



# ENSUREspeech

## *Duress Incident Monitoring*

***Integrated Wireless' Next Generation Duress system enables mobilising emergency response teams to monitor the well-being and status of colleagues that have raised either Automatic (No-movement or Man-down) or Manual (Push-button or Pull-cord) duress alarms in safety threatening situations.***

### **Overview**

In the majority of duress response situations the Emergency Response Team (ERT) have no idea of the exact condition of the staff member under threat or the dynamics of the situation. Traditional wireless pendant systems are unable to provide the ERT with this real time status information.

Integrated Wireless' Next Generation Duress systems change that. When a staff member under threat raises a duress alarm the following event sequence is controlled by the DURAsuite application...

- An alarm notification is broadcast to each member of the ERT on their handheld devices as a text Message with a distinct alarm tone. The Message contains the following details...

- ID of the person raising the alarm
- Type of duress alarm raised
- Accurate location of the alarm
- Time and date
- Specific open channel group to access

- The staff member under threat does not need to do anything else except manage the situation that they face as their handheld unit is discreetly put into monitoring mode...

- The handset automatically enters the open channel group
- The handset microphone is set to "sensitive on"
- The handset loudspeaker is "turned off"

- Each ERT member Accepts or Rejects the Message, using the pre-defined soft keys on the handheld device, to notify their intent to respond

- Each ERT member responding accesses the specific open channel group

- Once in the open channel group the ERT members can hear exactly what is happening at the duress incident.

As a result the ERT members who are responding to the incident receive full audio of the situation and the staff member under threat can communicate in code to describe what is occurring.

The benefit of ENSUREspeech is that the ERT do not enter the area where the incident is occurring oblivious to what's actually going on. In addition during the "mustering process" they can also communicate with each other within the open channel group to co-ordinate their response.