

# Safe Hub Lone Worker Protection

## Frequently Asked Questions

### **I do not have the Safe Hub app on my iPhone SE device, what should I do?**

Please contact your AHCM in the first instance who will liaise with the Project to arrange for the app to be installed on your device remotely.

### **My login details do not seem to be working, what do I do?**

Please contact your AHCM in the first instance, they will be able to advise the Project Team to get this resolved.

### **Where do I find the login details for the Safe Hub app?**

The required information is found within your welcome email from [noreply@loneworkermanager.com](mailto:noreply@loneworkermanager.com). It should contain:

- Server Code
- Mobile Number
- 3 Digit Pin

### **I cannot access my SB Cares email to get my login details, what do I do?**

Please contact the CGI Service Desk who will be able to investigate the issue. Please ensure that you request a reference number.

### **How does Safe Hub Work**

Safe Hub alerts are sent to an Alarm Receiving Centre (ARC) which is staffed by Emergency Operators 24 hours a day, 7 days per week.

The ARC has an escalation tree meaning they will always ensure they speak to someone to seek help when needed. If they cannot speak to you, or if they know you need help, they will contact either Home Care Management, SB Cares On-Call Manager or Emergency Services. If needed they can share your location to direct help to the right place.

### **What happens when I raise an alert?**

#### Yellow Alert

If you raise a Yellow Alert this will allow you to record a voice message and set a timer. If the timer goes to 0 and you have not closed this alert it will allow the ARC to attempt to contact you, then escalate as required. You can view example scenarios for each alert below

## Red Alert

If you raise a Red Alert this will make a call to an emergency operator based in the ARC. They can direct Emergency Services to your location if required. This type of alert should be used if you feel threatened, or in immediate danger.

### **I do not know when I should use the Safe Hub app and am worried that I may use it too often.**

The scenario examples describe when you should use the app, however you should not worry that you may be using it too often – the app should be used for all situations that you feel necessary or otherwise concerned for your safety. Remember, a yellow alert only triggers a response if you do not clear before the countdown timer ends. This is designed to be used when you feel concerned or vulnerable but do not need to call for help right then.

### **Can the Safe Hub app be used for personal reason, or is it only for work purposes?**

Safe Hub is intended to be used as lone worker protection tool for use during work or whilst travelling to or from work. Whilst you can use it in an emergency outside of work time, this may not guarantee you get the quickest response to your situation.

## Scenarios for Use

These scenarios are intended as examples only and do not explicitly define how you should use Safe Hub. The most important thing is that Safe Hub is there for your safety at times when you are, or you feel, vulnerable. You will never be criticised for over using Safe Hub and you must think about when and how to use it in your own circumstances.

Scenario	Appropriate Action in Safe Hub
<b>Travel</b>	
You are driving in snow and ice but roads are generally clear	Optional use of Yellow alert advising location you are driving to, time you expect to arrive and the situation. Enable Safe Check and change the timer to be 20 minutes longer than expect to account for traffic. Check in once arrived and either continue using Safe Check or disable
You are driving at night on unfamiliar roads or you have poor phone signal and feel vulnerable as a result	Mandatory use of Yellow alert advising location you are driving to, time you expect to arrive and the situation. Enable Safe Check and change the timer to be 20 minutes longer than expect to account for traffic. Check in once arrived and either continue using Safe Check or disable
You are driving during Amber and Red weather alerts	Mandatory use of Yellow alert advising location you are driving to, time you expect to arrive and the situation. Enable Safe Check and change the timer to be 20 minutes longer than expect to account for traffic. Check in once arrived and either continue using Safe Check or disable

Your car has broken down between visits	No action required unless if you feel you need support, if so leave a Yellow alert message and enable Safe Check. Raise a Red Alert if you are in immediate danger.
You are involved in a driving accident resulting in injury to person or damage to vehicle	Mandatory Red Alert call to the ARC
You walk between care visits and the pavements are covered in ice	Mandatory use of Worker Down feature
<b>Care</b>	
You attend a care visit where client, family or environment cause you to be concerned for your safety	Mandatory use of Yellow alert message stating where you are, the risk and time you expect to complete visit. Enable Safe Check and change the timer to be 10 minutes longer than expected to account for visit delay. Check in once visit complete and either continue using Safe Check or disable
You are exposed to harm or threat of harm during Care Visit	Mandatory use of Red Alert call to the ARC
<b>Other</b>	
You are taken ill or are injured and require immediate support	Mandatory use of Red Alert call to the ARC