

StandbyU Connect&Check

Guide for Call Recipients

StandbyU's Connect&Check is an automated safety solution that schedules calls for staff to 'check-in' at pre-determined times throughout their shift. If a check-In call isn't acknowledged, an escalation process is triggered to alert Responders to activate the planned safety response.

Preparing for the Connect&Check Program

- Make sure you're familiar with your Safety Plan, including the check-in call schedule.
- Check-in calls will be received from **0481 613 856**.
- If you're using a mobile number, save this number as a contact in your phone with a name you'll remember, eg., "My Check-In".
 - Note: Save this number as an *emergency contact* to override any "do not disturb" settings.

When You Receive a Check-In Call

If Everything is Ok:

- Answer the call.
- You'll hear a recorded voice say "Check-in call for [Recipient Name], press 3 to confirm all is ok, press 4 to escalate."
 - Note: If you don't press 3 immediately, the request to press 3 or 4 will be repeated.
- If everything is ok, press 3 on your phone's keypad to confirm this, and then simply hang up.
 - Note: You won't hear anything after you confirm the check-in call.
- The Connect&Check process is now complete.
 - Note: Answering the check-in call means no escalation call will be made to you Responders, indicating that everything is okay.

If you need assistance and it's safe to answer the phone:

- Answer the call.
- Press 4 on the phone's keypad as soon as you pick up the call, then hang up.
 - Note: The check-in call will be immediately escalated to your Responders to take action.
- You won't hear anything after you press 4.

If You Don't Accept the Check-In Call

There are many reasons this might be the case – you may be with someone; you might be busy doing something; or you may **need assistance but it's not safe to answer the phone**. If you don't answer and confirm the check in call:

- The check-in call will loop the number of times specified in your Safety Plan.
- The check-in will then escalate to your Responders in the order listed in the Plan.
- Your Responders will receive a call and text letting them know you haven't confirmed the check-in call.
- Your Responders will activate the escalation response included in your Safety Plan.