers) contracted and funded by DFTA comply with Local Law 20.

DFTA’s mission is to work for the empowerment, independence, dignity and quality of life of New York City’s diverse older adults and support their families through advocacy, education and the coordination and delivery of services. DFTA offers services to the public Monday through Friday from 9:00 a.m. to 5:00 p.m. at its office at 2 Lafayette Street in Manhattan. There DFTA manages and administers its programs and refers residents to senior services. DFTA also contracts with Centers located throughout New York City that are used by the older adult community as places to gather, receive information about senior benefits or services offered in their community and participate in social and physical activities. Most Centers also provide meals and snacks daily. Centers are generally open from 9:00 a.m. to 5:00 p.m., Monday through Friday. DFTA’s average daily attendance at

its 260 Centers was 27,812 for Fiscal Year 2015 and 28,416 for the first four months of Fiscal Year 2016.<sup>2</sup>

## Objective

The objective of the audit was to determine whether DFTA is in compliance with the Local Law 20 requirements for training and certifying DFTA and Center personnel on the use of AEDs, the placement of AEDs in DFTA and in Centers, and whether DFTA's Site-Specific Response and Maintenance Plan includes the required elements.

## Scope and Methodology Statement

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

To achieve our audit objectives, we reviewed Local Law 20 and other pertinent documents and interviewed key DFTA personnel. Additionally, between February 25, 2016, and March 20, 2016, we conducted site visits at 2 Lafayette Street in Manhattan and at 31 Centers and viewed 32 AEDs.<sup>3</sup> Please refer to the Detailed Scope and Methodology at the end of this report for the specific procedures and tests that were conducted.

## Discussion of Audit Results

The matters covered in this report were discussed with officials from DFTA and the Mayor's Office of Operations during and at the conclusion of this audit. On June 3, 2016, we submitted a draft report to DFTA with a request for comments. We received a written response from the agency on June 17, 2016. In their written response, DFTA officials generally agreed with the report's findings and all eight of the recommendations. DFTA stated that "DFTA recognizes the importance of LL20 and the role of defibrillators in emergency care. With that said we will be increasing our monitoring efforts to further strengthen senior centers' compliance with LL20 expectations."

The full text of DFTA's comments is included as an addendum to this report.

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<sup>2</sup> Preliminary Mayor's Management Report Fiscal 2016.

<sup>3</sup> The AED that is located at 2 Lafayette Street is the property of DCAS.

## FINDINGS AND RECOMMENDATIONS

DFTA generally complied with Local Law 20 and New York State Public Health Law §3000-b at 2 Lafayette Street in Manhattan. However, DFTA did not effectively monitor its Centers to ensure that they were also in compliance with Local Law 20.

We found that DFTA had developed a Site-Specific Response and Maintenance Plan, placed AEDs in the Centers, ensured that DFTA and Center personnel were trained in AED operation and CPR by a training facility that had been approved by the New York State Department of Health, and maintained a current collaborative agreement with REMSCO-NYC. Further, DFTA had its Site-Specific Response and Maintenance Plan on hand at 2 Lafayette Street, as well as appropriately trained personnel.

However, DFTA did not ensure the same level of compliance at the Centers. Of the 31 Centers we visited, 29 were not in compliance with certain aspects of Local Law 20. The areas of non-compliance included that some or all of these centers were missing Site-Specific Response and Maintenance Plans, signage indicating AED locations, and AED supplies. In addition, we found an absence of trained personnel and a lack of a current AED inspection. Although it appears that DFTA has provided the Centers with the means necessary to be compliant with Local Law 20, it does not effectively monitor them to ensure that they adhere to all its requirements. It is DFTA'S responsibility to ensure that City-funded Centers are fully compliant with Local Law 20 and New York State Public Health Law §3000-b to ensure that seniors utilizing the Centers are provided proper care in case of an emergency.

