

WORK ALONE AND JOURNEY MANAGEMENT SOLUTIONS

A Work Alone and Journey Management Solution is a structured communication program for documenting the required check-ins and activities of your work-alone employees.











For an organization with employees who work alone or in isolation, it is critical to document regular check-in to ensure the safety and location of these employees. Managing compliant and effective program such as this internally can be extremely expensive. Stericycle Communication Solutions helps organization build work alone and journey management programs that are available 24/7 and compliant with specified laws and regulations. Our reliable solution makes it convenient and cost effective for your organization and employees to follow any required check-in or activity documentation.

FEATURES

- **Live agents:** Our live agents are available around the clock 24/7.
- **SMS text/email messages:** Employees can use their own devices to send messages to a system that will triage, document appropriately and escalate if necessary.
- **GPS spot devices:** GPS satellite devices are ideal for employees working in areas without cell phone reception. Each device sends updates/check-ins to multiple parties, tracks the employee's location, and connects to 911 emergency response centres.
- **Voice mail system:** We provide unique phone numbers that link to monitored voicemail boxes allowing employees to leave voice messages with check-in information.
- **IVR:** Interactive voice recording (IVR) messages allow employees to verify their identity with their employee ID number and then check-in using predetermined options (ex. "press 1 to confirm your location").
- **Emergency hotline:** Dedicated hotlines staffed with trained agents are great additional safety procedures for quick escalation in case of an emergency.



USES

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|  Lone workers |  Construction employees |
|  Remote area employees |  Realtors |
|  Security personnel |  Oil & gas companies |
|  Teleworking employees |  Health care & home support workers |
|  Transportation and delivery companies |  Tradespeople & technicians employees |

BENEFITS

- **Compliant:** Built to comply with your state/province's working alone laws.
- **Convenient:** Gives employees convenient and reliable ways to check-in on schedule.
- **24/7 availability:** Available 24/7 for both your organization and your employees.
- **Emergency Escalations:** Convenient and calculated escalation processes in case of emergencies.
- **Documentation:** Receive thorough and compliant documentation and reporting.
- **Save Money & Resources:** Reduce your costs and resources required by allowing Stericycle to handle your work alone and journey management program.

"The work alone check-in has been very accurate and the processes put in place have been very good. I would not hesitate in referring your services to any company wanting exceptional service for their money... Keep up the great work!"

- Jim Mah, Manager Western Region, Standard-Mechanical Systems Ltd.



To learn more about work-alone and journey management solutions, visit stericyclecommunications.ca or call Stericycle Communications Solutions at 1.800.218.5855.