

# WHAT MAKES A GOOD ESCALATION CONTACT



An escalation contact is someone who will be phoned by the ARC when an alarm is raised, if attempts to speak to the user are unsuccessful, or the situation requires the escalation process to be followed.

## WHY USE ESCALATION CONTACTS



- Raise the internal alarm
- Assist with situations not requiring the emergency services

If nearby to the employee, they can:

- Check on the employee's wellbeing
- Provide emergency first aid
- Guide and greet emergency services

## 5 ESSENTIAL CHARACTERISTICS OF A GOOD ESCALATION CONTACT

### AVAILABLE

to help, in the vicinity (if possible) and with a working phone

### WILLING

to help their colleagues and update Peoplesafe in the event of an ongoing alarm

### AWARE

of who they are an escalation contact for

### PREPARED

with the direct phone number of the colleague they are an escalation contact for

### INFORMED

of the colleague's role and regular working conditions



We recommend having a minimum of **3 escalation contacts** that our ARC controllers can contact in the event of an alarm. All escalation contacts should:

- Know the locations and tasks the user encounters throughout their day
- Be able to contact, check on or send a colleague to check on the user's welfare
- Be individuals the user trusts
- Know of any serious medical conditions the user has



## TOP TIPS



Have 1 escalation contact with authority in the business



Provide office hours for all escalation contacts



Include as many contact methods as possible



Ask all escalation contacts to save our ARC number

## FREQUENTLY ASKED QUESTIONS

### What do I do if I go on holiday?

Ask your Peoplesafe Portal admin to temporarily remove you from the escalation list for the duration of your holiday.

### What is the first step if I receive a call from the ARC?

Try to contact the user or colleagues who may be with/near the user. Also check internal systems to confirm the activities and anticipated location of the user.

### What if I don't know anything about the user?

Be proactive and try to help the Controller. Search for an alternative contact or any information that may be useful.

### What happens at the end of an alarm?

The Controller will confirm you and the user are happy for the alarm to be closed down. Once this is done you should follow your internal procedures (e.g. fill in the accident book).

For more information about escalation contacts and best practice in personal safety, contact us today:

[customer.support@peoplesafe.co.uk](mailto:customer.support@peoplesafe.co.uk)