MANITOBA
# School Boards
ASSOCIATION

# Ensuring the Safety of Manitoba School Divisions' Custodians, Tradespeople, Teachers, and other Staff

**Randy Pokrant**
c: 431-388-2298 - email: rpokrant@protelecalarms.com

**Rial Black**
c: 204-996-0686 - email: rblack@protelecalarms.com

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# Agenda



1. **ProTELEC Introduction**

2. **Safety Challenges in Schools and Who's at Risk**

3. **Why protect staff working alone?**

4. **Overview of solution**

5. **Pricing**

**Privately owned Manitoba based company - Protecting Life and Property since 1968.**

- ✓ One of Canada's largest independent security and safety companies.
- ✓ Full line of industry leading, technology-based solutions for more than 55 years.
- ✓ Includes Installation and servicing security systems, access controls, video systems, employee safety and after-hours call answering.
- ✓ All backed by our Winnipeg based, ULC Certified, **Emergency Monitoring Centre (EMC)** operating 24/7/365 since our company's inception.



- ✓ **Developed by ProTELEC in 2003** (CheckMate Safety Division)
- ✓ Lone worker safety monitoring service to help Employers protect their people and ensure compliance.
- ✓ 100% reliable, User friendly and cost-effective system to solve the Lone Worker safety dilemma.
- ✓ Includes the **CheckMate Safe Alone App.**

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# Manitoba School Divisions Face Many Challenges in Safeguarding their Employees



- Custodians and Tradespeople often work alone or in isolation.

- Frontline staff (teachers, school admin and others) face various risks that come from working with children, teenagers, dealing with parents and the risks from schools being open to the public.

- Communication and notification challenges.

- Staff working alone after hours or on weekends when no one else is around.

- Staff requiring an effective way to easily report critical health and safety incidents quickly so they can be escalated for further action.

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# Simple, All In One Solution - Access for Everyone to ensure Safety



Based on discussions with our Manitoba School Divisions, the MSBA and other School Districts across Canada:

1. Concern for Staff Safety has never been higher!

2. The most effective solution must be:

   • Simple to use,

   • Readily available to all staff, and

   • Be independent of existing IT infrastructure

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# Safety Monitoring for Working Alone
# ==Why do we 'need it'?==

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## Three key Reasons...

**1) Working Alone is considered a <u>HAZARD</u>**
- 1 in 5 people work alone
- Various risk factors must be considered and measured in considering this HAZARD

**2) Safety matters, <u>especially in our school facilities!</u>**
- An Employee Safety 'System' is required while Working Alone
- Ensures that **timely assistance** can be provided
- Punctuates **Corporate Social Responsibility** (C.S.R.) to protect employees
- Represents '**Best Practices**' and allows for many benefits for organizations with a strong safety culture (morale, attracting and retention of employees, cost benefits, etc.)

**3) Legislative Requirements** <u>Federal (Bill C-45) and more detailed Provincial Regulation</u>
- Employer Responsibility and Employee Rights
- **Compliance reduces risk to the employer, including for supervisors and managers.**

CHECKMATE
WORKING ALONE

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# Manitoba Workplace Safety and Health Regulations

Manitoba - enacted in 1987 and continues to be updated.

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## Regulations
### Part 1 – Definitions

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**"Working Alone"** means the performance of **any work function** by a worker who,

a)  is the **only worker** for that employer at that **'*workplace*' at any time**, **and...**

b)  is **not directly supervised** by the employer, or another person designated as a supervisor by the employer, **at any time.**

## Regulations
### *Part 1 – Definitions*

**"Working in isolation"** means working in circumstances where **assistance is not readily available** in the event of injury, ill health or emergency.

