

Important Information for Shield Responders

StandbyU Shield – Family & Friends Plan

The StandbyU Shield is a safety solution that provides another peace of mind option for your loved ones or friends. Your role as a Shield Responder is critical in providing support to the Shield User when they send an SOS Alarm.

What's involved in the Shield Responder role?

- As a Responder, you need to be able to respond to a call from the Shield Device 24/7.
- You need to be confident you can mobilise the Shield User's plan for safety when required.
 - *Have an honest and open discussion with your Shield User about your ability to do this.*

What happens when an SOS Alarm is sent?

- When you receive a phone call from the Shield Device, answer and **Press 3 to accept the call**.
 - *You can now hear everything around the device.*
- You'll receive a text message with the location of the device.
- If your 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.*
- Listen, discuss, assess, and put into the action the Safety Plan you have for the Shield User.
 - *Sometimes, the Shield User might say some key details, such as a place or car registration, take a note of these details.*
- If the Shield User has selected the Escalation option, you can **Press 5 to call 000**.
 - *It's important that only one Responder talks to the 000 Operator and provides additional information.*
 - *The 000 Operator will also be able to hear the audio around the device.*
- If you miss a Shield call, reach into the Shield User as soon as possible to make sure you can support their safety if required.

SOS Alarm Numbers

SOS calls come from **+61730672329**.

- Create a contact for this number in your phone named **[Shield User's 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.
- 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 named **[Shield User's Name] SOS Location**.

What if I'm unable to continue being a Shield Responder?

There are many reasons this might be the case – that's okay, just let your Shield User know as soon as possible so they can remove your details from their Safety Plan.