### Site-Specific Response and Maintenance Plan Was Not Available at Some Centers

Twenty-two of the 31 Centers in our sample did not have the Site-Specific Response and Maintenance Plan on their premises during our visit. Local Law 20 requires that each Center have the Site-Specific Response and Maintenance Plan on its premises. The Plan is a crucial instructional guide that details the steps the first responder should take in case of an emergency, who to contact, what procedures to take with the patient, what steps should be documented and what information should be given to Emergency Medical Service personnel and to REMSCO-NYC. We reviewed documentation that shows that DFTA provided a Site-Specific Response and Maintenance Plan to DFTA and Center personnel trained in the use of the AED and CPR. DFTA stated that it is the responsibility of the Center's trained personnel to ensure that the plan is on-site and available to use when needed during an emergency. However, we found that 22 of the 31 centers we visited were unable to produce a copy of the Site-Specific Response and Maintenance Plan. (See Appendices I and II for additional details regarding the results of our audit procedures.)

### Recommendations

DFTA should:

1. Perform inspections of the Centers to ensure that they are properly following the requirements of Local Law 20.
2. Verify that each Center has the Site-Specific and Maintenance Plan.

3. Monitor the Centers and verify that the Site-Specific and Maintenance Plan is available on their premises.

**DFTA Response:** DFTA agreed with recommendations #1, #2, and #3. DFTA stated that it “will be conducting additional monitoring to ensure that the Plan is on site and available to use during an emergency.”

## Missing AED Signage or Emergency Contact Information

We found that there were 25 Centers that were either missing signage indicating AED locations or signage detailing emergency contact information as required by Local Law 20. New York State Public Health Law §3000-b requires that the public access defibrillation providers post a sign or notice at the main entrance to the facility indicating where the AED is stored or maintained. The provider is also required to place wall signs detailing emergency contact information at and near the AED cabinet and in a prominent place on all publicly accessible floors. The signs on all publicly accessible floors should also state that more information on AED and CPR training may be obtained by calling 311. We found that seven Centers in Brooklyn, six in the Bronx, five in Manhattan, five in Queens and two in Staten Island failed to indicate where the AEDs are located.

### Recommendation

4. DFTA should ensure that all Centers have the required signage indicating the location of AEDs and detailing emergency contact information.

**DFTA Response:** DFTA agreed and stated that it “has followed up with the Centers mentioned in this audit, and the appropriate signage is on display at all the Centers.” Going forward, DFTA will be expanding the annual program assessment to include verification that the AED signage is on display.”

## Missing or Expired Supplies

Four Centers were either missing the entire AED supply bag or had expired AED pads. The AED supply bag contains a pocket mask, sterile gloves, razor, and wipe cloth. These supplies are needed to properly utilize the AED and perform CPR. Two Centers, in Queens and Manhattan, did not have the necessary supplies to perform CPR properly and two other Centers in Brooklyn and Staten Island had expired AED pads that could not be used. The expiration dates were June 2015 and December 2015, respectively. We informed the Centers and DFTA of our concerns so they could rectify the problem immediately. It is vital for the Centers to properly maintain all the necessary AED equipment and supplies so they are readily available and current in case of an emergency.

### Recommendation

5. DFTA should ensure that all Centers have the necessary and up-to-date AED supplies and equipment.

**DFTA Response:** DFTA agreed and stated, “The Centers have since addressed and rectified this issue. Going forward, DFTA will be expanding our monitoring to ensure that Centers are updating their First Response Kits and AED equipment with the refreshed supplies.”



## No Trained First Responder at Two Centers

According to DFTA's Site-Specific Response and Maintenance Plan, Centers should "ensure the training and readiness of AED Response Team members. DFTA recommends a minimum of three certified responders at each site." Two Centers, Albany Neighborhood Senior Center (Brooklyn) and Our Lady of Pompeii Senior Center (Manhattan), did not have a certified responder on their premises at the time of our inspections. Center officials could not explain why a certified responder was not on the premises at that time.