# Regulations
## *Part 9 – Working Alone or in Isolation (specific requirements)*

**An employer must**:

- *Identify risks* arising from the worker's work and take steps to **eliminate or reduce** these risks

- *Develop safe 'working alone' policy and procedures* and provide training of the procedures

- *Establish an effective form of communication*

- *Communication must include a* <mark>**system of regular contact**</mark> *on* **appropriate / predetermined intervals** *(Safety Checks Frequency)*

============================================================

## *Procedures must include:

- **HOW** to check on a lone worker.
- **WHAT** to do when a worker is not responding to Safety Checks.
- **Documentation** of Safety Checks for proof of due diligence and to ensure compliance

https://www.gov.mb.ca/labour/safety/pdf/whs_workplace_safety_act_and_regs.pdf#page=142

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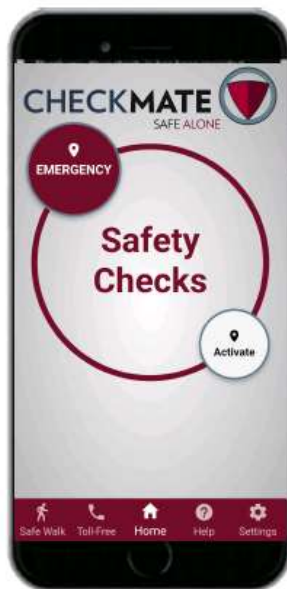# ProTELEC CheckMate answers the Bell!

# CHECKMATE
## WORKING ALONE

# What is it?

❖ It's a proactive **'safety monitoring service'** for 'lone workers' <u>that meets regulatory requirements…</u>

❖ A layering on of 'a system' for an employer to ensure the safety of their staff

✓ **Provides safety checks**

✓ **Responds to missed safety checks and Emergency Alarms** (Live Operator Involved – 24hr Emergency Monitoring Centre)

✓ **Provides an audit trail** (on all safety checks, alarms, and outcomes)

✓ **Provides Usage/Summary Reports**

✓ **Allows for Administrator Access to your CheckMate 'Dashboard'**

**PLAN:**
PROACTIVE
REACTIVE

**Simple All In One Safety Solution with the CheckMate Safe Alone App!**

- **All staff** including teachers, school admin staff, custodians and tradespeople **have 24/7 access**.

- **Protects all staff** that commonly experience this hazard in their roles or occasionally work alone after-hours or on weekends.

- Provides other **critical safety features** to help **protect staff and students**.

