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## Hearing Dogs For Deaf People Chooses SoloProtect For Home-based Personnel

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Natasha Edward, Head of Human Resources

# Lone worker security...



Hearing Dogs for Deaf People is utilising Identicom® as part of an ongoing rollout of SoloProtect, a fully managed protection service, for its regionally-based staff and those who work alone periodically. A national charity and centre of excellence, Hearing Dogs for Deaf People train hearing dogs to alert deaf people to everyday household sounds and danger signals in the home, work-place and in public buildings.

A large number of the charity's staff are home-based or often work out in the field supporting deaf recipients, volunteers and fundraising. Aware of their duty of care to these lone workers and the need for lone worker protection, Hearing Dogs for Deaf People's Head of Human Resources, Natasha Edward, decided to investigate products that would enable support staff to raise the alarm if necessary.

After researching different products, Natasha decided to trial the SoloProtect solution provided by Connexion2, who incidentally manufacture the Identicom Lone Worker Device (LWD), and decided that it was the best option for the charity. Combining five core components that are essential for a credible and complete lone worker solution, SoloProtect includes the award winning Identicom, SIM Card and inclusive airtime for the device, 24 hour manned monitoring, user training and a customer support resource providing account management and reporting.

"SoloProtect had been well received by those staff that are using the system and it satisfies our needs by providing us with a total solutions package", says Natasha Edward. "Whilst being trialled one of our staff had cause to press the red alert button on Identicom (a function that automates a direct call to a 24/7 monitoring centre where audio is recorded and events appropriately escalated) and said afterwards how much safer she felt knowing that support was just a touch away. It also gave us the opportunity to trial the service in a live situation".

Hearing Dogs for Deaf People has 16 solutions featuring Identicom i750 devices from Connexion2 in addition to a solution comprising an Identicom 1770 with mandown detection for use by any high risk visitors staying overnight at their Training Centre in Buckinghamshire. When fully implemented the Charity will be using approximately 45 Identicom devices through SoloProtect.

"We have received extremely positive feed back from our staff, who have all stated that they feel so much safer knowing that they can open up a connection to the monitoring centre if they feel threatened and that they can respond to the situation, escalating it to a police response if necessary", concluded Natasha Edward.

## The benefits gained by Hearing Dogs for Deaf People:

- Greater peace of mind for the lone worker
- Better 'dynamic' risk assessment
- Evidence capture of verbal abuse
- Improved worker productivity
- Better company management of key risks
- Alarm raised discreetly & safely by worker



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