In addition, Local Law 20 states that no person may operate an AED unless that person has successfully completed a training course in the operation of an AED. Although DFTA maintains a database of the personnel trained in the use of AEDs and CPR, we found no indication in DFTA's database that there were trained personnel at Our Lady of Pompeii Senior Center (Manhattan) and East Harlem Senior Center (Manhattan). However, a trained responder was on site when we visited the East Harlem Senior Center.

### Recommendations

6. DFTA should ensure that all Centers have trained first responders on site at all times the Centers are open to the public.

**DFTA Response:** DFTA generally agreed and stated that, "DFTA ensures that there is certified staff on site at each center. Training is required by DFTA for senior center programs."

7. DFTA should ensure that its database is updated to include all trained first responders.

**DFTA Response:** DFTA responded that it "conducts trainings every two weeks, and the database is updated accordingly." DFTA indicated that the certified responder did not appear on agency's list due to the lag time for the agency to enter the name on its database. . DFTA also stated "Notwithstanding, DFTA will continue to update the database to help track training.

**Auditor Comment:** The responder from Our Lady of Pompeii we identified received her training in the same month as our visit. This indicates the importance of ensuring that the database is updated timely and that training happens prior to the AED/CPR training expiration date. We are pleased that DFTA recognized the importance of the issues that we addressed in this report and hope our findings will urge DFTA to better monitor the Centers' compliance with Local Law 20.

## AEDs Are Not Regularly Inspected

The AEDs located in three Centers did not have current inspections. According to DFTA's Defibrillation Program Manual, Centers' trained personnel are responsible for verifying on a weekly basis that the AED is functioning properly and for maintaining a log indicating the dates on which the AED has been checked. AEDs should be inspected weekly to ensure that they are in good working condition, and a log should be maintained that documents the inspections. We found that current inspections had not been performed at three Centers: Albany Neighborhood Senior Center (Brooklyn); Our Lady of Pompeii Senior Center (Manhattan); and Brookville

Neighborhood Senior Center (Queens). Further, Our Lady of Pompeii Senior Center (Manhattan) had not performed an inspection on its AED since December 2015.

## Recommendation

8. DFTA should ensure that all Centers inspect AEDs on a weekly basis and maintain an inspection log documenting that AEDs are in good working order.

**DFTA Response:** DFTA agreed and stated that it “contacted the three centers mentioned in this audit and instructed them again on the importance of the weekly inspections.”

## DETAILED SCOPE AND METHODOLOGY

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

We reviewed DFTA's Site-Specific Response and Maintenance Plan and other pertinent documents and interviewed key DFTA personnel. Additionally, between February 25, 2016, and March 20, 2016, we conducted site visits at DFTA, located at 2 Lafayette Street in Manhattan, and 31 Centers throughout the five boroughs that provide public services. We performed inspections on 32 AEDs.

To achieve our objectives, we performed the following:

- Received training in CPR/AED;
- Reviewed Local Law 20;
- Reviewed New York State Public Health Law §3000-b;
- Reviewed DFTA's Standard Operating Procedures for the AED program;
- Reviewed all AED training course materials;
- Reviewed and analyzed DFTA's list of AED locations for DFTA and the Centers in the five boroughs;
- Reviewed DFTA's list of AED-trained individuals, both City and Center personnel, and determined their certification numbers;
- Determined whether the individuals giving AED training had proper qualifications;
- Reviewed and ensured whether the Site-Specific Response and Maintenance Plan was in place in DFTA and in the Centers;
- Reviewed and analyzed Monthly/Daily logs of AED inspections to ensure compliance with Local Law 20;
- Reviewed and observed all signage related to AED locations and emergency contacts;
- Inspected AEDs located at the 31 Centers to determine if they were operational and if necessary supplies were available;
- Reviewed the list of employees responsible for verifying that AEDs are operable at each location; and
- Reviewed a copy of device registration and the collaborative agreement with REMSCO-NYC.