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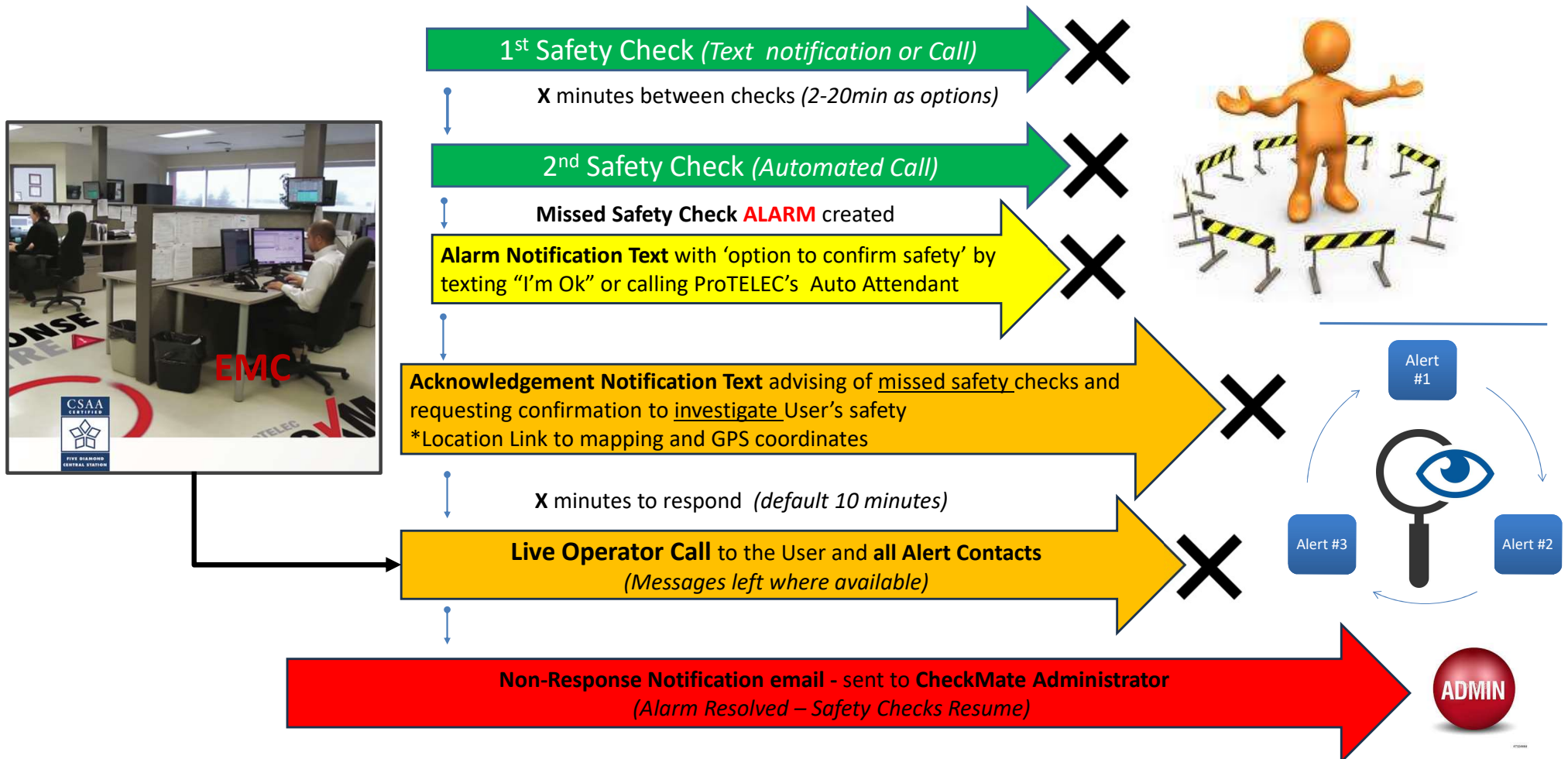# Regular Safety Checks when Working Alone or in Isolation

**Automated Safety Checks**
This feature is available for any staff that work alone, at any time. Safety Checks are turned on by a **simply tapping the Activate button**.

When activated, the CheckMate Safe Alone App completes in initial '**check-in'** and a large checkmark indicates it went through. The App also displays the current **Safety Check frequency** and a clock indicating when your next automated Safety Check will occur.
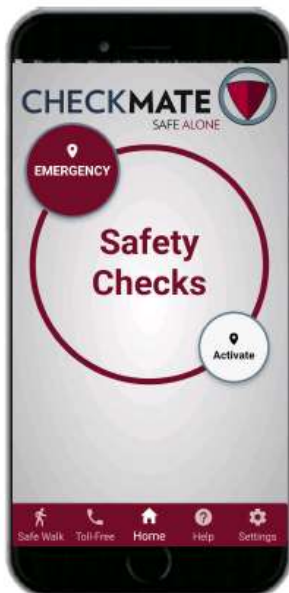
# Process When SAFETY CHECKS Are NOT Responded To

**1st Safety Check** *(Text notification or Call)*

X minutes between checks *(2-20min as options)*

**2nd Safety Check** *(Automated Call)*

**Missed Safety Check ALARM created**

**Alarm Notification Text** with 'option to confirm safety' by texting "I'm Ok" or calling ProTELEC's Auto Attendant

**Acknowledgement Notification Text** advising of <u>missed safety</u> checks and requesting confirmation to <u>investigate</u> User's safety
*Location Link to mapping and GPS coordinates

X minutes to respond *(default 10 minutes)*

**Live Operator Call** to the User and **all Alert Contacts**
*(Messages left where available)*

**Non-Response Notification email** - sent to **CheckMate Administrator**
*(Alarm Resolved – Safety Checks Resume)*

EMC

Alert #1

Alert #3

Alert #2

ADMIN

# Emergency Button 'Plus'

## Additional Safety Features for School Staff

**Emergency Button –** Pressing the Emergency button presents the user with 4 options:

- **Hold and Secure Alarm**

- **Lockdown Alarm**

- **Duress Alarm**

- **Medic Alarm**

When pressed, app will provide text box for location information to be entered, such as a classroom number.

