

**COMMONWEALTH OF PENNSYLVANIA**  
**DEPARTMENT OF HUMAN SERVICES**  
**BUREAU OF HUMAN SERVICES LICENSING**  
**Family Living Homes**  
(55 Pa.Code Chapter 6500)

**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:      § 6500.70 – Telephone**

*§ 6500.70 - A home shall have an operable telephone that is easily accessible.*

**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, 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.