## DETAIL OF CONDITIONS FOUND AT THE 31 CENTERS SAMPLED

SENIOR CENTER NAME	Proper Signage <sup>4</sup> (YES/NO)	Site- Specific Maintenance Plans Available (YES/NO)	Missing Or Expired Equipment (Supplies) (YES/NO)	AED Inspection Current (YES/NO)
<b>BROOKLYN CENTERS</b>				
<b>CCNS ST Charles Neighborhood Center</b>	NO	NO	NO	YES
<b>Bay Ridge Neighborhood Senior Center</b>	NO	YES	NO	YES
<b>Independence Neighborhood Senior Center</b>	YES	NO	NO	YES
<b>Remsen Neighborhood Senior Center</b>	YES	NO	NO	YES
<b>House Of Jacob</b>	NO	YES	NO	YES
<b>Stuyvesant Gardens Social Club</b>	NO	YES	NO	YES
<b>Williamsburg Satmar Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Penn Wortman Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Albany Neighborhood Senior Center</b>	NO	NO	YES	NO

<sup>4</sup> If "No", the Center either did not have the AED sign posted in a prominent location or the sign was missing; the contact information was missing from the sign; or inadequate contact information was posted on the sign which did not adhere to Local Law 20.

**DETAIL OF CONDITIONS FOUND AT THE 31 CENTERS SAMPLED**

<b>SENIOR CENTER NAME</b>	<b>Proper Signage (YES/NO)</b>	<b>Site-Specific Maintenance Plans Available (YES/NO)</b>	<b>Missing Or Expired Equipment (Supplies) (YES/NO)</b>	<b>AED Inspection Current (YES/NO)</b>
<b>BRONX CENTERS</b>				
<b>PSS City Island</b>	NO	NO	NO	YES
<b>Rain Middletown Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Bay Eden Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Kips Bay Castle Hill Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>East Concourse Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Betances Neighborhood Senior Center</b>	NO	NO	NO	YES

## DETAIL OF CONDITIONS FOUND AT THE 31 CENTERS SAMPLED

SENIOR CENTER NAME	Proper Signage (YES/NO)	Site- Specific Maintenance Plan Available (YES/NO)	Missing Or Expired Equipment (Supplies) (YES/NO)	AED Inspection Current (YES/NO)
<b>MANHATTAN CENTERS</b>				
<b>Stein Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Mott Street Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>Our Lady of Pompeii Senior Center</b>	NO	NO	NO	NO
<b>CPC Project Open Door Neighborhood SC</b>	YES	NO	NO	YES
<b>City Hall Neighborhood Senior Center/Hamilton House</b>	YES	YES	NO	YES
<b>Corsi House Neighborhood Senior Center</b>	NO	YES	NO	YES
<b>East Harlem Neighborhood Senior Center</b>	NO	YES	YES	YES

DETAIL OF CONDITIONS FOUND AT THE 31 CENTERS SAMPLED

SENIOR CENTER NAME	Proper Signage (YES/NO)	Site- Specific Maintenance Plan Available (YES/NO)	Missing Or Expired Equipment (Supplies) (YES/NO)	AED Inspection Current (YES/NO)
<b>STATEN ISLAND</b>				
<b>Great Kills Neighborhood Senior Center</b>	YES	YES	NO	YES
<b>Todt Hill Neighborhood Senior Center</b>	NO	YES	YES	YES
<b>Anderson Neighborhood Senior Center</b>	NO	NO	NO	YES