**ProTELEC's Emergency Monitoring Centre responds according to preset protocols per type of Emergency Alarm.**

**\* Mass Communication, instant notification, appropriate actions initiated**

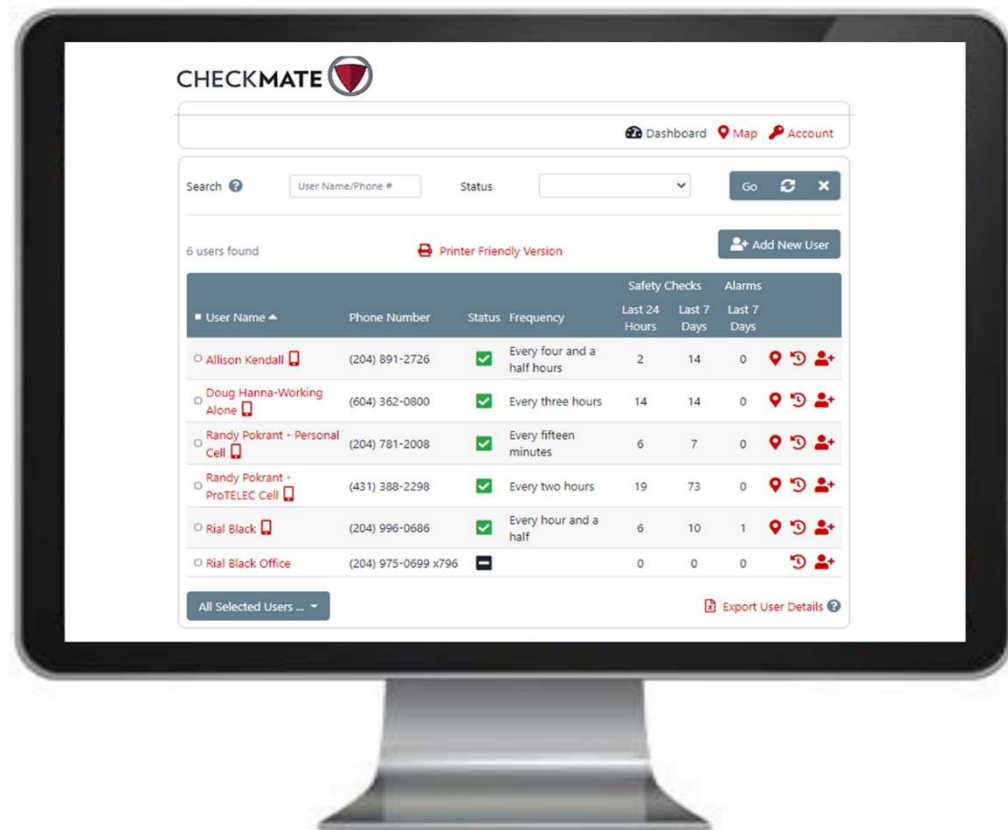Because Safety Matters

# Safe Walk Feature

For any situation where a teacher or other staff member may feel at increased risk, such as walking alone to their car at night.

- When activated, GPS Location information is sent to ProTELEC as they move.

- The moment they exit from this screen, by pushing the Home or Power button, **an Emergency alarm is sent to our Emergency Monitoring Centre with GPS Location information**.

- The Safe Walk feature makes it very easy to generate an Emergency alarm without having to look at the phone to push the Emergency button.

