

StandbyU Shield

Quick Reference Guide for Responders - Monitoring Centre Plan



An SOS Alert is triggered by the Shield User



You'll receive a location text and/or email

- Be prepared to receive a call from the Monitoring Centre.
- Make a note of the User's location.



The Monitoring Centre Operator will listen and assess the audio from the Shield Device



It's clear there's an Emergency

- A police response will be requested to the device's location.
- If you receive a call from the Monitoring Centre - answer it. You'll be provided with an update of what's happened.

No emergency can be heard

- **If you receive a call from the Monitoring Centre, answer it.**
- Verify if police are required **or**
- Activate the User's Safety Plan.

If the Monitoring Centre can't contact the Shield User or any Responders, they can't call police.



Check in with the Shield User