

WorkerSafety Pro User Guide



WorkerSafety Pro
User Guide

WorkerSafety Pro Training Manual

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Created in the United States of America

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Welcome

These guidelines have been written for training in the use of WorkerSafety Pro. This training manual covers the purpose and use of WorkerSafety Pro. In addition, WorkerSafety Pro installation and setup are also covered.

Prerequisite Skills

This manual is written for people that are already familiar with the use of smart phones (iPhone and Android) and an Apple Watch. You should know, at the very least, how to unlock your device, find and launch apps, use the keyboard to enter information, and change settings.

A Note About Picture Examples

The picture examples in this user guide will mainly depict the content and processes on iPhone. The experiences between Android and iPhone are nearly identical. In sections where processes are different, both Android and iPhone examples will be pictured.

Introduction

The purpose of this manual is to guide people on the installation, setup, and use of WorkerSafety Pro on Android, iPhone, and Apple Watch. The benefit of following the information in this manual is to better understand the protection that WorkerSafety Pro can offer when monitoring you for worker down, scheduled check-ins, and falls. It is important to follow the directions during setup carefully in order to ensure that WorkerSafety Pro runs properly in the background to provide safety monitoring. Together, we hope to improve your Health & Safety best practices.

Objectives

Once you have been through this manual, you will be able to:

- Install WorkerSafety Pro for iPhone, Android, and Apple Watch
- Setup WorkerSafety Pro for iPhone, Android, and Apple Watch
- Use WorkerSafety Pro for iPhone, Android, and Apple Watch

Outline

Background Information

How to install WorkerSafety Pro

How to setup WorkerSafety Pro

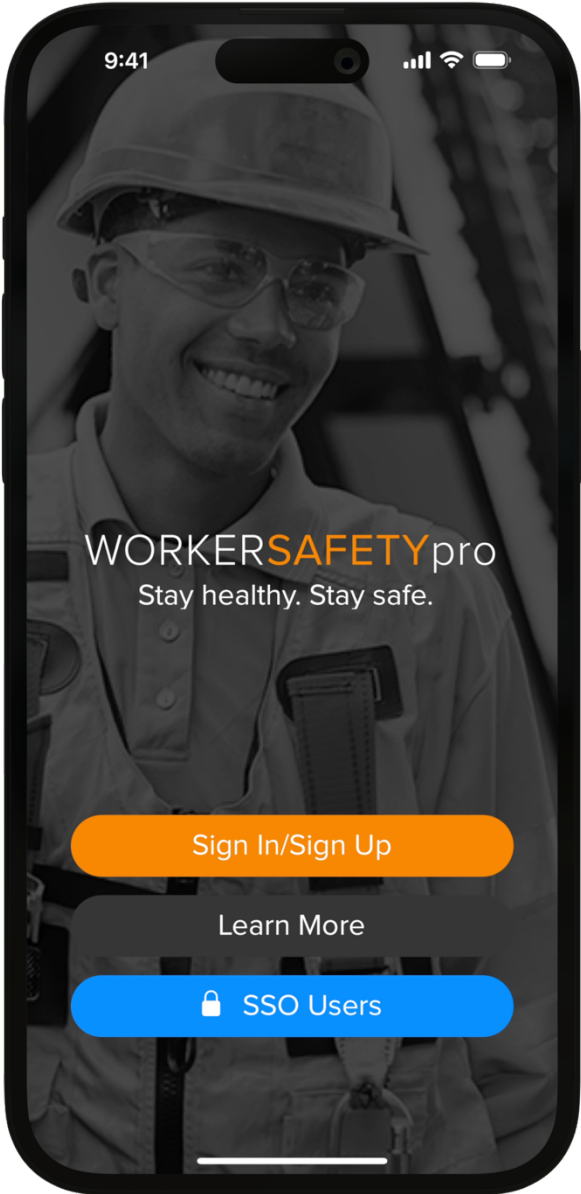
How to use WorkerSafety Pro

Background Information

Do you work in dangerous work conditions, alone or out of line-of-sight of your co-workers, or have a medical condition that may increase your risk?







Working in hazardous work environments requires additional protection. Using an automatic notification solution like WorkerSafety Pro can help reduce your risk by getting you help when you need it.

Training is an important part of reducing risk. It is very important to go through this training manual, test your iPhone, and increase your awareness of times when additional safety precautions should be taken to protect your Health & Safety.



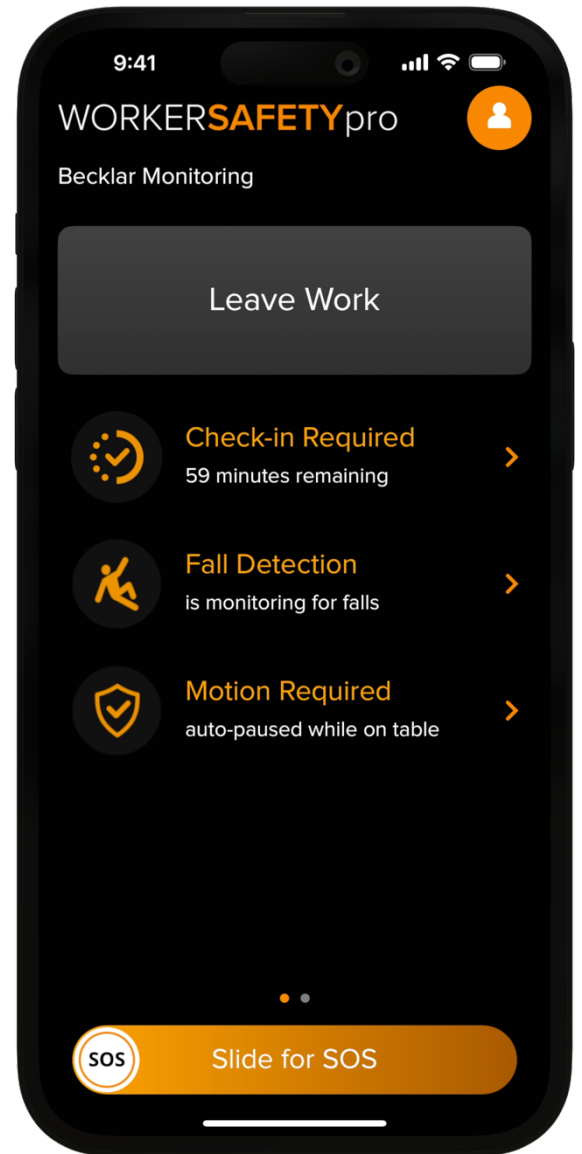
What protection does WorkerSafety Pro provide?

WorkerSafety Pro provides multiple safety protocols.

-  **Worker Down detection** for who become unconscious or otherwise stop moving for a set period of time
-  **Scheduled Check-ins** that send for help automatically even when there is no cellular or Wi-Fi coverage
-  **Automatic Fall detection** for people who work at height or are otherwise at risk from falls
-  **Slide For SOS** to get immediate assistance from emergency contacts or the Monitoring Center
-  **Crash Detection** that monitors for sudden impacts and crashes that could be harmful
-  **Heat Stress Monitor** to protect people from heat stroke and monitor temperature during the hotter months

WorkerSafety Pro does this while running in the background on your smart phone.

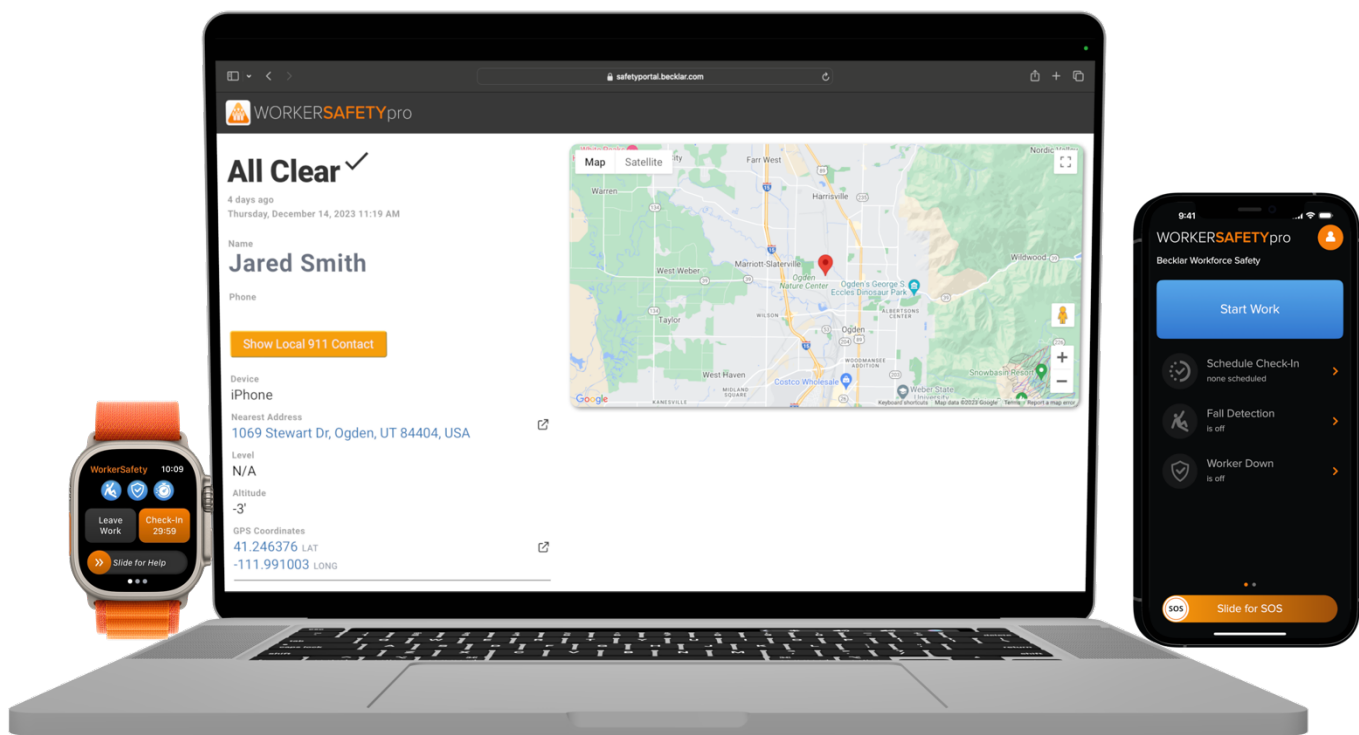
When there is an alarm, company emergency contacts are notified and sent your location.



What types of alerts are sent?

Your emergency contacts will receive voice, text, and email messages in the event of a detected fall, Worker Down or a missed check-in.

These alerts give your organization's emergency contacts the opportunity to get you help when needed.



Important:
WokerSafety Pro will never share your location except in the case that an emergency alarm is triggered.

How to install WorkerSafety Pro

You can find WorkerSafety Pro by searching for it on the Apple App Store or Google Play Store on your iPhone or Android device. You can also scan the QR code below:



You may also install WorkerSafety Pro by tapping on the App or Play Store button below.



Note:

There is no charge for downloading and installing the WorkerSafety Pro application. There is a 15-day free trial offered to test the service before the monthly service is required to be paid.

How to setup WorkerSafety Pro

Note: All users will need to have been added to the organization via the Admin dashboard

Once WorkerSafety Pro is installed, setup takes only a few minutes.