# CheckMate Dashboard

**For those designated as the CheckMate Client Administrators**

# Tap for School Safety!

# Health and Safety Incident Reporting

- With a Tap of a Button **staff can now quickly report critical H&S incidents** that may involve students, school facilities or any other issues with **ALARM level response**.

- The **reporting process is simple** and allows staff to complete a H&S incident report via a **webform** or by calling a **toll-free phone #.**

- Key information is collected and **is customizable to suit your needs.** Once submitted, this immediately generates a notification to a predefined list of contacts so that **immediate action can be taken**.

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# Webform Report Option



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## Health and Safety Reporting System - Demo

Once we have your information, an incident report will be submitted to your health and safety department who will follow up with you shortly

Incident Type

Please provide your first and last name, including your position or employee number.

Please provide your 10 digit phone number.

Date and time of incident?

ie. For June 12, 2024 at 1:30pm, please enter 06122024-1:30pm

Specific incident location and details?

Please provide the specific location and details of the incident.

Was first aid or medical attention required?

Submit

# Health & Safety Incident Reporting Dashboard



*From your Dashboard you can see a **complete history** and a **concise summary of all reports** made and be able to drill into any report for further information.*



*Reports are conveniently **accessible via your Secure Client Dashboard** where you can review call recordings and manage incidents.*

# H&S Incident Report Demo



**Toll Free Phone #
will display or
link to webform**

**Demo Phone #:**

# Special Pricing Models for Schools based on Assessed Risks/Needs



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# Option 1: Assessed Lower Risk - Price per User
# How many Users and How much usage?



**CheckMate Working Alone Safety Monitoring System**

Pricing includes:

✓ **The CheckMate Safe Alone App for selected staff**
✓ **Unlimited Safety Checks**
✓ **Emergency Button 'Plus'** with **Hold & Secure, Lockdown, Duress and Medic Alarm options**
✓ **Safe Walk mode** with 'live' GPS location tracking feature
✓ **Health & Safety Reporting System**
✓ **24/7 LIVE Emergency Monitoring** by professionally trained operators
✓ Multiple location tracking methods via voice recordings, written text, and GPS Pin locations
✓ Administrative Dashboard, automated audit reports, complete User history and interactive GPS mapping tool
✓ Implementation orientation sessions and on-going account maintenance support by ProTELEC

❑ **Ranges $12 - $19 per User per month, plus applicable taxes**

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# Option 2: Assessed Higher Risk - Price per School
# ALL staff have access!  |  ALL staff are protected!

## CheckMate Working Alone Safety Monitoring System

Pricing includes:

- ✓ **The CheckMate Safe Alone App for all staff**
- ✓ **Unlimited Safety Checks**
- ✓ **Emergency Button 'Plus'** with **Hold & Secure, Lockdown, Duress and Medic Alarm options**
- ✓ **Safe Walk mode** with 'live' GPS location tracking feature
- ✓ **Health & Safety Reporting System**
- ✓ **24/7 LIVE Emergency Monitoring** by professionally trained operators
- ✓ Multiple location tracking methods via voice recordings, written text, and GPS Pin locations
- ✓ Administrative Dashboard, automated audit reports, complete User history and interactive GPS mapping tool
- ✓ Implementation orientation sessions and on-going account maintenance support by ProTELEC

## ❑ **$88.50 per month per school, plus applicable taxes**

- ❖ **Provides all staff** with 24/7 access to the Safe Alone App ensuring they are always protected

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# Health & Safety Reporting System only...



**CheckMate Health & Safety Reporting System**

Pricing includes:

- ✓ **24/7 Reporting via online webform or phone**
- ✓ **Customized and branded to meet your needs**
- ✓ **Available for all staff at a school**
- ✓ **Instant Alerts to key staff via email and/or text with link to full report**
- ✓ **Secure Dashboard** providing concise summary of reports and searchable history, automated audit reports, complete User history and interactive GPS mapping tool

❑ **$5 - $7 per month, per school plus applicable taxes**

# Thank You!