

Critical incidents – how Sonder supports managers

Incidents are inevitable in any business, especially when dealing with the general public. Your organisation has partnered with Sonder to ensure managers have access to support – to keep you, and your team, safe and well.

 Sonder

What support is available?



Chat or phone an emergency trained care specialist within 15s or less



Connect with a nurse for immediate assessment



Access to an on-the-ground responder as required

Critical incidents with Sonder: what actually happens?

1

Incident takes place

2

The incident is reported via the Sonder app – chat, call or help alert

3

A Sonder care representative will check you're okay and refer you to appropriate support

4

Sonder may offer in-person support which can be
a) Dispatched immediately
b) Scheduled for another time

5

Following the incident, Sonder will check back in to ensure everything is fine

In-person response

Sometimes there's no substitute for face-to-face support. Sonder has a network of responders on standby, ready to travel to you, to provide in-person assistance. The network is made up of highly-trained professionals, most often with emergency services, medical, mental health or military backgrounds.

In a traumatic situation, Sonder's in-person assistance can be hugely comforting for you and your team. Their presence can provide physical, and emotional support - like psychological first aid after the injury or death of a colleague, or support following a serious accident or threatening activity.

Reach out to Sonder via the app next time you're facing a threatening situation, and Sonder's in-person response team can help provide the right help at the right time.



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