



### ***What happens if.....?***

You arrive at residence and the member is not as prepared as they want to be, and are starting to show signs of stress and anxiety.

Realize the one of the major stresses in life is moving. It is an extremely difficult challenge for many people. That's why you, (the professional), are there. This won't be easy or successful for the member without you and your crew.



They will be looking for you to offer solutions to some of their challenging triggers. There will be items that they value and are worried about. They are human, and they may not deliver that message in the best manner, *(which forces you to be even more professional)*.

**Best Business Practices** - When you are faced with this situation, reach out to Atlas Canada Government & Corporate Services and/or Atlas Canada Operations. Reach out as it is happening. When you are back in the trailer, (away from the member), share this experience with Atlas Canada. If you are not getting an answer as quickly as you need it, escalate your questions to senior management at your agency and ask them to go to Atlas.

Remember, this is an Atlas Canada registered shipment, and Atlas may have other ways to de-escalate what's happening and can offer additional suggestions that you may not be aware of.

Should this turn into a non-compliance penalty or an adverse report, we will be able to argue that as soon as something came up, we were proactive in offering another solution.

**Let's continue our good work and eliminate needless penalties!**

**Atlas Government Services - 905-842-1813**

**Atlas Canada Operations - 833-209-4528**

*the power of  
Communication!*