

Panic/Duress Buttons



What's the Risk?

Employees working alone or in isolated workplaces face many of the same risks as other workers. However, those risks may pose a greater threat to lone workers as they have to face them without the assistance of others. Lone workers may also be more susceptible to workplace violence; between 2011 and 2020, approximately 23% of workplace homicides were committed against employees working alone at the time (BLS, 2021).

In April of 2022, Avenue Living began interviewing at-risk employees and found that safety and security were amongst the biggest concerns, particularly working alone, working in unsafe or “unfriendly” areas, and workplace violence. To better protect and empower employees, Avenue Living piloted and ultimately adopted SolusGuard’s wearable panic button and safety monitoring system.



Impacts

SolusGuard’s wearable panic button enables two-way communication between employees and a network of contacts, allowing workers to simply press a discreet button to send an SOS in case of an emergency. The patented failsafe technology included in the device also ensures that emergency services are notified even if the phone is locked or if the application is unavailable.

After implementing the SolusGuard technology, employees reported feeling more secure and self-assured while on the job because of the added means of communication available in the event of an emergency. The system's ease of use and straightforward training proved particularly valuable for employees for whom English is a second language. As a result, employees also expressed increased trust in the SolusGuard and an openness to explore other technologies in the workplace.



Lessons Learned

Avenue Living cited several lessons learned during the implementation of the technology. First, they emphasize focusing on front-end employees as the end user and constantly gathering feedback to better understand how the technology impacts their work – *“everything we roll out and do impacts them and makes their world more complex”*.

Employers should prioritize transparency and clearly communicate how any GPS data will be utilized, emphasizing that it serves primarily as a safety measure. To further facilitate this, Avenue Living enlists their line supervisors to train and introduce new technology to employees as someone who has built a familiarity and rapport with the employees. Finally, training “super users” allows workers to guide their peers through using the technology. This not only reduces the demand on the IT department in troubleshooting, but also builds further trust and rapport in the technology.

Employer

avenueliving
asset management

Avenue Living

Based in Calgary, Alberta, Canada, Avenue Living Asset Management is a leading Canadian alternative asset manager, providing workforce housing, commercial real estate, farmland, and self-storage. The company employs approximately 600 people nationwide.

Technology

 SolusGuard

SolusGuard

Based in Saskatoon, Saskatchewan, Canada, SolusGuard’s patented solution is designed to protect workers via a custom-designed wearable panic button, workplace safety app, and enterprise safety monitoring.

