

SafetyLine Quick Start Guide for Monitors

Emergencies

When acting as a monitor, you will be contacted by phone and email if one of your staff is in emergency.

UNCONFIRMED EMERGENCY

If a Worker fails to check-in on time, you will be notified by an Unconfirmed Emergency. Unconfirmed emergencies follow an escalation in SafetyLine, alerting Monitors according to their Monitor Priority.

PANIC EMERGENCY

If a Worker triggers an Emergency themselves, you will be notified by a Panic Emergency. During a Panic Emergency, all Monitors are alerted immediately.

Responding to Emergencies

ACKNOWLEDGING AN EMERGENCY

Acknowledging an emergency means that you're taking responsibility for emergency response, and will stop the Emergency notifications from SafetyLine to the Monitors. To acknowledge an emergency, you'll need your SafetyLine password to confirm your identity. [Click here for assistance with changing or recovering your existing password.](#)

EMERGENCY ACKNOWLEDGEMENT BY PHONE

- Answer the phone call and say "hello" to begin playing an automated message.
- Enter your Acknowledge Emergency Code (your SafetyLine password).
- Leave a voice message indicating that you are acknowledging the emergency, followed by the # sign.
- Listen to any voice messages left by the Worker in emergency.



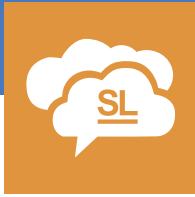
- Emergency acknowledgement on the web
- Follow the link in a SafetyLine emergency email, or navigate to <http://www.SL-monitor.com> and enter your SafetyLine login.
- Look for a red emergency banner at the top of your screen. Select the name of the Worker in the red banner to be brought to their profile.
- From the Worker's profile, select the red "EMERGENCY" button.
- Type a message indicating you are acknowledging the emergency, and select Perform.

Recording your Emergency Response

- After acknowledging an Emergency on the web, you'll be brought to the Monitor Actions screen. To come back to the Monitor Actions screen at any point, select the "EMERGENCY" tab.
- Follow the instructions here, using the information available in SafetyLine.
- Type your comments in response to Monitor Actions, and select "Submit" to move to the next action.
- Select "Repeat monitor action" before selecting "Submit" to repeat an action.
- Select "Emergency Resolved" before selecting "Submit" to resolve an emergency.

REMOVING A WORKER FROM EMERGENCY

- After an emergency is resolved, a Worker will remain in emergency until their status has been updated (Check-in or End Monitoring).
- To update status for the Worker, select their "Commands" tab, and either "Check-in" or "End Monitoring."



Additional Resources

INSTRUCTIONAL VIDEOS

Instructional videos are located at <http://vimeo.com/safetyline/videos>

SAFETYLINE eLEARNING

Online eLearning modules are located at <http://www.safetylineloneworker.com/elearning>