



SUBJECT: You are not alone!

RECIPIENTS: LCC employees who use the Reliance lone worker devices

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Amber Alerts – A Vital Day-to-day Step to Help Keep You Safe

We know that the Amber Alert function can feel like a chore—it's another one of those things you need to remember! Most devices now have GPS capabilities to provide location information when Red Alerts are raised, yet the Amber Alert is a key part of working safely and should be used for every visit and only takes around 15 seconds to perform.



GPS technology struggles to provide location information when a device is indoors. At best it provides a relatively inaccurate location position, at worst it cannot provide any location information at all. Most of the genuine Red Alert incidents raised are from users indoors.

The Amber Alert function allows users to provide precise details about their location and the nature of the visit, prior to entering a visit. This is crucial if a Red Alert was subsequently raised. Not only does it provide details of the location, but also provides some context to our alarm handling operator in terms of the situation the user is in from a risk perspective.

The function is also designed to encourage users to think about the potential risks, however small, associated with going on visits (service users, relatives and other people in the property, environment both inside and outside the property, etc.).

When using the Amber Alert function remember not to speak until the Amber LEDs on the back of the device start to flash. This indicates the call is connected and being recorded. Without the LEDs flashing the call is not connected, even though the Amber LEDs are lit, and therefore, nothing is recorded.

For more information on the Reliance lone worker device and services click [here](#).

If you require further assistance or clarification on the subject please contact:

Corporate Health & Safety Advisers (see George section: Corporate > Information for Working > Risk Management > H&S Advisers)