Sign In/Sign Up

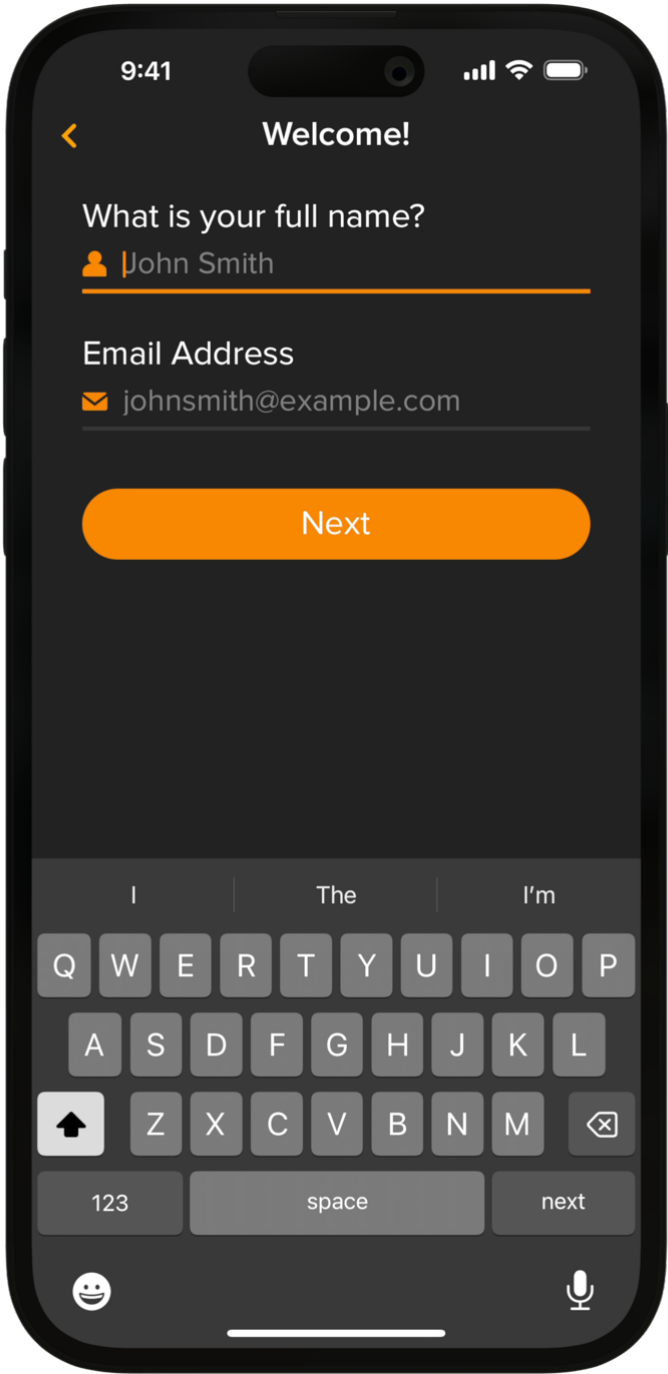
To get started, press the orange Sign In/Sign Up Button:



Sign up and verify your phone number

Once in, you will be prompted to enter your full name and email. You must also use the phone number for your phone to ensure you can complete a double verification process.

Please see the next page for information on necessary permissions for WorkerSafety Pro to run properly.



SSO Login

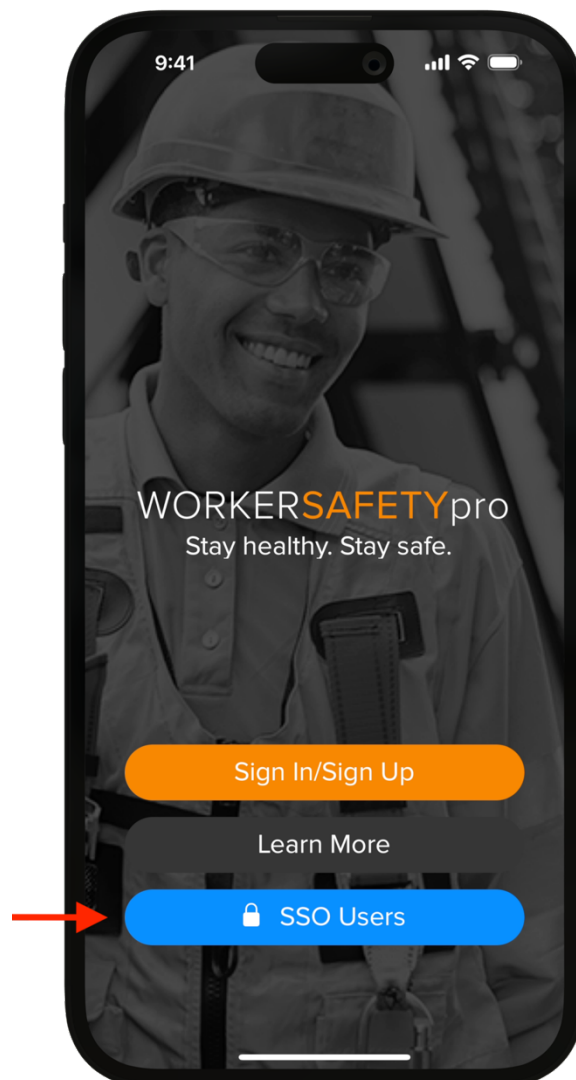
WorkerSafety Pro offers another option to login known as SSO (Single Sign On). SSO offers unique convenience and security for you and your team.

Process

**SSO needs to be integrated with before any users will be able to use the service. Please reach out to [support](#) for more information on integration.*

Once integration has been completed, to login to the WorkerSafety Pro app using SSO, click the blue button at the bottom of the login page titled "SSO Users"

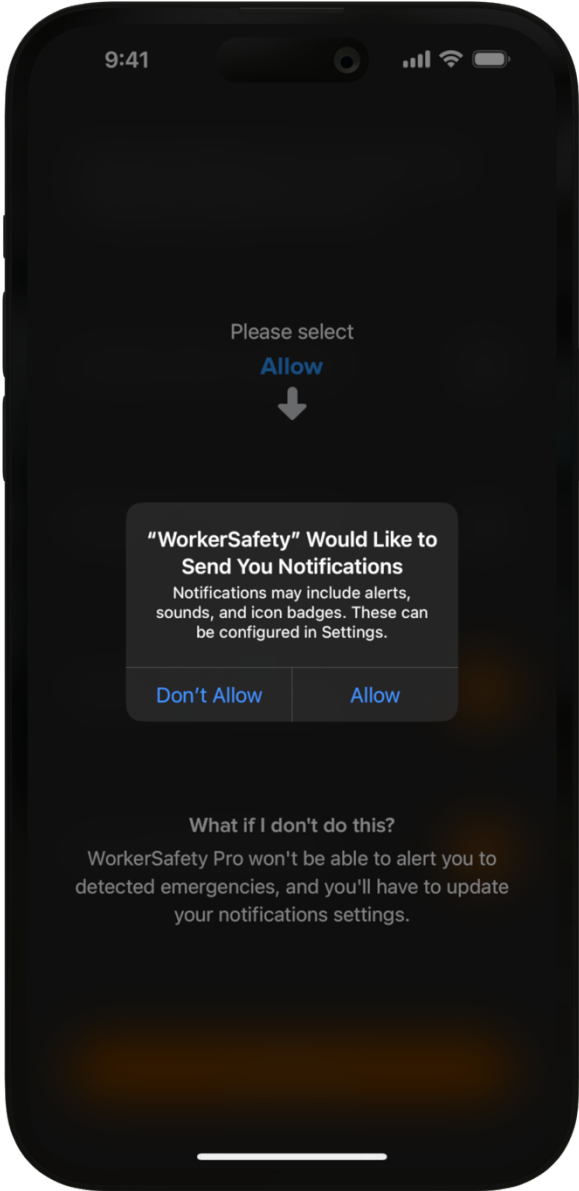
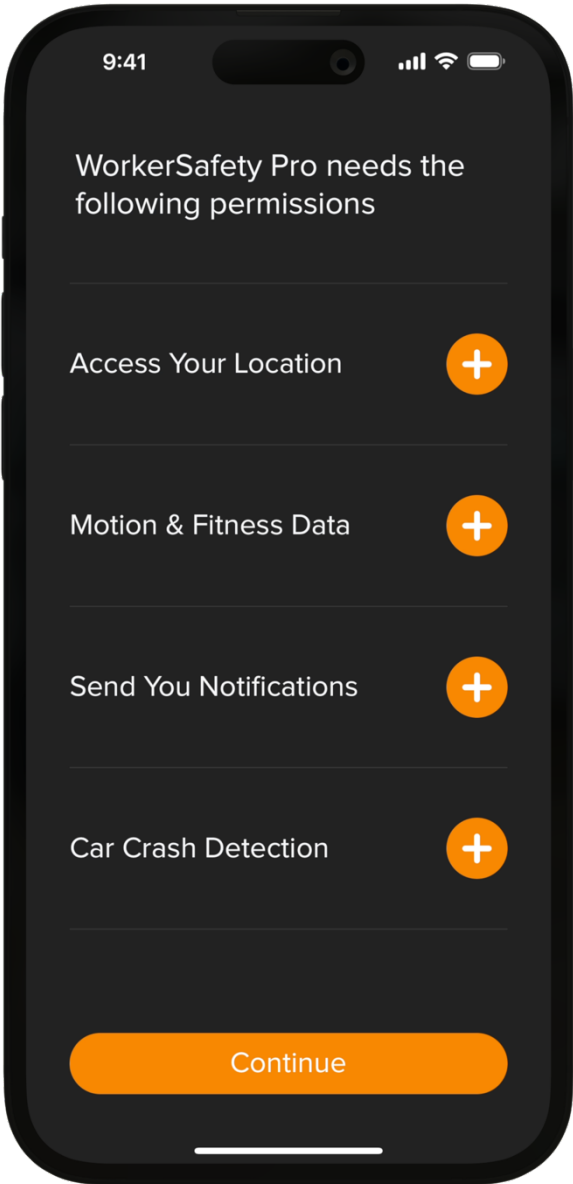
The SSO login process will ask you to input your company email and password. If required, complete the double verification process.



Required Permissions

Please tap Always Allow, OK, or Allow for all requested permissions.

Important: Your location is only shared in the event of an emergency.

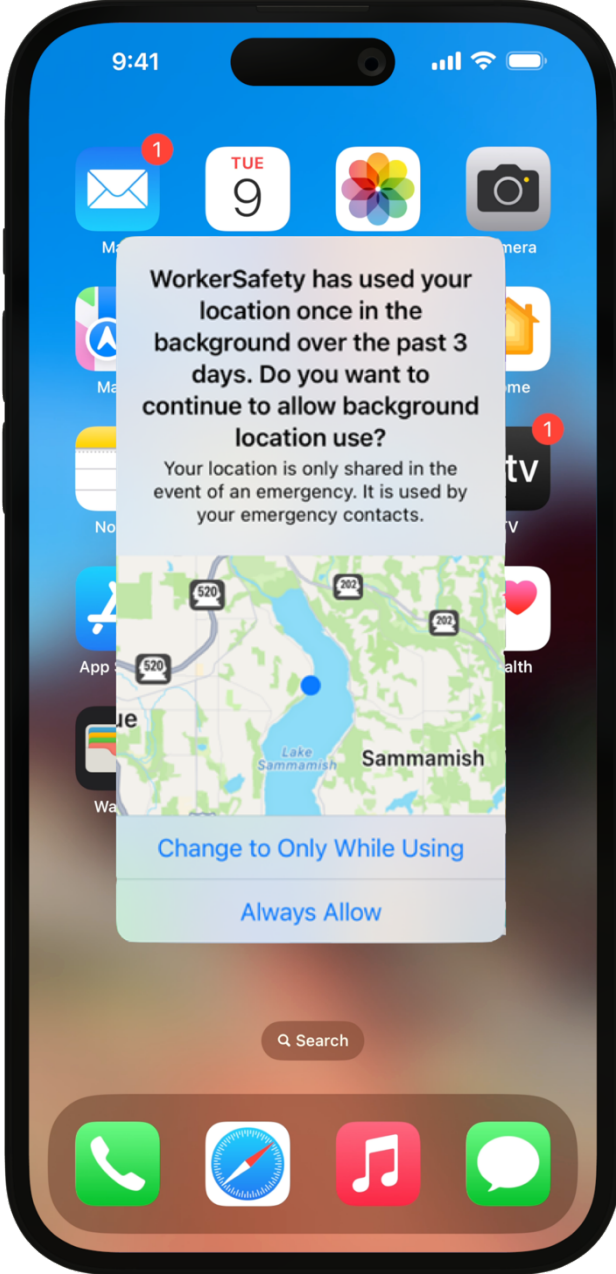


Required Location Permissions

Please tap Change to Always Allow or Always Allow for all requested location permissions.

