

StandbyU Shield Pendant – Monitoring Centre Plan Guide for 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** Have an honest and open discussion with the Shield User 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 a text with its 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 call Responders in the order listed in the Shield 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 to verify the SOS Alarm.
- If they can't contact the User, they'll call the Responders in the order listed in the Shield Device Plan to verify the SOS Alarm and 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 Shield 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, contact the Shield User as soon as possible to make sure you can support their safety if required.

SOS Alarm Numbers

- Texts with the device's location come from **0481613856**.
 - *Create a contact for this number in your phone named [Shield User/Site Name] 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.*