DETAIL OF CONDITIONS FOUND AT THE 31 CENTERS SAMPLED

SENIOR CENTER NAME	Proper Signage (YES/NO)	Site- Specific Maintenance Plan Available (YES/NO)	Missing Or Expired Equipment (Supplies) (YES/NO)	AED Inspection Current (YES/NO)
<b>QUEENS CENTERS</b>				
<b>CCNS Howard Beach Neighborhood SC</b>	NO	NO	NO	YES
<b>Brookville Neighborhood Senior Center</b>	NO	NO	NO	NO
<b>Brooks Memorial Neighborhood Senior Center</b>	YES	NO	NO	YES
<b>Selfhelp Maspeth Neighborhood Senior Center</b>	NO	NO	NO	YES
<b>JSPOA Theodora Jackson Neighborhood Senior Center</b>	NO	YES	YES	YES
<b>Woodside Neighborhood Senior Center</b>	NO	NO	NO	YES



TEST RESULTS OF LOCAL LAW 20 AND NYS PUBLIC HEALTH LAW  
§3000-b COMPLIANCE

Did the Site-Specific Response Plan specify the following information:	In Compliance (Yes/No)
<u>Trained Responder Information:</u>	
1. A list of trained responders	YES
2. The specific training they received	YES
3. How they can be contacted	YES
4. The location of the trained responders at the site	YES
The provider of the AED/CPR training received by each trained responder, the date the training was received as well as the due dates for training recertification of each trained responder	YES
The specific location(s) of the AED(s) at the public place. The AED(s) shall be in a location(s) accessible to the trained responder(s).	YES
The party responsible for verifying that the AED(s) is in operable condition and for ensuring that the equipment is maintained in conformity with the manufacturer’s recommendations	YES
The placement and exact locations of the signs required by along with the information on how to contact the site’s trained responder(s)	YES
<u>Medical Emergency Information:</u>	
1. Instructions on how to identify an on-site medical emergency	YES
2. A listing of procedures to be followed to notify trained responders of the existence of that emergency	YES
Procedures to be followed to notify the emergency medical services system as to the existence of an on-site medical emergency	YES
How the trained responder(s) will be dispatched to the location of the medical emergency	YES
The procedures to be followed by the trained responder(s) at the location upon their response to a medical emergency	YES
Procedures to be followed by trained responders upon their transfer of care of an emergency to the emergency medical services system	YES
Instructions on how to document each use of an AED and immediately report such usage in accordance with Public Health Law §3000-b	YES





Department for  
the Aging

June 17, 2016

Donna M. Corrado, PhD  
Commissioner

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Re: Comptroller's Audit Report of New York City Department for the Aging's Compliance with Local Law 20 and Placement of Automated External Defibrillators (AEDs)

Dear Deputy Comptroller Landa:

Thank you for the opportunity to respond to the June 3<sup>rd</sup> "Audit Report of New York City Department for the Aging's (DFTA) Compliance with Local Law 20 (LL20) and Placement of Automated External Defibrillators (AEDs)".

DFTA recognizes the importance of LL20 and the role of defibrillators in emergency care. We are pleased that the audit report finds DFTA to be generally compliant with LL20 and the New York State Public Health Law Section 3000-b. We are also pleased to see that the audit report recognizes DFTA's efforts to provide senior centers the means necessary to be compliant with LL20. With that said, we will be increasing our monitoring efforts to further strengthen senior centers' compliance with LL20 expectations. Thank you for the helpful recommendations in this audit. Please see below for details.

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**Comptroller Recommendation #1, #2, #3:** Perform inspections of the Centers to ensure that they are properly following the requirements of Local Law 20. Verify that each Center has the Site-Specific Response and Maintenance Plan ("Plan"). Monitor the Centers and verify that the Site-Specific Response and Maintenance Plan is available at their premises.

**DFTA Response #1, #2, #3:** DFTA agrees and will be expanding the annual senior center assessment to include the verification of the Plan at each site.

DFTA currently ensures that every senior center has certified AED staff by providing training every two weeks. Upon completion of training, every senior center staff receives the AED manual, which includes the Plan. DFTA will be conducting additional monitoring to ensure that the Plan is on site and available to use during an emergency. Furthermore, DFTA has re-sent another copy of the AED manual, which contains the Plan, to the 22 senior centers mentioned in this audit.