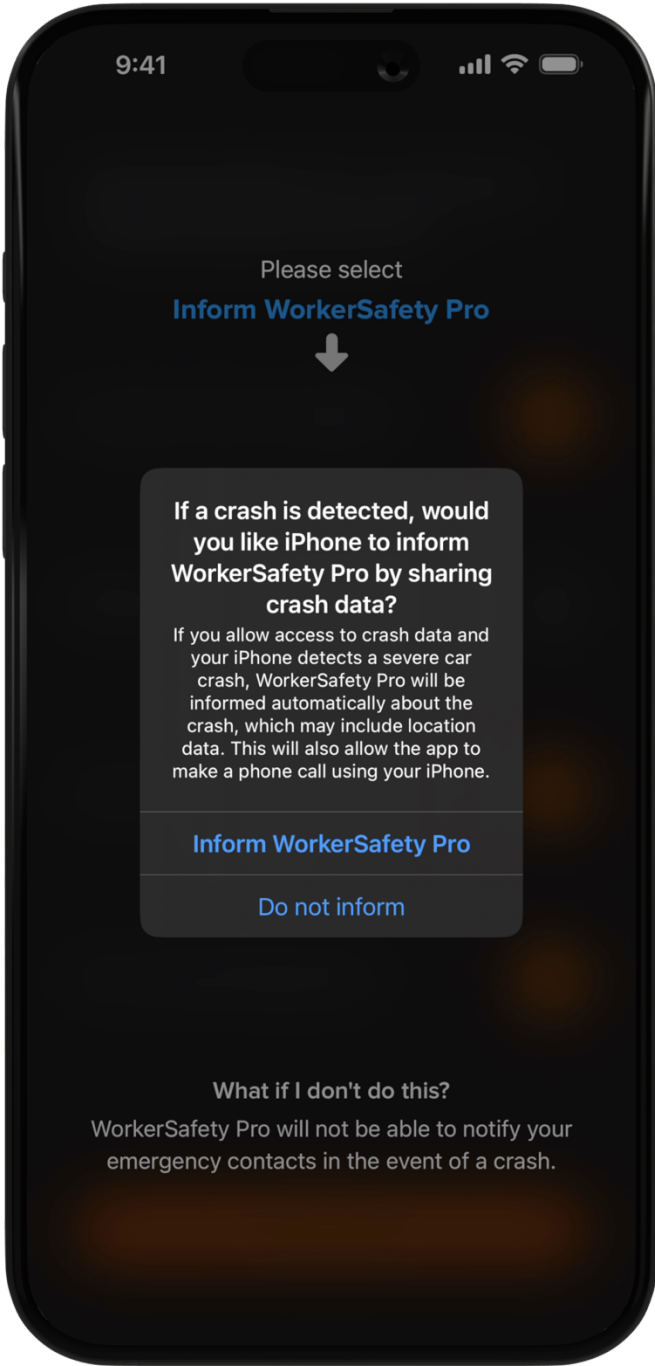
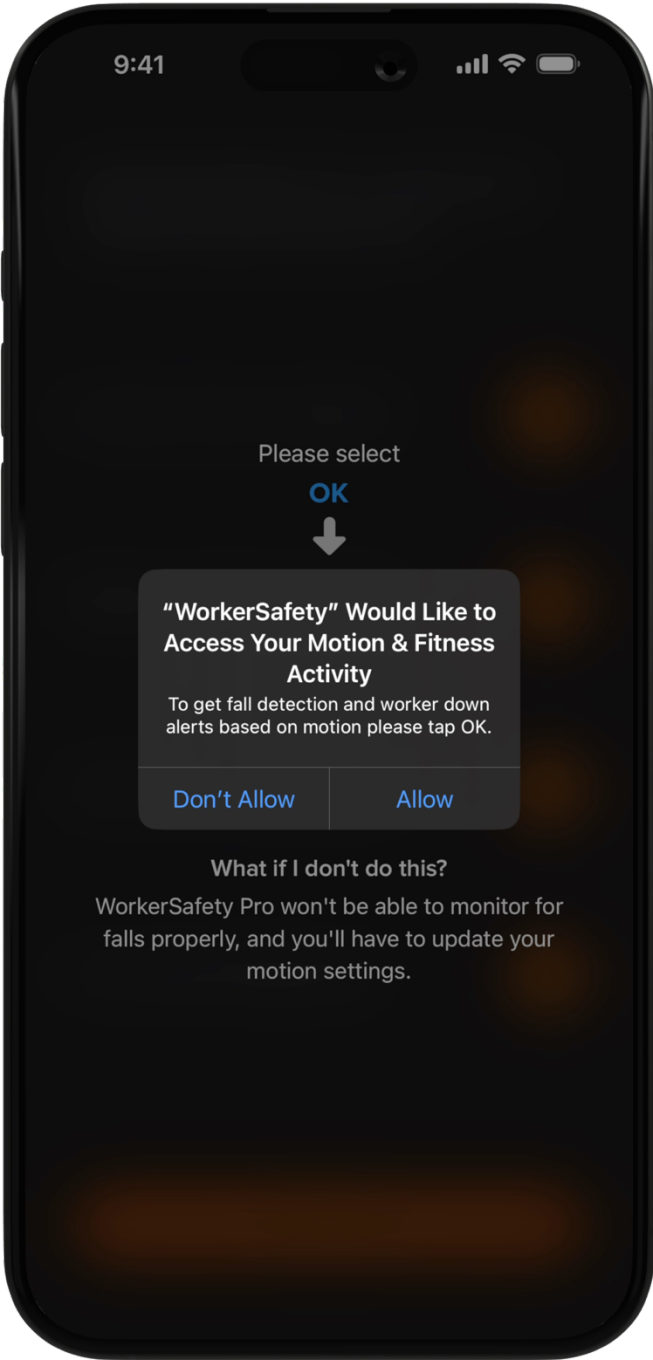
Location permission access is required for the app to function properly.

You may see a notification that looks like the example below. If you do see these notifications, please select “Change to Always Allow” or “Always Allow”.



Required Permissions Continued

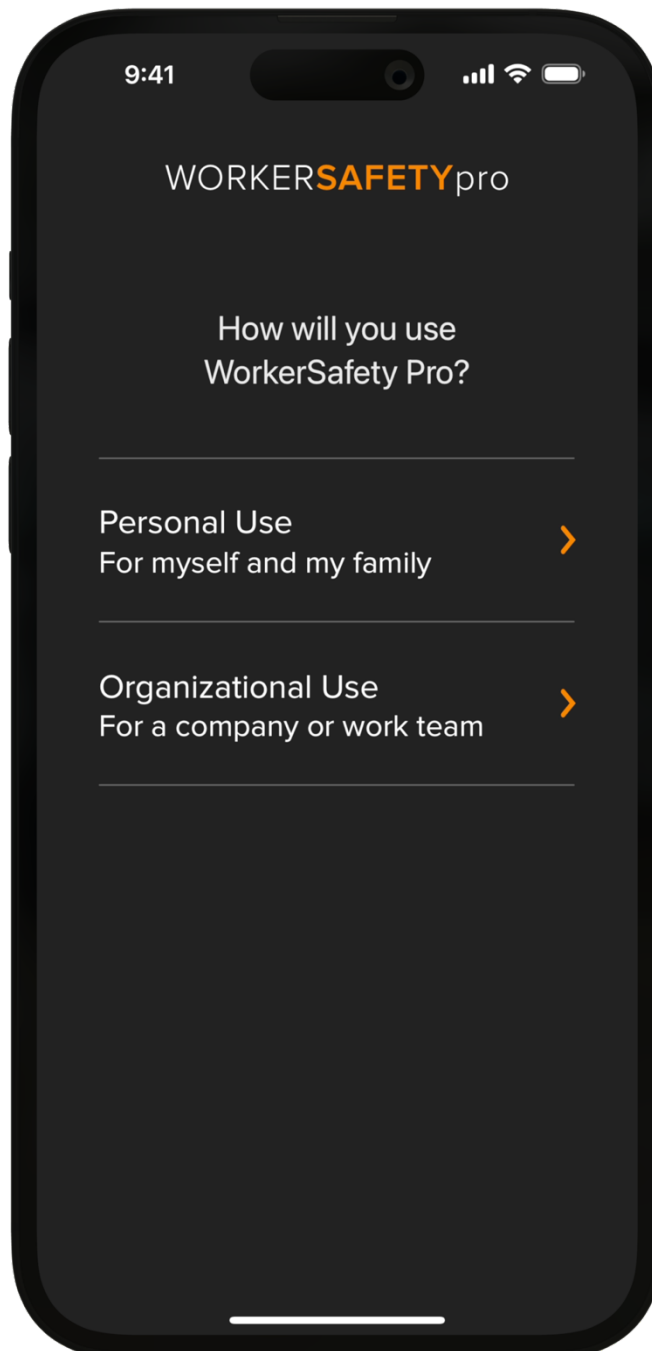
Please also tap Allow and Inform WorkerSafety Pro for all requested Health & Motion and Crash Detection (Crash detection is only available on newer iPhone models) safety permissions.



What organization should I join?

During setup you will be asked if you want to use WorkerSafety Pro for personal or organizational use:

- Tap Organizational Use
- Search for your organization, group, or team name when the search screen appears
- Tap on your team name to join and use your company account



How to use WorkerSafety Pro

Check WorkerSafety Pro is running

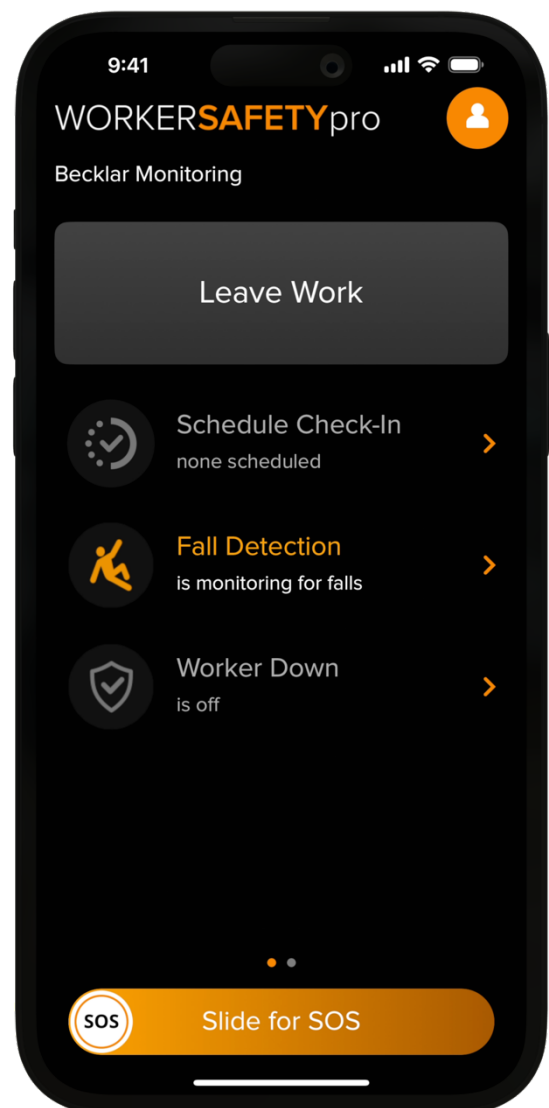
Before starting work you should verify that WorkerSafety Pro is running properly.

If you have notifications enabled for WorkerSafety Pro, as recommended in the setup section titled [Required Permissions](#), then you will receive a “Start App Reminder” notification each day at 8:00 am if WorkerSafety Pro is not running. You can easily change the days of the week and time that you will receive “Start App Reminders” in Settings.

To start using the features of WorkerSafety Pro, ensure that you click the blue “Start Work” button.

When WorkerSafety Pro is running properly, the home screen shows the status of each safety feature. If there are any diagnostic messages showing something needs to be fixed, please follow the directions to fix the issue.

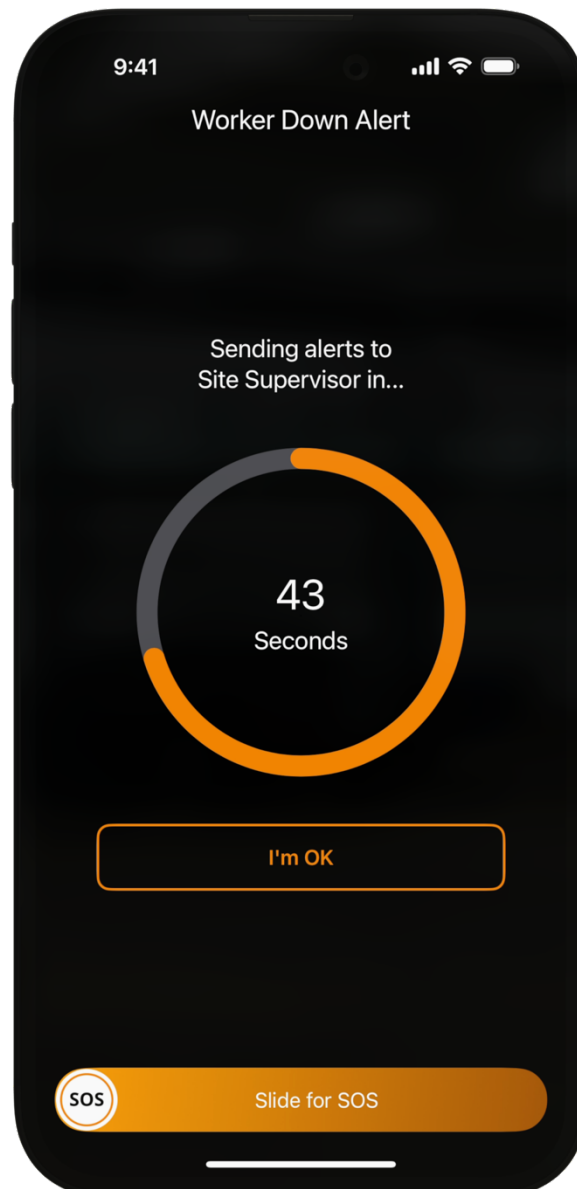
If you are uncertain if WorkerSafety Pro is running properly, please contact your supervisor before beginning any at-risk work.



What happens when a safety alarm is detected?

