



# Working to bring hope to vulnerable people in Alberta

## How Motorola Solutions technology is helping Hope Mission support those in need

As a non-profit Christian social care agency, Hope Mission provides help and support to those who need it most across Alberta. It provides emergency care, such as meals, shelter and outreach, to people who are experiencing homelessness. Stabilization services are also available to help connect people to critical resources like housing, healthcare and cultural support.

Alongside its emergency care, Hope Mission also operates faith-based recovery programs and prevention services for struggling families, including meals, community dinners, after-school programs, school lunches and summer camps.

The agency operates through four locations across Alberta with staff and volunteers collaborating to provide as much support as possible to those who need it.

### Customer

Hope Mission

### Location

Alberta, Canada

### Industry

Charity

### Solutions

- TLK 100 radios

### Outcomes

- Reliable coverage with fewer outages
- Robust and compact radio design for ease-of-use
- Push-to-talk (PTT) capabilities
- Real-time location tracking of radios
- Automatic channel scanning prevents communication from being missed



# Challenges

Hope Mission does not just wait for those in need to walk through its doors; there is a concerted effort to go out and offer aid on the streets of Alberta, building connections with unhoused and vulnerable people. This outreach work, as well as its four shelter locations, means Hope Mission's staff and volunteers are often spread out over a wide area.

With its operations sometimes so spread out, Hope Mission workers stay connected with two-way radios. They are an essential tool within Hope Mission's operations, facilitating collaboration and providing a means of communication when emergencies arise.

However, the radios Hope Mission was using were not meeting the agency's needs. They were unwieldy and difficult to use, the radio network would often experience outages and response times were delayed as a result. This was hampering Hope Mission's crucial work in the community, so it needed to overhaul its radio system.



With Motorola Solutions TLK radios, we can respond faster in critical situations and stay connected across all our locations. This technology has made a real difference in keeping our teams and people we serve safer.

– Jayson Pope, Hope Mission



# Solutions

Hope Mission turned to Motorola Solutions for its communication needs and purchased a suite of TLK 100 radios. Far more reliable than the devices Hope Mission was previously using, the TLK radios provide nationwide coverage and the agency has been able to utilize them to keep multiple sites across Alberta connected.

The TLK 100 radios provide crisp, clear audio in a rugged and compact form factor, making them easier to use for Hope Mission's staff and volunteers, especially in emergencies when tensions are high. And in those situations, every second counts, which is why the TLK 100's easy and instant PTT capabilities are so vital to Hope Mission's work. If an emergency occurs and someone needs staff assistance immediately, Hope Mission can now provide that help and manage the situation accordingly.

The radios also come with real-time location tracking, which allows Hope Mission to monitor where its workers are within Alberta at any given time. This is particularly useful when a worker isn't able to get to their radio to provide an update on their location, for example if they are actively involved in an emergency situation. Location tracking has also helped Hope Mission recover radios that have been lost or stolen.

When a situation arises that causes lots of different workers to all use their radios at the same time - like an emergency - the TLK 100s allow Hope Mission to automatically switch to available channels with intuitive channel scanning. This ensures that no messages are lost with people speaking over each other and workers can continue to communicate quickly and clearly.

## Solving for safer communities

Hope Mission provides vital support to those who need it most in Alberta and, with its suite of TLK 100 radios, it can do so while keeping its staff and volunteers safe too. Reliable coverage, clear audio quality and real-time location tracking equip the agency with the communication capabilities it needs to provide emergency care, recovery and prevention services to its community.

To learn more, visit: [www.motorolasolutions.com/waveptx](http://www.motorolasolutions.com/waveptx)



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