

**COMMONWEALTH OF PENNSYLVANIA**  
**DEPARTMENT OF HUMAN SERVICES**  
**BUREAU OF HUMAN SERVICES LICENSING**  
**Community Homes for Individuals with Mental Retardation**  
(55 Pa.Code Chapter 6400)

**Q/A - Regulatory Clarifications – June 2015**

*The clarifications and interpretations below will remain on the Department's web site until the information is included in the next updated Regulatory Compliance Guide (RCG).*

**Regulation:      § 6400.70 – Telephone**

*§ 6400.70 - A home shall have an operable, noncoin-operated telephone with an outside line that is easily accessible to individuals and staff persons.*

**Question:** Must an operable landline phone be present at the home?

**ANSWER:** Yes. Landline phones are more dependable in the event of an emergency. Landline phones must be present, non-coin operated, operable, and easily accessible. While most homes may use cell phones, cell phones can lose charge, and/or may become lost during an emergency event.