When an alarm condition is detected:

- You have 30 - 300 seconds to dismiss an alarm countdown
The alarm countdown time can be changed on the [Settings screen](#)
- If the alarm countdown reaches zero, without you pressing "I'm OK", your emergency contacts or the Monitoring Center will be notified
- There will be an audible siren for non-SOS alarms on your phone in case someone nearby can assist you

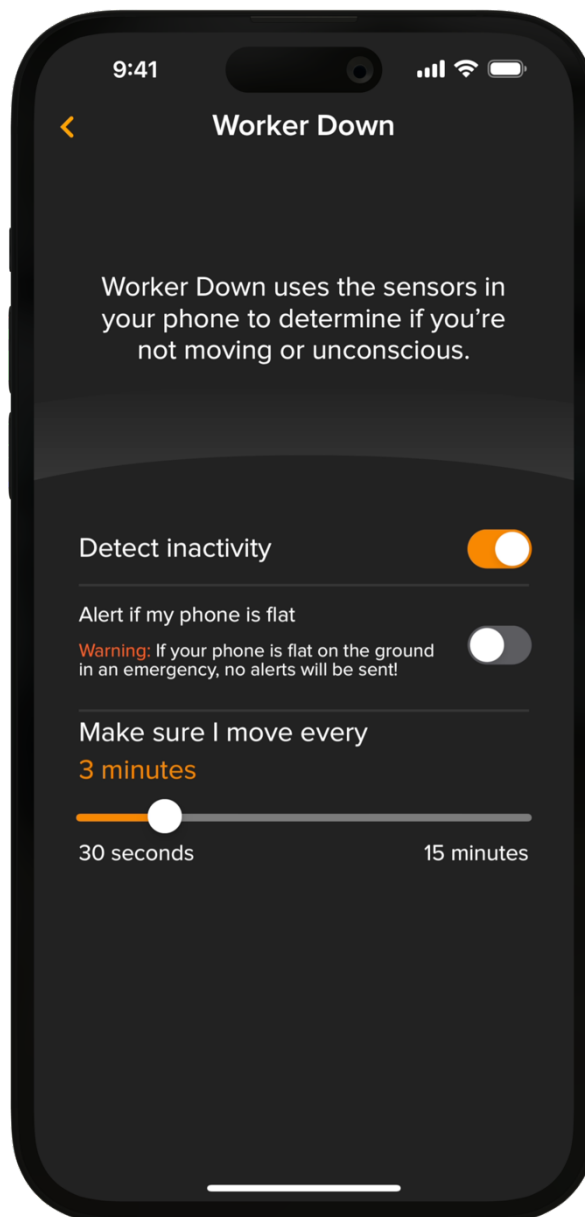


What does Worker Down mode do?

Worker Down mode detects inactivity for a period of time that may indicate loss of consciousness. You can set the amount of time on the Settings screen. If you are inactive for more than 3 minutes, for example, then the alarm countdown will appear.

If you move at any time during the 3 minutes, then the Worker Down inactivity countdown automatically resets for another 3 minutes.

Worker Down Settings Screen

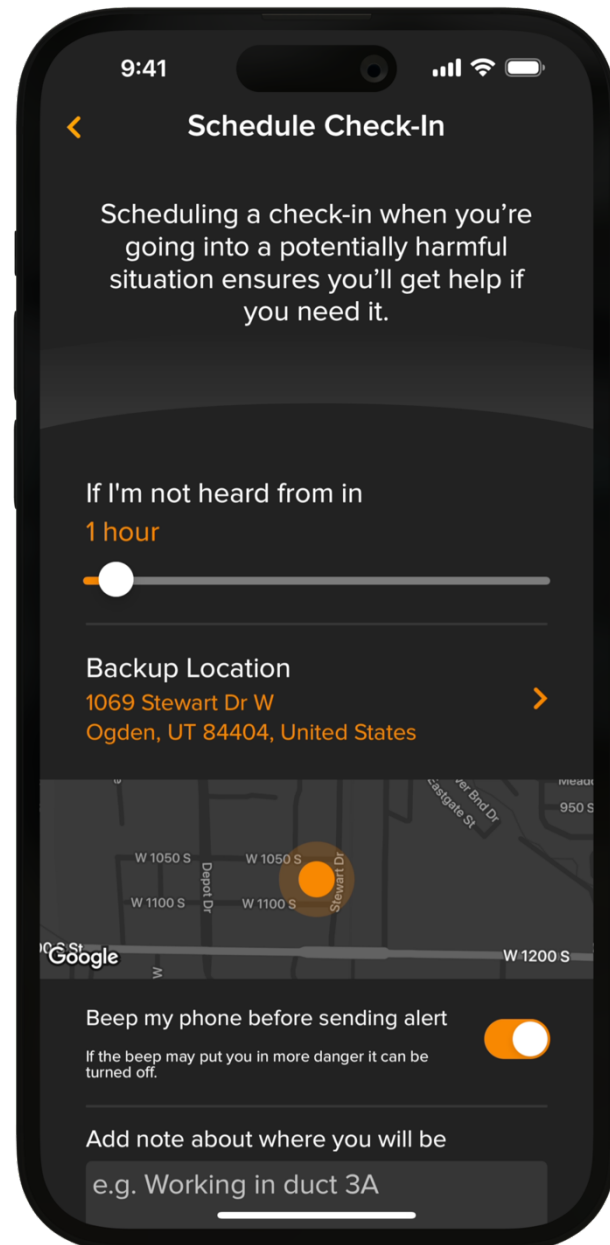


What does Scheduled Check-In mode do?

Scheduled check-ins allow you to set a time in the future by which you must check-in. You can set the amount of time on the Settings screen. If you do not check-in within 1 hour, for example, then the alarm countdown will appear. As a reminder, you are notified 5 minutes before a check-in is due.

If you check-in at any time during the hour, then the scheduled check-in will not notify your emergency contacts.

Important: *Scheduled check-ins alarms will notify emergency contacts even when you are out of cellular or Wi-Fi coverage.*

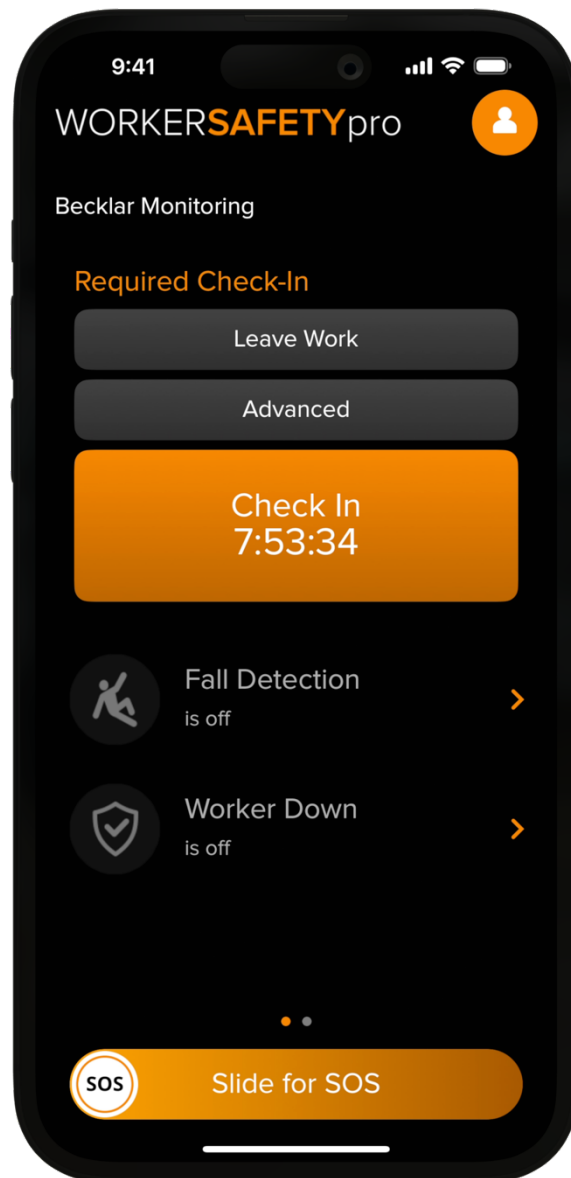


What does Required Check-In mode do?

Required check-ins allow an administrator to set a time interval anywhere between 1 and 24 hours that will require a user to check in during that time.

If you check-in at any time during the required check-in period, then the check-in will not notify your emergency contacts and your administrator will be able to see that you checked in.

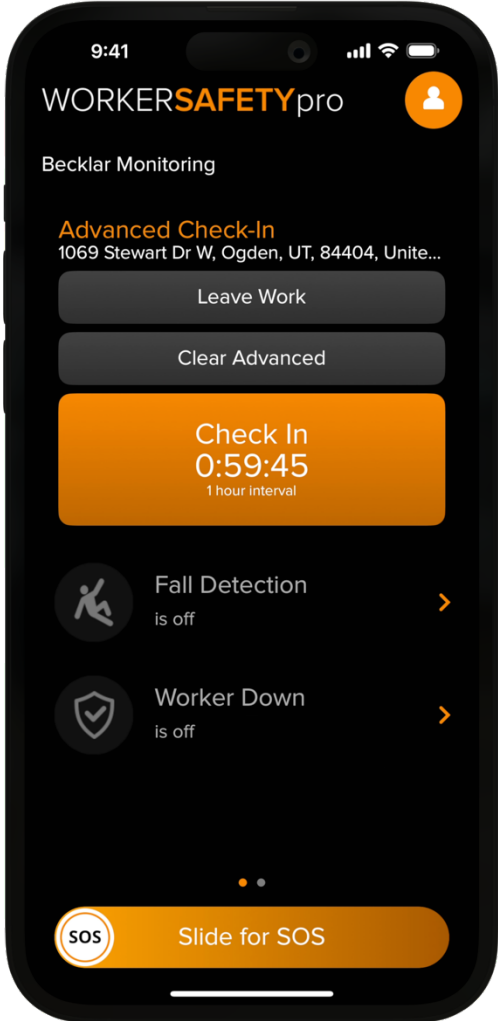
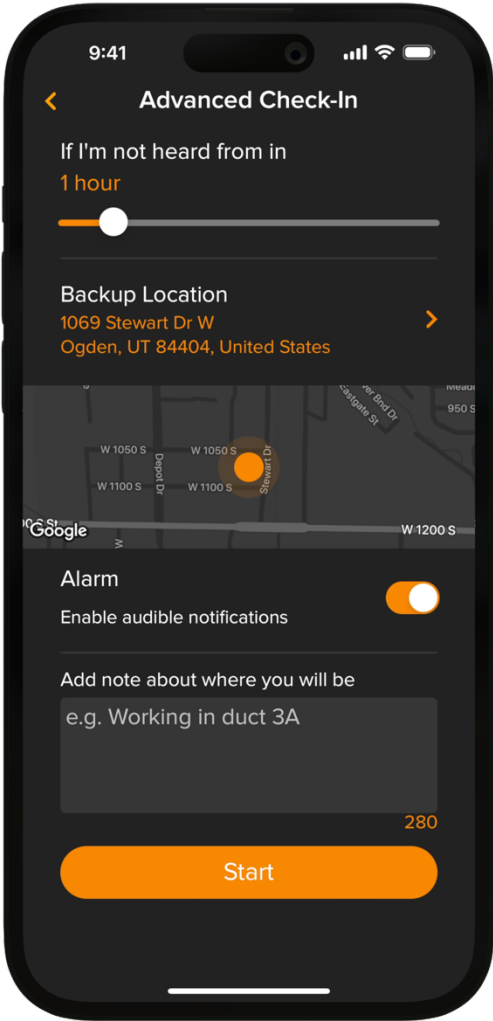
Important: *Required check-ins alarms will notify emergency contacts even when you are out of cellular or Wi-Fi coverage.*



User Set Check-In During Required Check-In Mode

As a user, you can edit the required check in time to occur sooner than the required check-in but not after. For example, if your administrator sets a required check-in to occur every 3 hours, a user can then move up that check-in time to check-in every hour.

If a user does not check in within the required time, the behavior will be the same as the standard failed to check-in and the alarm countdown will appear. As a reminder, you are notified 5 minutes before a required check-in is due.

