

StandbyU Shield – TeamFirst 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 Shield Device whenever the Shield User activates an SOS Alarm during the timeframe / shift allocated to you.
 - Talk to your organisation's Shield Coordinator or refer to the Shield User's Safety Plan to make sure you know when you're on-call.
- Confident you can mobilise the Shield User's Safety Plan when required.

i Contact 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 phone call from the Shield Device. Answer and **press 3** to accept the call.
 - *You can now hear everything around the device.*
2. You'll receive a text message with the location of the device. Make a note of the address.
3. If the Shield User has more than 1 Responder and they've also accepted the call, you'll be able to talk to them about what you're hearing.
 - *The device sends a one-way audio, so the Shield User won't be able to hear you talking.*
4. Listen, discuss, and assess, and put the User's Safety Plan into action.
 - *Sometimes, the Shield User might say some key details, such as someone's name or how many people are at the location – take a note of these details. They may also use an agreed escalation word or phrase to let you know to interrupt or escalate to 000 immediately.*
 - *Remember, everyone's safety is important, so only interrupt if it's safe to do so.*
5. If the Shield User's Safety Plan includes an Escalation option, you can **press 5** to call 000, or your organisation's chosen escalation number.
 - *The Emergency Services Operator (or nominated escalation contact) will also be able to hear the audio and talk to Responders.*
 - *It's important that only one Responder talks to the 000 Operator and Police to provide additional information.*
6. If you miss a call from the device, follow your organisation's safety plan to make sure the User's safety is supported.

SOS Alarm Numbers

SOS calls come from **+61730672329**.

- Create a contact for this number in your phone eg., **[Shield User/Site Name] SOS Press 3 to Accept** so you'll always know it's the device calling, with a reminder to press 3 to accept the call.
- If you're a Responder for more than one User, create a contact eg., **Shield Device SOS Press 3 to Accept**.
- Make sure this number isn't blocked in your phone.
- Use the emergency bypass feature on Apple iPhone and Android to make sure the number will always ring loudly, even if your phone is on silent.

Texts with the device's location come from **0481613856**.

- Create a contact for this number in your phone, eg., **Shield Device SOS Location**.