StandbyU Connect&Check
Guide for Responders

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 confirmed by the call recipient, an escalation process is triggered to alert Responders to activate the planned safety response.

Preparing for the Connect and Check Program

- Make sure you're familiar with each Call Recipient's Safety Plan, including the check-in call schedule.

- Escalation calls and texts will be received from **0481 613 856**.

- If you're receiving escalation calls on a mobile phone, save this number as a contact in your phone with a name you'll remember, eg., "Check-In Escalation".
  - Note: Save this number as an *emergency contact* to override any "do not disturb" settings.

If You Receive an Escalation Check-In Call:

- If the Call Recipient escalates a check-in call or doesn't confirm any of the check-in calls (including the number of looped calls specified in the Safety Plan), you'll receive an escalation call and text.

- Answer the call. You'll hear a recorded voice say "Connect&Check" call for [*Call Recipient*] has been escalated. Enact safety plan immediately. Press 3 to acknowledge, press 4 to escalate."

- Press 3 to confirm you've received and accepted the call, and then hang up.

- Activate the Safety Plan escalation response.

If the Call Recipient Confirms the Check-in Call:

- If everything is ok, the Call Recipient will answer and confirm the check-in call.

- The Safety Plan Workflow process is complete, and no call or text will be made to Responders.