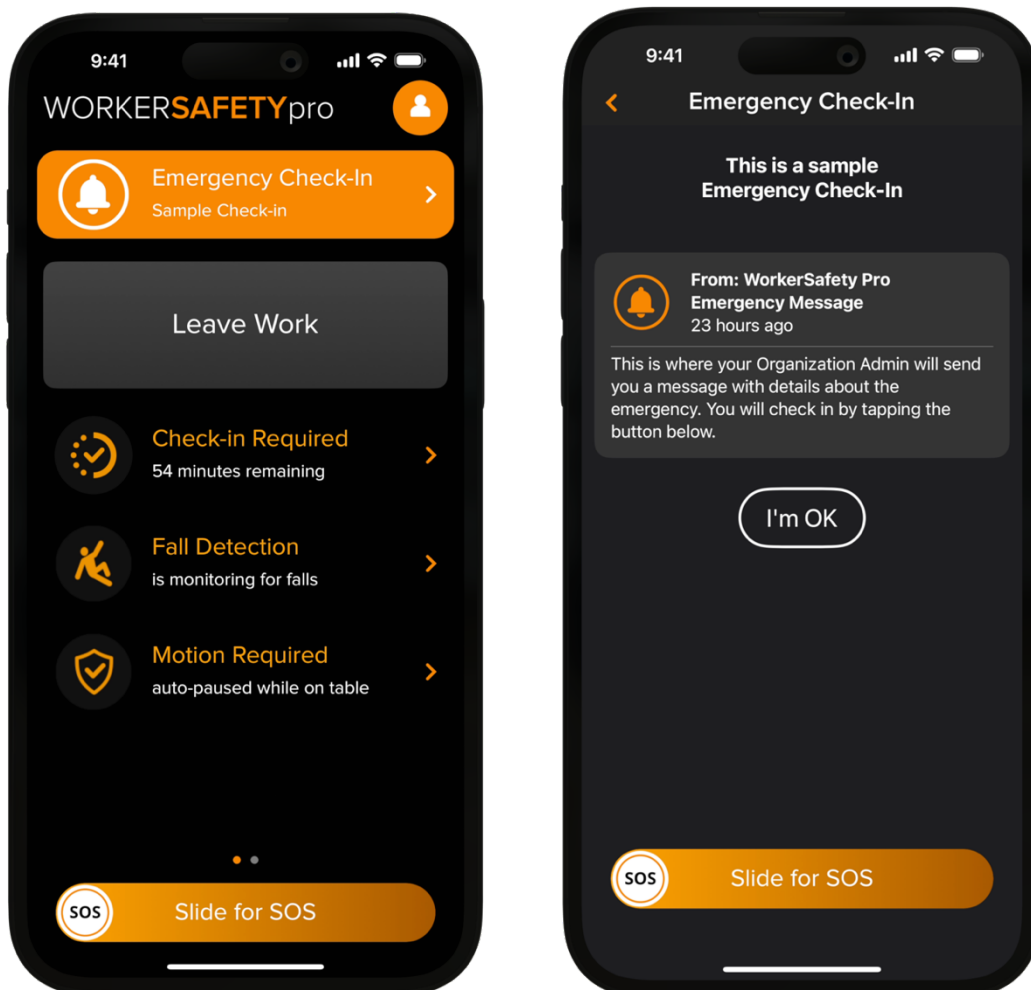


What do Emergency Check-ins do?

The Emergency Check-In Safety Protocol allows organization administrators to alert and request check-ins from the entire organization, or selected groups and teams, in an instant. This allows organization administrators to focus on helping those who do not immediately check-in, in an urgent situation. When creating an Emergency Check-In from the dashboard, an organization administrator can optionally filter the request to only apply to a selected geographic area.

When a member receives an Emergency Check-In request, they can respond that they are ok, or send for help. If they do send for help, Emergency Contacts will receive alerts with the necessary information to respond quickly and effectively.

Important: *Emergency Check-ins use push notifications and location data. If the member does not have notifications enabled, they will receive a SMS message after 90 seconds, asking them to check-in.*

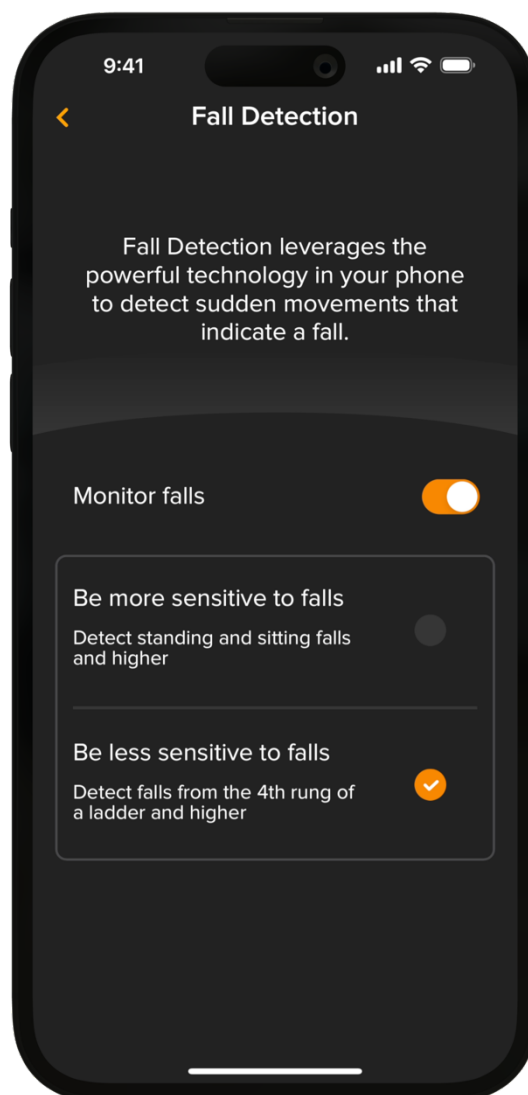


What does Fall Detection do?

Fall Detection allows your smart phone to monitor and detects falls. The default setting (Be less sensitive to falls) monitors for any falls further than the fourth rung of a ladder and higher. The “Be more sensitive to falls” setting allows for additional monitoring by increasing the sensitivity of the monitor to look for standing and sitting falls and higher.

Important: *The more sensitive to falls setting may require up to 10 seconds of inactivity before alarming. This is to help prevent false alarms if someone has a small fall and is able to get up.*

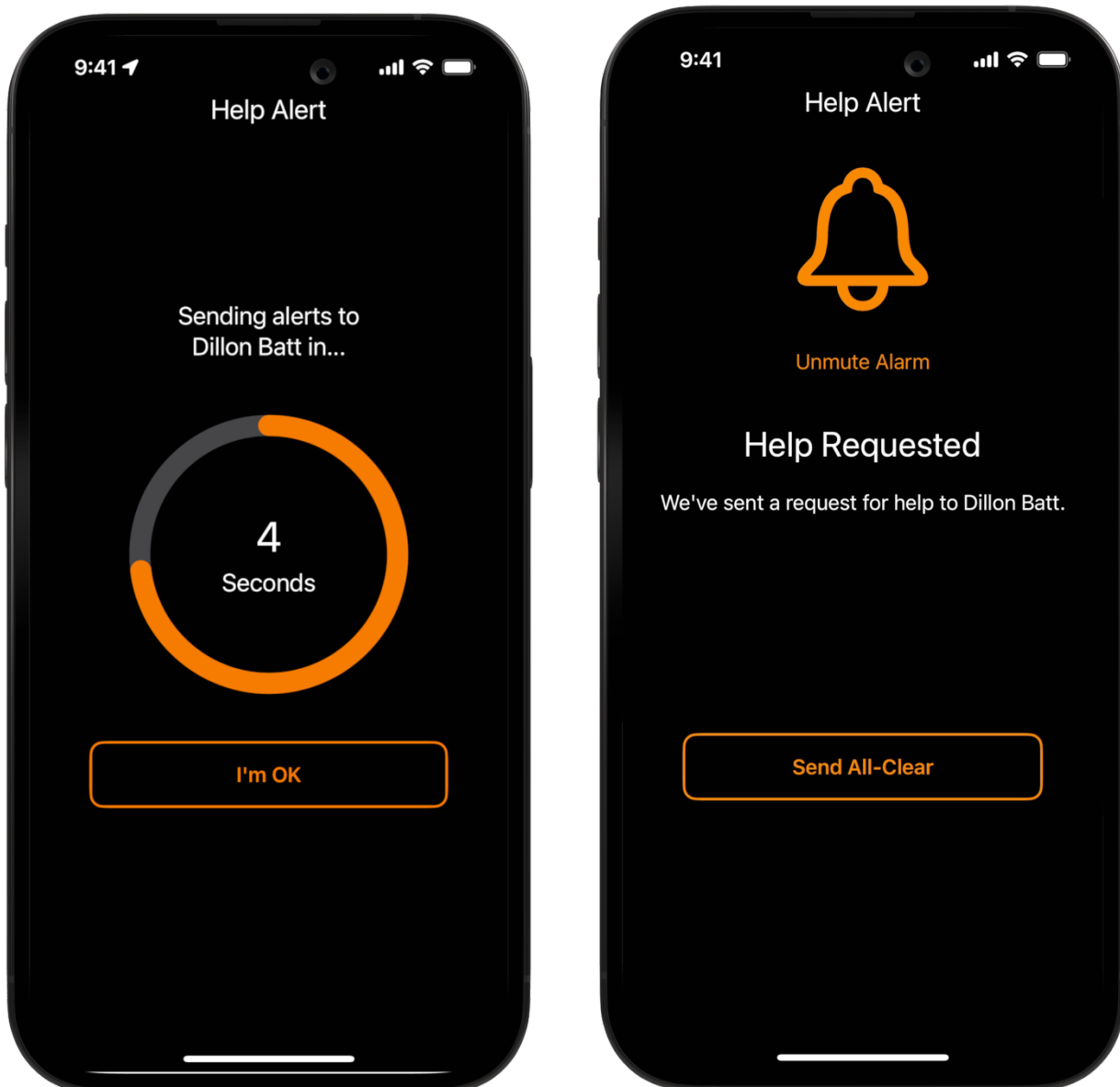
Fall Detection Settings Screen



What does Slide for SOS do?

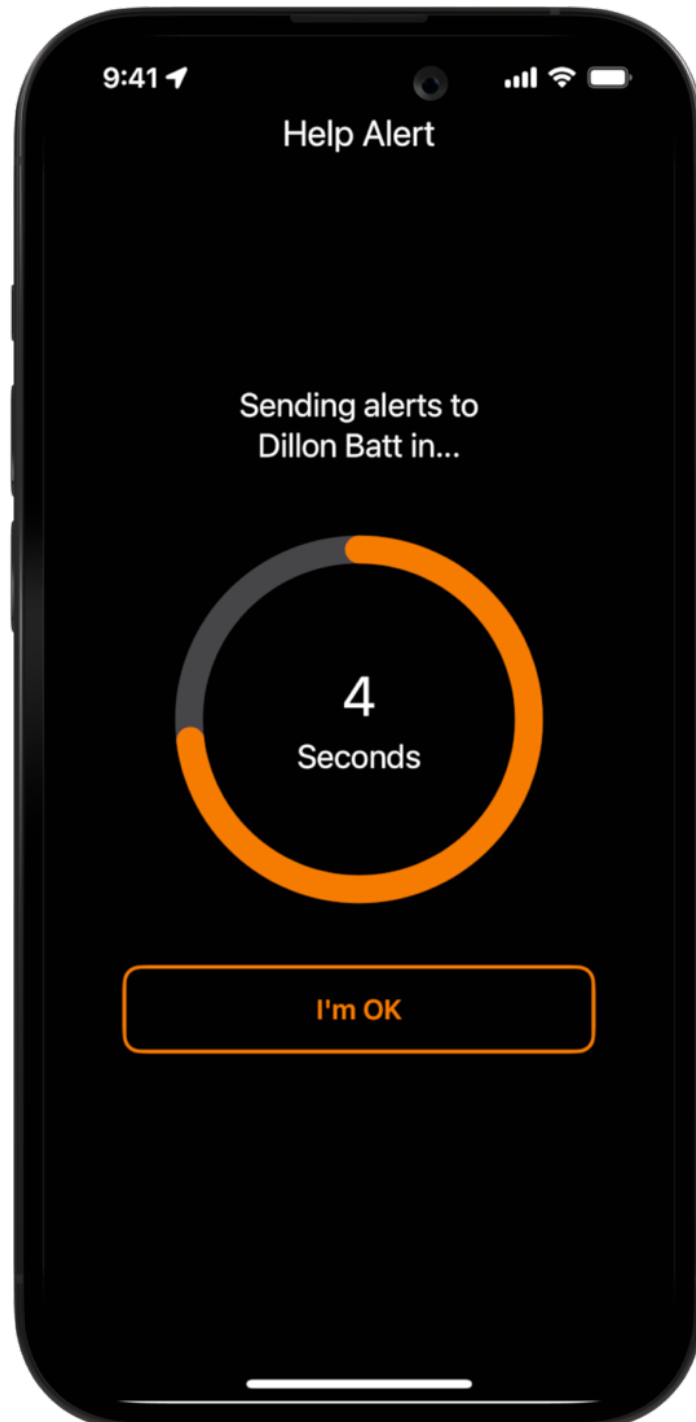
Slide for SOS is used to request immediate help. After a short 5-second silent countdown, a silent alarm will activate, and emergency contacts are notified. The voice message that emergency contacts receive gives them the opportunity to automatically call back the person making the Slide for SOS request.

When an emergency contact answers the phone with a word like “Hello”, they will be given the opportunity to automatically callback the person needing help if they stay on the line after hearing the emergency message.



