



Gemeinde  
**Thal** SG

**RAV**  
REGIONALES ARBEITS-  
VERMITTLUNGSZENTRUM ZUG

**SWISSPHONE**

# Emergency call systems in use at RAV Zug and the local authority of Thal

Case study: RAV Zug, local authority of Thal

In environments like the Regional Jobcenter in Zug, Staff can occasionally be faced with dangerous situations for example, when a client is in conversation with a member of the administrative staff and threatens the worker upon hearing the details of a negative decision. Such situations are thankfully rare but can never be ruled out: unfortunate incidents, for example, when a client is in conversation with a member of the administrative staff and threatens



«This system provides sound technology at an attractive price. It's quick to install, easy to operate and has been enthusiastically received.»

Dejan Sekulic, Deputy Head of RAV Zug

the worker upon hearing the details of a negative decision. Of course, it's possible to prepare for such eventualities. RAV Zug and the local authority of Thal have simply installed a Swissphone AG emergency call system using pagers equipped with an SOS-Button.

In many offices with public access, employees will often find themselves having to deliver messages which citizens may find unwelcome. Such unavoidable announcements might include a rejected application, a social security requirement, or a sanction from the employment office. Staff are trained to handle such situations, so if a client is finding it hard to come to terms with some disappointing news, they will seek to de-escalate any signs of conflict.

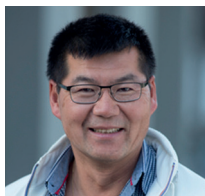
## Thal local authority: Two systems used in two departments

Nevertheless, more extreme scenarios cannot be ruled out: such as a when a client «snaps» and then threatens an employee. The local authority in Thal, in the St. Gallen canton, has installed an emergency call system to cope with such instances. Michael Schwinn, head of social services for the local authority serving a population of around 10,000 inhabitants, explains: «Our employees take a mobile emergency call button with them to the conference room when they conduct customer interviews. As soon as they start to feel uneasy, they can push the button discreetly, sending

an alert to a pager held by their colleagues in an adjoining office. A fellow worker can then go over, call in to the conference room «by chance», and ask the employee to come outside for a moment.»

When selecting this system, the local authority wanted a «low-key» emergency call arrangement: «With this type of incident, we don't want to call the police but would always seek to defuse the conflict without any further escalation.»

A Swissphone mobile SOS-Button is the product used here: a compact button housed in a case which, in this instance, is linked to a RES.Q pager via our SOS gateway. The alert data signal is transmitted via the national TELEPAGE® network. Another emergency call system consisting of an SOS-Button and pager was also purchased for the local authority's technical services department, because – on some occasions – there can be difficult discussions about electricity payments and termination of supply.



«The SOS emergency call button makes our employees feel much more secure.»

Michael Schwinn, Head of Social Services for Thal-Rheineck local authority.

These officials are very happy with the equipment, and with the service facility it provides. Swissphone conducted a series of tests in advance – for example to ensure the signal transmission from the SOS-Button to the pager would work reliably under all conditions.

### RAV Zug: 38 workplaces equipped with SOS-Buttons

At RAV Zug, interviews don't take place in conference rooms – as they do in Thal – but in employees' offices. There are 38 offices on three floors, all equipped with an SOS-Button. When a button is pressed, a pager sounds

on all respective floors, displaying the name of the unit which triggered the alarm, which escalates in volume until someone acknowledges the alarm.

At the same time, the emergency call system automatically sends an e-mail to team leaders and also to the head of security. Alarm messages are sent redundantly via GSM and LAN, and the system can be easily configured via the SOS-Portal. Dejan Sekulic has set his system so that a single button press counts as a test alarm, but a real alarm is only triggered after a second press. The battery status of all devices can also be queried via the portal.

Dejan Sekulic also explains why RAV Zug has deliberately not defined a fixed alerting chain: «That ties in with our team ethos: one for all, all for one. Furthermore, there are always some colleagues who are themselves conducting interviews, or are perhaps out of the office.»

### Swissphone solution hardware components

#### Hardware

- SOS-Portal
- SOS-Button
- SOS gateway
- TELEPAGE®