**Comptroller Recommendation #4:** DFTA should ensure that all Centers have the required signage indicating the location of AEDs and detailing emergency contact information.

**DFTA Response #4:** DFTA has followed up with the Centers mentioned in this audit, and the appropriate signage is on display at all the Centers. DFTA provides signage to senior center staff at AED trainings and will continue to do so. Going forward, DFTA will be expanding the annual program assessment to include verification that the AED signage is on display.

\*\*\*\*\*

**Comptroller Recommendation #5:** DFTA should ensure that all Centers have the necessary and up-to-date AED supplies and equipment.

**DFTA Response #5:** DFTA currently ensures that senior centers have refreshed AED supplies and equipment before they expire. New batteries and pads are automatically sent to senior centers. When DFTA followed up with the Centers cited in this audit, those Centers, apparently, either did not update their equipment kits with the refreshed supplies or could not locate the AED supply bag during the auditors' site visit. The Centers have since addressed and rectified this issue. Going forward, DFTA will be expanding our monitoring to ensure that Centers are updating their First Response Kits and AED equipment with the refreshed supplies.

\*\*\*\*\*

**Comptroller Recommendation #6, #7:** DFTA should ensure that all Centers have trained first responders on site at all times the Centers are open to the public. DFTA should ensure that its database is updated to include all trained first responders.

**DFTA Response #6:** DFTA conducts AED training every two weeks for senior centers. DFTA ensures that there is certified staff on site at each center. Training is required by DFTA for senior center programs.

DFTA followed up with the two centers cited in the audit. For the Albany senior center, there were certified staff on site the day of the auditors' site visit. Eight out of 10 staff on payroll at this site are AED certified. However, on the day of the auditors' visit, the employee acting on behalf of the Senior Center Director, who was absent that day, was not certified and did not know who was certified at the Albany senior center. DFTA has since addressed this issue with the Albany senior center. Going forward, DFTA will be sharing with senior centers, a list of trained staff, as another opportunity to inform programs of the certified staff present at each site. Regarding Our Lady of Pompeii Senior Center, the Director is currently AED certified through February 2018. In addition, DFTA has since trained and certified another staff member at this location.

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**DFTA Response #7:** DFTA should ensure that its database is updated to include all trained first responders.

**DFTA Response #7:** DFTA conducts trainings every two weeks, and the database is updated accordingly. The discrepancy cited in this audit may be the lag time between when DFTA provided a copy of the database to the auditors and when the auditors conducted the site visits. Notwithstanding, DFTA will continue to update the database to help track trainings, supplies and equipment. Moreover, DFTA will be enhancing the data elements tracked to support the additional expansion of monitoring scope discussed in this response.

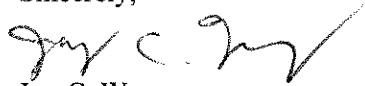
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**Comptroller Recommendation #8:** DFTA should ensure all Centers inspect AEDs on a weekly basis and maintain an inspection log, documenting the AEDs are in good working order.

**DFTA Response #8:** DFTA agrees. As a regular part of program assessments, DFTA checks AED inspection logs. DFTA contacted the three centers mentioned in this audit and instructed them again on the importance of the weekly inspections.

We would like to thank the Comptroller's auditors for this helpful report and recommendations. If you have any questions about our reply, please contact John Jones at (212) 602-4495 or by e-mail at [jjones@aging.nyc.gov](mailto:jjones@aging.nyc.gov).

Sincerely,



Joy C. Wang  
Associate Commissioner  
Budget and Fiscal Operations

cc: Marlon Guerrero, DFTA  
John Jones, DFTA  
Karen Taylor, DFTA  
Joy Wang, DFTA  
Fran Winter, DFTA  
Mindy Tarlow, Mayor's Office of Operations  
George Davis, III, Mayor's Office of Operations