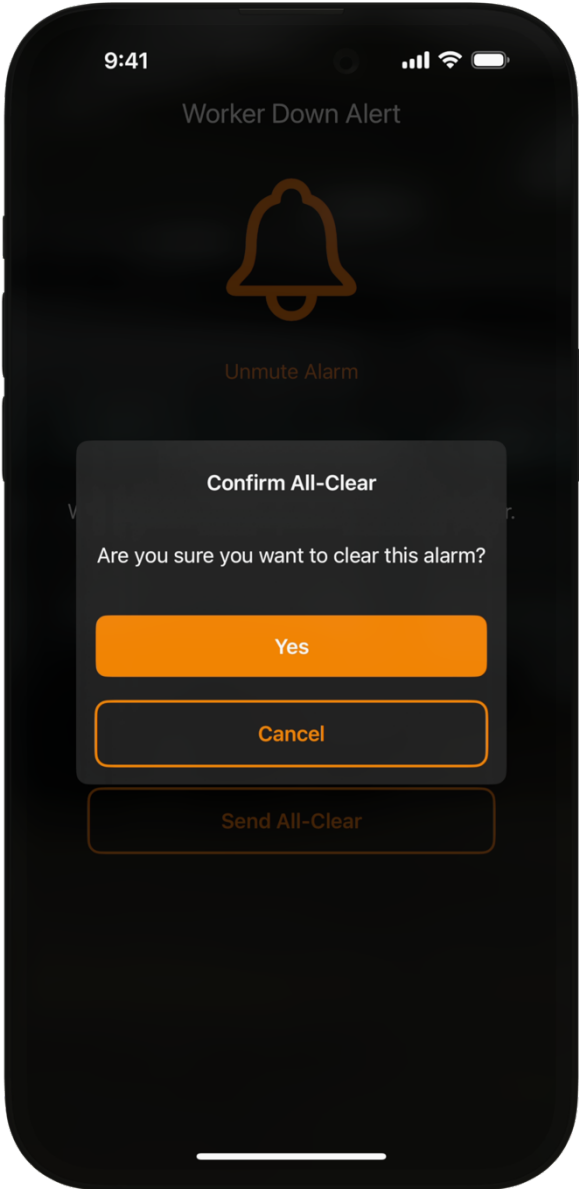
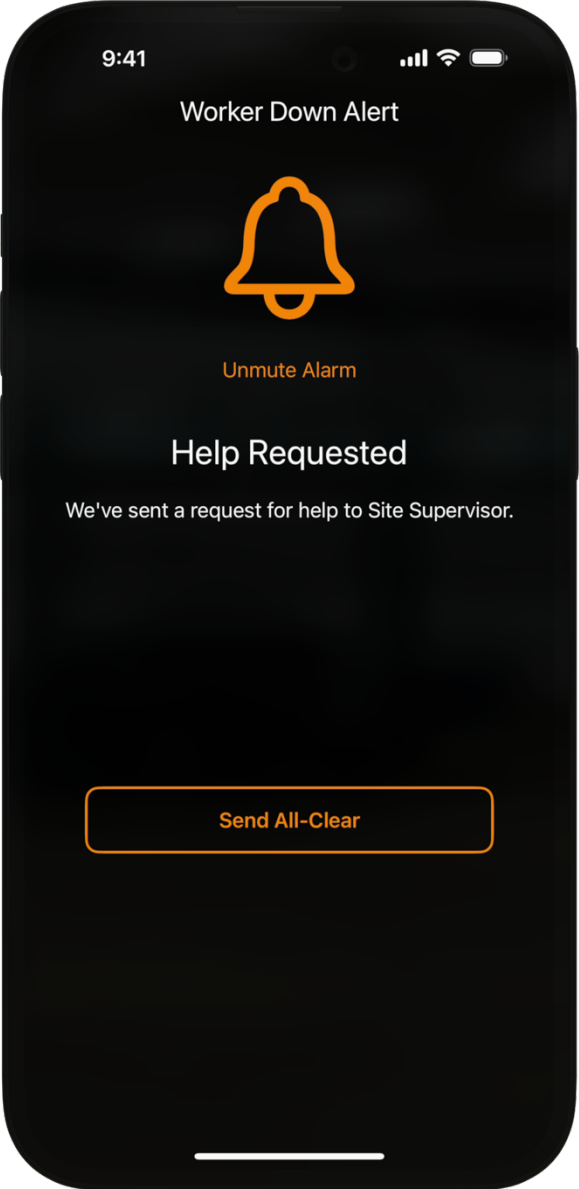
How to cancel a new alarm

False alarms can happen, every alarm on the WorkerSafety Pro application can be cancelled when first activated, simply hit "I'm OK" during the alarm countdown. When the "I'm OK" button is pressed, no notifications will be sent out to emergency contacts.



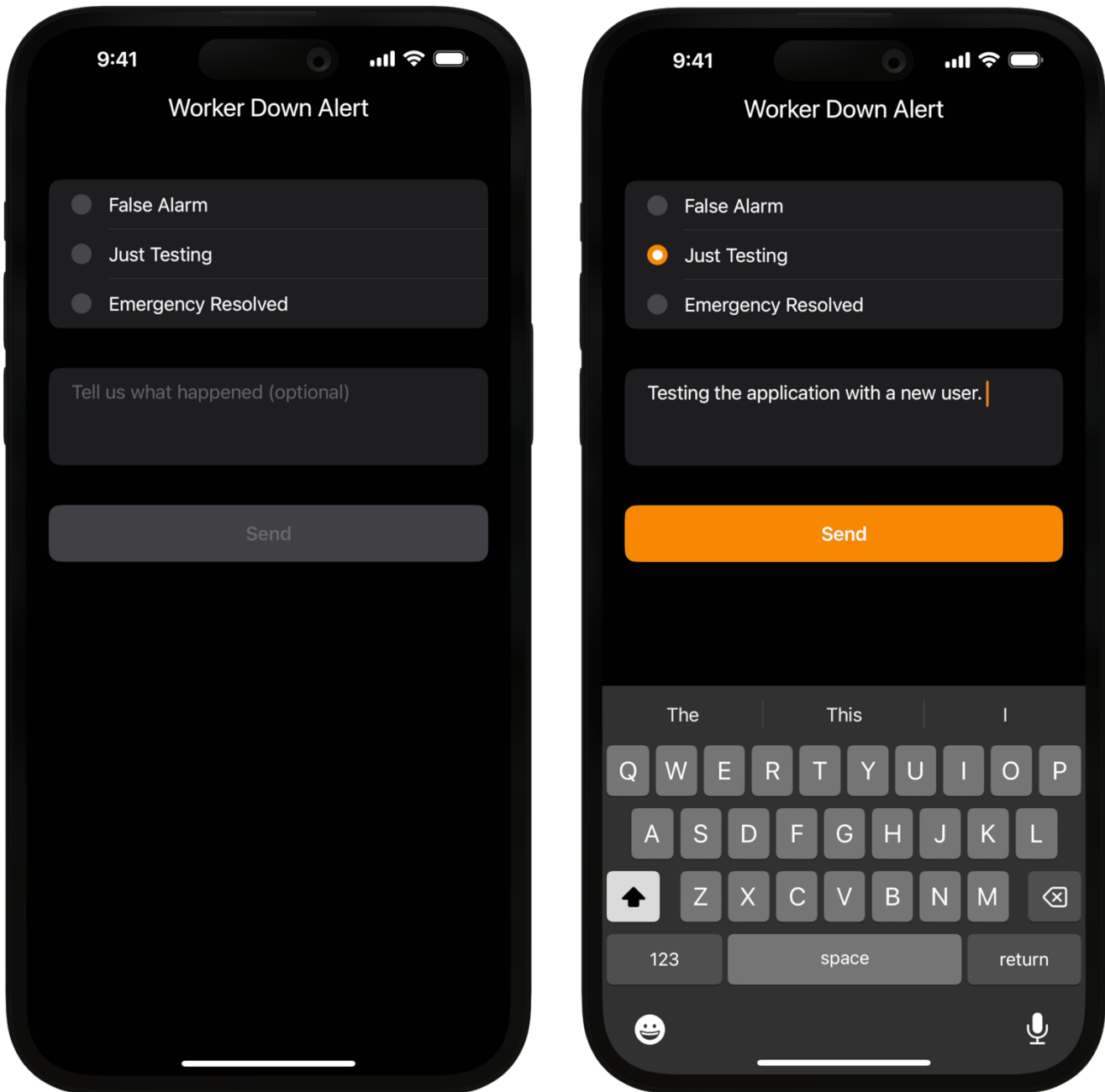
How to cancel an active alarm

For alarms that have already sent out messages to the emergency contacts and are ongoing on the user's smart phone, press the "send all clear" button. Emergency contacts will be notified that the all clear is sent by the user and that help is no longer needed. The alarm will be cleared from the user's device.



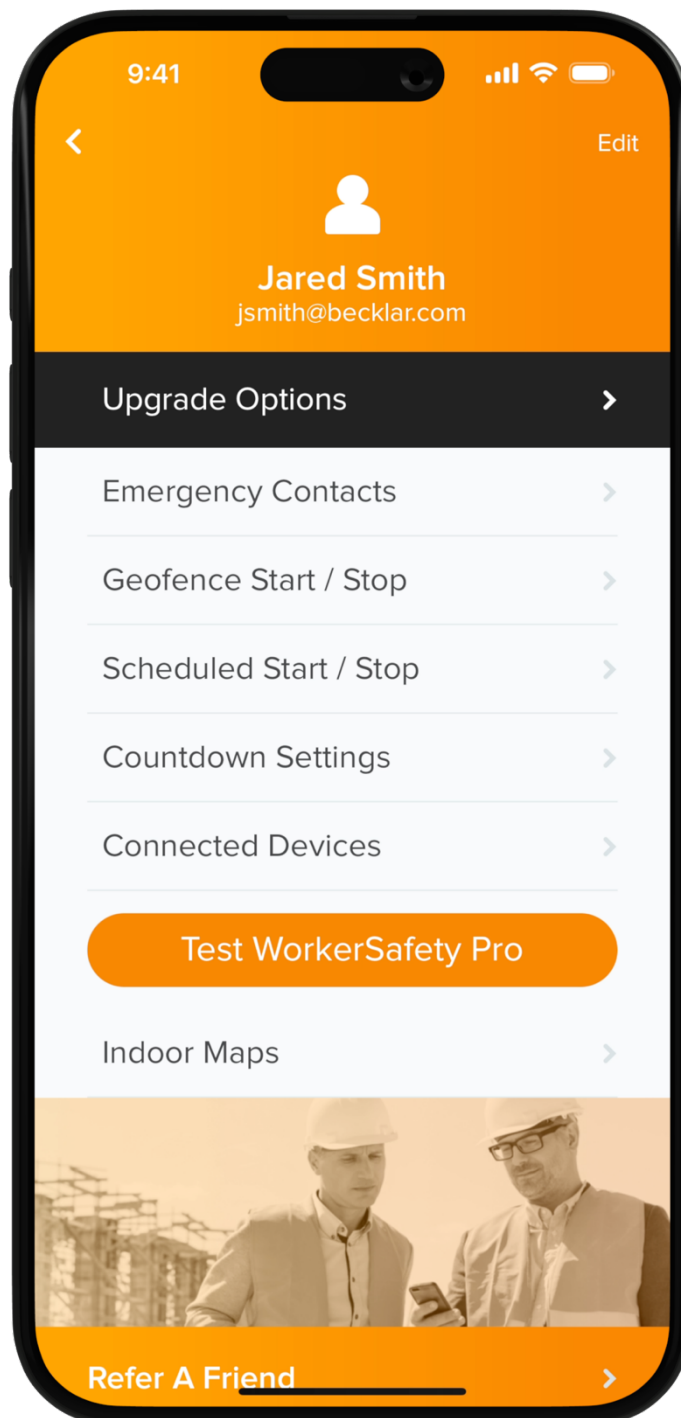
How to cancel an active alarm continued

Once the all clear has been confirmed, the app will prompt the user to input a reason for the alarm. It is required to select from one of the three options and recommend that a user puts in a brief description of why the alarm went off for reporting record. Once the reason has been sent, there will be a confirmation that the all clear was sent and the user will be brought back to the home screen.



