SafeZone

SafeZone Wellbeing Assistance

Nearly

50 Million

American Adults Are Experiencing Some Form of Mental Illness[2]

BACKGROUND

Wellbeing teams around the world are experiencing increased demand for their services, with young adults being the fastest growing demographic in need of support.

THE CHALLENGES

Increased Demand

Rates of mental illness have increased in recent years. A recent study shows one in three U.S. adults aged 18-25 experienced a mental illness, and 3.8 million had serious thoughts of suicide[1].

The causes of mental health challenges are varied, and the figures don't account for the increased pressures on young people especially from the Covid pandemic.

Complex Support Requirements

The variety of support people need for wellbeing is also varied. For some, there are diagnosed medical conditions which required treatment; for others, pressures on their wellbeing are financial; and many young adults are simply struggling adjusting to new environments, due to being away from home, with new people, perhaps even in a new country.

Difficulty Navigating Options

Organizations are taking their duties of care very seriously and doing their best to meet the requirements of responsibility. However, having to account for so many services which all have their own tools and operating hours, it can be almost impossible to summarize these in a user-friendly way, especially considering some of those users may be in crisis.

[1] Source: https://www.nami.org/mhstats#:~:text=1%20in%203%20experienced%20a,had%20serious%20thoughts%20of%20suicide
[2] Source: https://bit.ly/3BOUcS2

HOW SAFEZONE HELPS

SafeZone is used by millions of users globally to help improve their safety and optimise outcomes to emergency incidents. SafeZone's new Wellbeing Assistance button builds on this and enables organizations direct their users to easily access the support they need by more effectively assigning the organization's resources.

The Wellbeing feature direct users to the relative webpage or phone number for assistance or presents a triage page which lists several options. Importantly, all the above can be tailored based on a combination of WHO presses the button, WHERE the button is pressed and WHEN they press it.
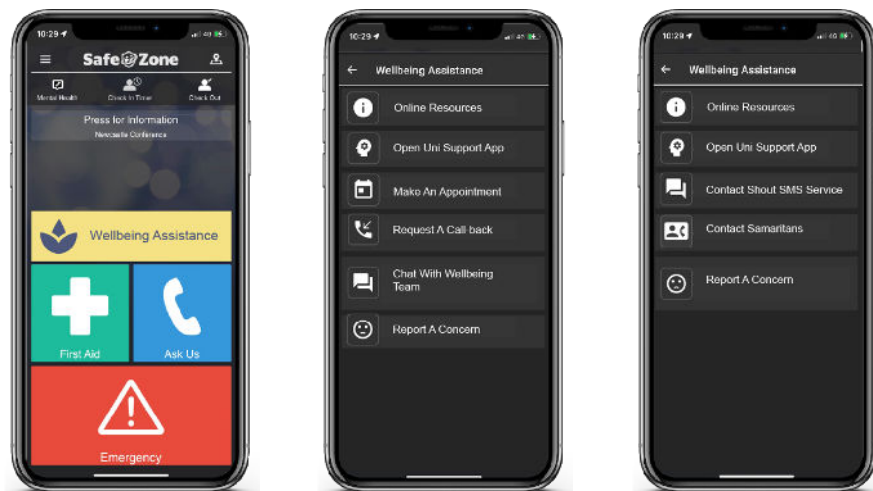
SafeZone App with some example Wellbeing Assistance options

Who

High-risk users will need more enhanced and personalized levels of support such as a speed-dial to an on-call counselor. By contrast, a highlighting of online support resources, out of hours services and / or charity organizations may be sufficient for others. SafeZone enables varied support services based on specific criteria set by your organization

Where

Some organizations may offer an in-person response option while the user is on-site, however, can't manage this off site. SafeZone helps organizations only offer wellbeing resources that are available to the user, based upon their location.

When

Since most services or teams are not available 24/7, SafeZone has scheduling intelligence so that only resources available at the time a call for help is raised are shown to the user. So resources presented at 2PM will likely vary quite a bit vs. those available at 2AM. This simplifies user navigation and streamlines decisions on how and where to best get help. SafeZone also enables individuals to raise anonymous concerns about the mental health and wellbeing of a colleague.

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