

StandbyU Shield – Monitoring Centre Plan Guide for Team Responders

What's involved in being a Shield Responder?

As a Shield Responder, you must be:

- Able to answer a call from the Back2Base Monitoring Centre whenever the Shield User activates an SOS Alarm.
- Confident you understand the Shield User's Safety Plan and can discuss this with the Back2Base Monitoring Centre if they call you.

i Talk to your organisation's Shield Coordinator if you have any concerns about your ability to do this, or if you're unable to continue being a Shield Responder.

What Happens when an SOS Alarm is activated?

1. You'll receive a location text from the device. This lets you know the User has activated an SOS alarm.
 - **Be ready to answer a call from the Monitoring Centre.**
2. The Monitoring Centre will receive a phone call from the device and location information.
3. The Monitoring Centre will listen and assess the audio from the device and review the information provided in the Shield Device Plan:
 - If it's clear from the audio there's an emergency, they'll call for a police response and provide the last confirmed location of the device.
 - They'll also attempt to call Responders in the order listed in the Device Plan.

However,

- If there's no obvious audio coming from the device, or the audio sounds like a normal conversation, they'll call the User/Site to verify the SOS Alarm.
- If they can't contact the User/Site, they'll call the Responders in the order listed in the Device Plan to verify the SOS Alarm for direction prior to calling for a police response.
- If you receive a call from the Monitoring Centre, you'll be asked to verify your identity by providing the password listed in the Device Plan.
 - *The operator will talk to you about what they've heard from the device and will ask you for additional background information.*
 - *They'll ask you to verify if an escalation to police is needed.*

i If the Monitoring Centre does not get verification of an SOS Alarm from either the User/Site or Responders, they cannot call for a police response.

4. If you miss a call from the Monitoring Centre, follow your organisation's safety plan to make sure the User's safety is supported.

SOS Alarm Numbers

- Texts with the device's location come from **0481613856**.
 - *Create a contact for this number in your phone named Shield User SOS Location.*
- Calls from the Monitoring Centre come from one of these numbers: **+61738656178, +6138656646, +614038782001, or +61439047549**.
 - *Create contacts for these number in your phone named Back2Base Monitoring Centre.*