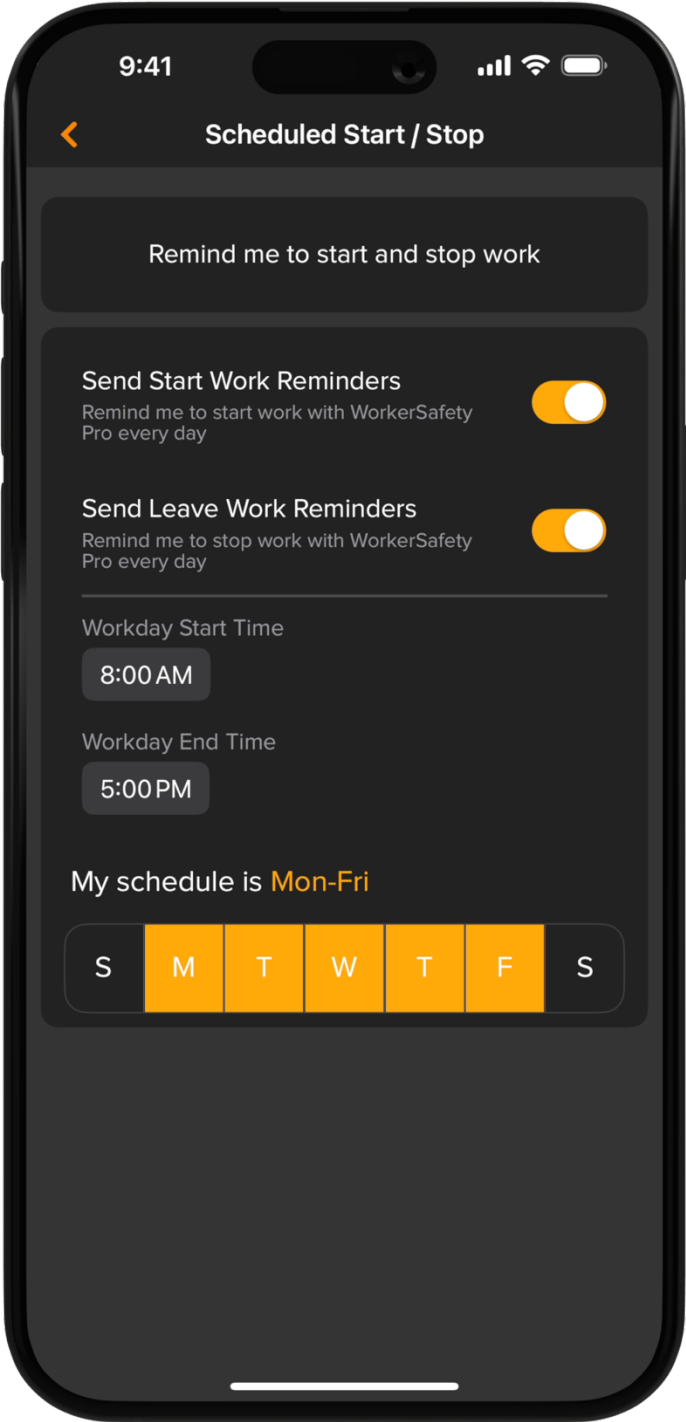
Settings and configuration

In the top right of the WorkerSafety Pro application (top left for Android), there is an orange icon that will take users to the setting screen. In the settings screen, users can review configurations and information set up by their administrators as well as configure their own countdown settings and set start/stop reminders for themselves. Users can also put through a test alarm to test their application using the “Test WorkerSafety Pro” button.



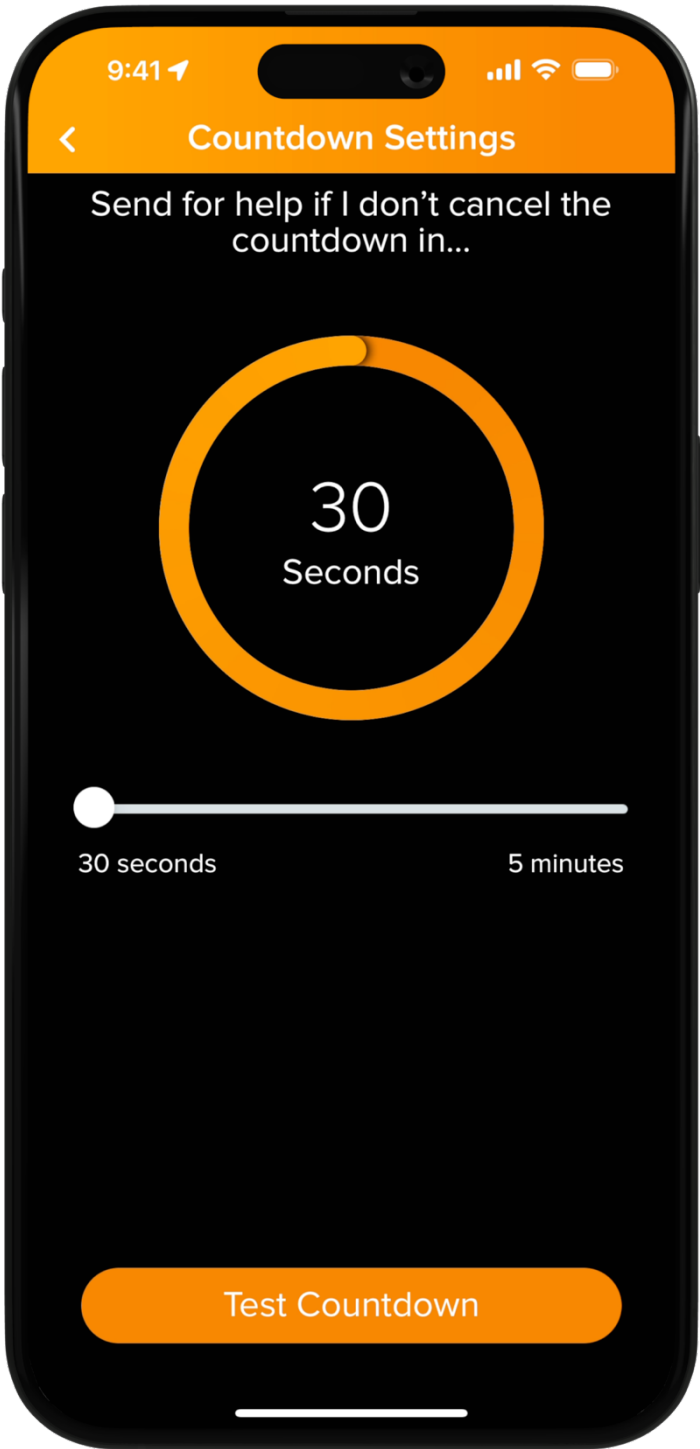
User settings configurations

Under the settings menu, users have two configurable options that they can customize. Scheduled Start/Stop and Countdown settings. Under the Scheduled Start/Stop, users can configure reminder notifications that will appear at a certain time during the day. We recommend users set these reminders to mirror their work schedule.



User settings configurations continued

The other configurable option for users is adjusting their countdown timer. This countdown timer is the time interval in which users will have to cancel a non-SOS alarm such as a fall detection or worker down. The adjustable duration is anywhere in-between 30 and 300 seconds (5 minutes).



Administrator set configurations and information settings

There are multiple settings that are controlled by administrators and are able to reviewed by the user under the settings screen. Also included are settings that tell users more about their WorkerSafety Pro account. These settings include the following:

- Upgrade options – Allows users and admins to upgrade from a free trial to a paid version of WorkerSafety Pro.
- Emergency contacts – Allows users to view the emergency contacts that are listed on their account.
- Geofence Start/Stop – An admin-controlled feature that would allow users to configure their Start/Stop Geofence.
- Connected Device – This tab allows users to view and connect external Becklar Safety devices. If you'd like more information on the different Safety device offerings, please reach out to [Becklar Sales](#).
- Indoor Maps – An administration set configuration that can help locate team members even in large complex indoor locations.
- Referral link - The referral option allows you to share the worker safety app with friends via a share button.
- Get Support - The get support option will take you directly to the Becklar support page where users can put through any questions or concerns via email or phone.
- Privacy and Terms – Both the privacy policy and terms of service option will include their respective policies.
- Sign out - The sign out button will allow users to sign out of the application. Users will need to confirm one additional time after tapping the sign out button.

Contact Card for WorkerSafety Pro

Please be sure that you scan the following QR code for the WorkerSafety Pro contact card and save it to your smartphone. Everyone who will be a user, admin, or emergency contact should save this contact card on their smartphone. During an emergency, this will ensure that the phone number for WorkerSafety Pro is immediately recognized, and the call or message is acted upon quickly.



WorkerSafety Pro for Apple Watch

In addition to WorkerSafety Pro for iPhone and Android, there is support for the WorkerSafety Pro safety features and protocols on the Apple Watch.

WorkerSafety Pro for Apple Watch currently supports Scheduled Check-ins, Send for Help, and Fall Detection. **Important:** *If a check-in is scheduled using the Apple Watch, it will notify emergency contacts even if there is no cellular or Wi-Fi coverage at the time a check-in is missed.*

When an Apple Watch with LTE service is used, the watch itself can be used to Send for Help and schedule check-ins. Otherwise, the iPhone must be paired and connected with an Apple Watch, when there is no Wi-Fi coverage.



Setting up WorkerSafety Pro for Apple Watch

To install the app, it can be downloaded on a user's iPhone and then synced to the Apple Watch or downloaded directly from the Apple Watches App Store. A user will need to set up an account on their iPhone before they are able to login into the application on their Apple Watch.

Once the app is installed and an account is set up, users will have two options they can choose to sign in on the Apple Watch.



The first option is using “Security Code”. This allows a user to put in a full name, email, and their phone number to be texted a code. Once the code is entered in the app, that will allow users to login.

The second option is using the “Paired iPhone” feature. This will allow a user to login with one click if the paired iPhone is currently signed into the application. If a user is not signed in on their phone, the watch will be unable to sign in using this option until the user does sign in.

Enabling permissions on Apple Watch

Upon signing in for the first time, users will need to enable all requested permissions that the app will prompt. Please refer to [Required Permissions](#) for information regarding permissions.



Completing the login process

Once all permissions are enabled the user will be fully signed in. Upon signing in for the first time, there will be an option presented to users to test the SOS alarm feature on the watch. Users can opt to complete the test or able to hit "Skip" to not go through with the test.



How to use WorkerSafety Pro on Apple Watch

Check WorkerSafety Pro is paired correctly

Before starting work you should verify that WorkerSafety Pro is running properly on your watch before closing the app. Once you have verified that the app is running as intended, the WorkerSafety Pro application can be closed on your iPhone and run solely on the Apple Watch.

The different Safety Features can be toggled on and off by tapping on the blue icons above the “Leave Work” button.



Heat index, Safety Plan, and settings screen

The WorkerSafety Pro application on Apple Watch is equipped with three different screens that can be viewed by swiping to left or right. The home screen, the Heat Index and Safety Plan, and the Settings menu.

Heat index and Safety Plan

WorkerSafety Pro allows the administrators of organizations to customize and configure Safety Plans that meet their own needs. Upon swiping to the left from the home screen, users will be able to view their organizations safety plan that will by default include, time, weather, temperature, how much water should be consumed in the given hour, and how long of a break should the user take based on the temperature.



The settings screen

After a user swipes to the left on the Safety Plan, they will be greeted by the Settings screen. In the settings menu, users will be able to configure their safety features, check currently enabled permissions, and sign out of the application.



Apple Watch Safety Features

What does Worker Down mode do?

Worker Down mode on Apple Watch detects inactivity for a period of time that may indicate loss of consciousness. You can set the amount of time on the Settings screen by swiping to the left on your Apple Watch. If you are inactive for more than 3 minutes, for example, then the alarm countdown will appear.

If you move at any time during the 3 minutes, then the Worker Down inactivity countdown automatically resets for another 3 minutes.

Apple Watch Worker Down Settings Screen



What does Scheduled Check-In mode do?

Scheduled check-ins on Apple Watch allow you to set a time in the future by which you must check-in. You can set the amount of time on the Settings screen. If you do not check-in within 1 hour, for example, then the alarm countdown will appear. As a reminder, you are notified 5 minutes before a check-in is due.

If you check-in at any time during the hour, then the scheduled check-in will not notify your emergency contacts. Check-Ins can be completed on the home screen of the Apple Watch application.

Important: *Scheduled check-ins alarms will notify emergency contacts even when you are out of cellular or Wi-Fi coverage.*



What does Required Check-In mode do?

Required check-ins allow an administrator to set a time interval anywhere between 1 and 24 hours that will require a user to check in during that time.

If you check-in at any time during the required check-in period, then the check-in will not notify your emergency contacts and your administrator will be able to see that you checked in.

Important: *Required check-ins alarms will notify emergency contacts even when you are out of cellular or Wi-Fi coverage.*



User Set Check-In During Required Check-In Mode

As a user, you can edit the required check in time to occur sooner than the required check-in but not after. For example, if your administrator sets a required check-in to occur every 3 hours, a user can then move up that check-in time to check-in every hour.

If a user does not check in within the required time, the behavior will be the same as the standard failed to check-in and the alarm countdown will appear. As a reminder, you are notified 5 minutes before a required check-in is due.



What does Fall Detection do?

Fall Detection on Apple Watch allows your watch to monitor and detect falls. The default setting (Be less sensitive to falls) monitors for any falls further than the fourth rung of a ladder and higher. The “Be more sensitive to falls” setting allows for additional monitoring by increasing the sensitivity of the monitor to look for standing and sitting falls and higher.

Important: *The more sensitive to falls setting may require up to 10 seconds of inactivity before alarming. This is to help prevent false alarms if someone has a small fall and is able to get up.*

Apple Watch Fall Detection Settings Screen



What does Slide for SOS do?

Slide for SOS is used to request immediate help. After a short 5-second silent countdown, a silent alarm will activate, and emergency contacts are notified. The voice message that emergency contacts receive gives them the opportunity to automatically call back the person making the Slide for SOS request.

When an emergency contact answers the phone with a word like “Hello”, they will be given the opportunity to automatically callback the person needing help if they stay on the line after hearing the emergency message.



Becklar 24/7 Enterprise Monitoring

Becklar 24/7 Enterprise Monitoring is an additional paid service offered by Becklar. If you're interested in learning more, please schedule a call with one of our sales representatives.

The Enterprise Monitoring alarm process

During alarm events initiated by a user, the Enterprise Monitoring service users will receive a call to their cell phone from the Monitoring Center's Automated Voice Assistant (AVA) to verify if any help is needed. If a user confirms with AVA that every is okay, then AVA will cancel the alarm and not continue to dispatch authorities. If the user advises help is needed or doesn't answer the call, emergency contacts will be notified and dispatch will be sent to the users last known GPS location.



AVA Call Process

A user will receive a phone call from AVA (automated voice assistant). AVA calls will call the users phone and say, "Hello <User's Name>, this is Becklar Workforce Safety, do you need help?". If they say "yes", then AVA will say, "ok, I will connect you with an operator." AVA will then automatically connect the user with an operator. The operator will ask if you need help and proceed to dispatch emergency services if necessary. When AVA asks if the user needs help and they say, "no", AVA will say, "So then everything is ok?" If the user says "yes", AVA will say, "Ok, I have marked this as a false alarm, thank you." The call will then end.

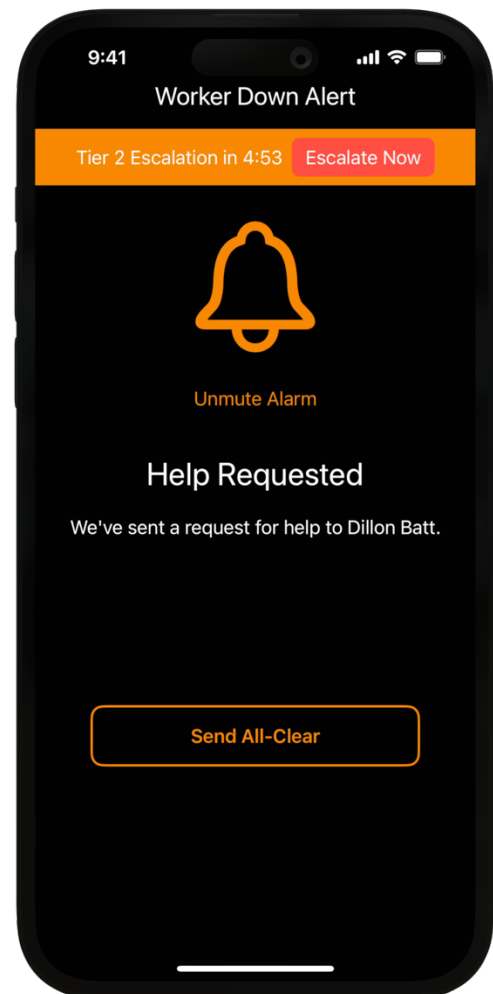
If the call is ended with AVA, no notifications are sent out to emergency contacts and an operator is not contacted.

Missing the AVA Call

When a user misses a call with AVA, there are two different scenarios that can occur depending on if the alarm type is an SOS alarm or a missed check-in, fall detection, or worker down signal.

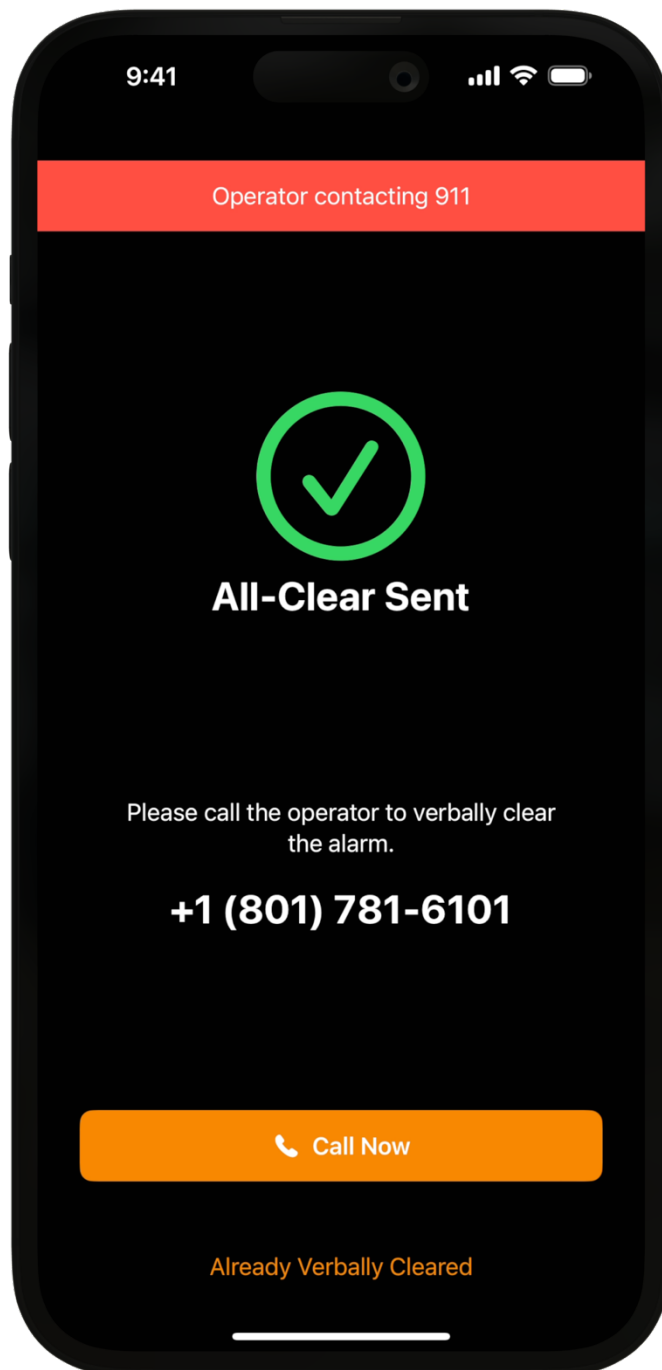
For the SOS alarm, once the call is not answered from AVA, an operator is immediately notified and proceeds to dispatch emergency services.

Worker down, missed check-in, and fall detection alarms will have a 5-minute delay where the emergency contacts on the user's group/team are contacted and can confirm a false alarm or escalate the alarm. After the 5-minute delay or when an emergency contact escalates the alarm, the alarm will be sent to an operator who will dispatch emergency services.

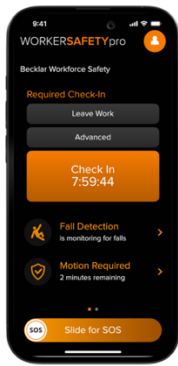


Clearing an alarm after the AVA call is missed

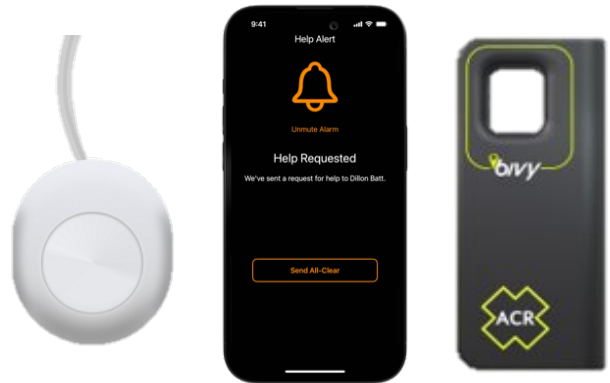
If the user has missed the call from AVA and sends an all clear via the application, there will be a message on the all-clear screen prompting the user to call into the Monitoring Center to ensure that the alarm is marked as a false alarm. It is ALWAYS recommended that the user calls into the Monitoring Center to advise of a false alarm if there were unable to confirm with AVA. The application will have a quick call button that will dial the Monitoring Center directly.



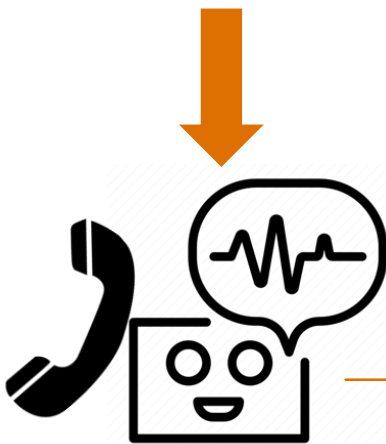
Call Flow Chart



Missed Check-In, Fall Detection, Worker Down



Button Press, On-Screen SOS, Bivy



Auto Callback to Worker



Immediate Escalation

If no answer – 5 minute delay to allow supervisor to cancel or escalate



Get Help or Cancel

Calling into the Monitoring Center to cancel an active alarm

If the call is missed from the Automated Voice Assistant (AVA), a user can still call into the Monitoring Center to attempt to cancel the active alarm before emergency services arrive to the users last known location.

When a user first reaches the Monitoring Center, the call center agent will need to reference the users account, to do this, please provide the agent with the phone number connected to the users account as well as the full name on the account. To ensure accuracy, the agent might ask the user to spell out their full name.

The call center agent will confirm once the account is referenced and then attempt to cancel emergency services.

A contact card containing the correct contact information for the Monitoring Center is listed below:



**Note, the Monitoring Center will do all they can to confirm with local emergency services that no help is needed. It will be at the discretion of the local authorities on if they will still respond.*

Additional contact cards

The following is the contact card for our Becklar Workforce Safety (Do Not Reply) number. This number will send SMS notifications to a user's phone. You are unable to call or text this number back so please note that this is only for receiving messages and not sending them. Please refer to the contact card on the previous page for the number you can call for additional information:



Summary

From this training manual you learned:

- How to use WorkerSafety Pro
- How to install WorkerSafety Pro
- How to setup WorkerSafety Pro
- How to check WorkerSafety Pro is running

You learned that WorkerSafety Pro can provide Health & Safety protection with multiple safety protocols. You also learned that WorkerSafety Pro protects your privacy in addition to your Health & Safety. Lastly, you also learned that WorkerSafety Pro offers Apple Watch support to help protect you.

Appendix

WorkerSafety Pro Training with a Live Instructor

Live training is available in the form of a presentation via online video. This optional training can cover the same information found here and help fill the gaps if something is unclear.

In addition, live training can cover use cases and provide a live demonstration of WorkerSafety Pro in action. The demonstration helps people better understand what happens in the event of an emergency.

Contact [support](#) for more information on training options.

Your privacy

We realize that your privacy is important. We value your privacy and work to ensure that your data is secure.

- Your location is not included in automatic check-ins
- Your location is only shared in the event of an emergency
- Organization data is only reachable by administrators
- Emergencies are only reachable by emergency contacts for 3 days

For our complete Privacy & Security Policy, please see:

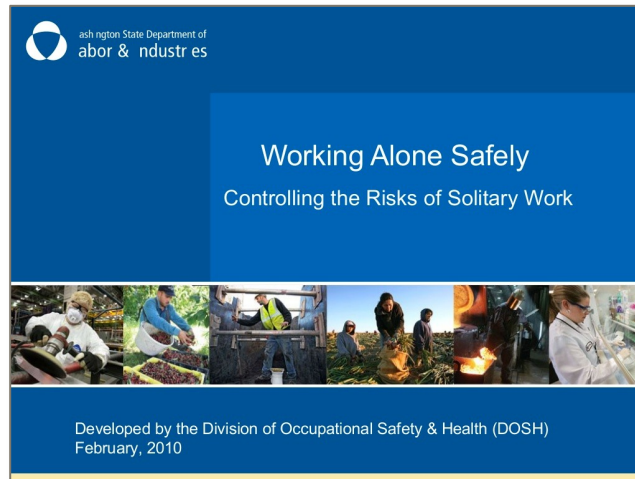
<https://support.becklar.com/knowledge-base/protecting-your-privacy>

References

Working Alone Safely

Developed by the Division of Occupational Safety & Health (DOSH)

<https://www.slideshare.net/safetyhealthmag/working-alone-50400552>



OSHA Fall Protection in Construction

The Continuing Need for Fall Protection

<https://www.osha.gov/Publications/OSHA3146.pdf>

