



Reliance Protect ID Lone Worker Device Training

relianceprotect.co.uk
servicedesk@rht.co.uk
0800 840 7121



Aim & Objectives

Aim

By the end of this session you will have the knowledge to enable you to use your Lone Worker Device.

Objectives

- Have knowledge in switching your device on and off
- Have an understanding of the correct procedure to charge your device
- To be confident in the activation of status check and amber alert.
- To be confident in activating and cancellation of a Red Alert
- Understand how and when the Police are engaged on alarms
- Have the knowledge of the service desk and how they can assist you.

Charging

Two hour minimum charge before usage

We recommend overnight charge, ready for the next working day

Can be left on charge for long periods until next use, causing no damage to the battery or device

Please use the standard charger provided to prevent battery damage

Charger pin is visible when plugged into device



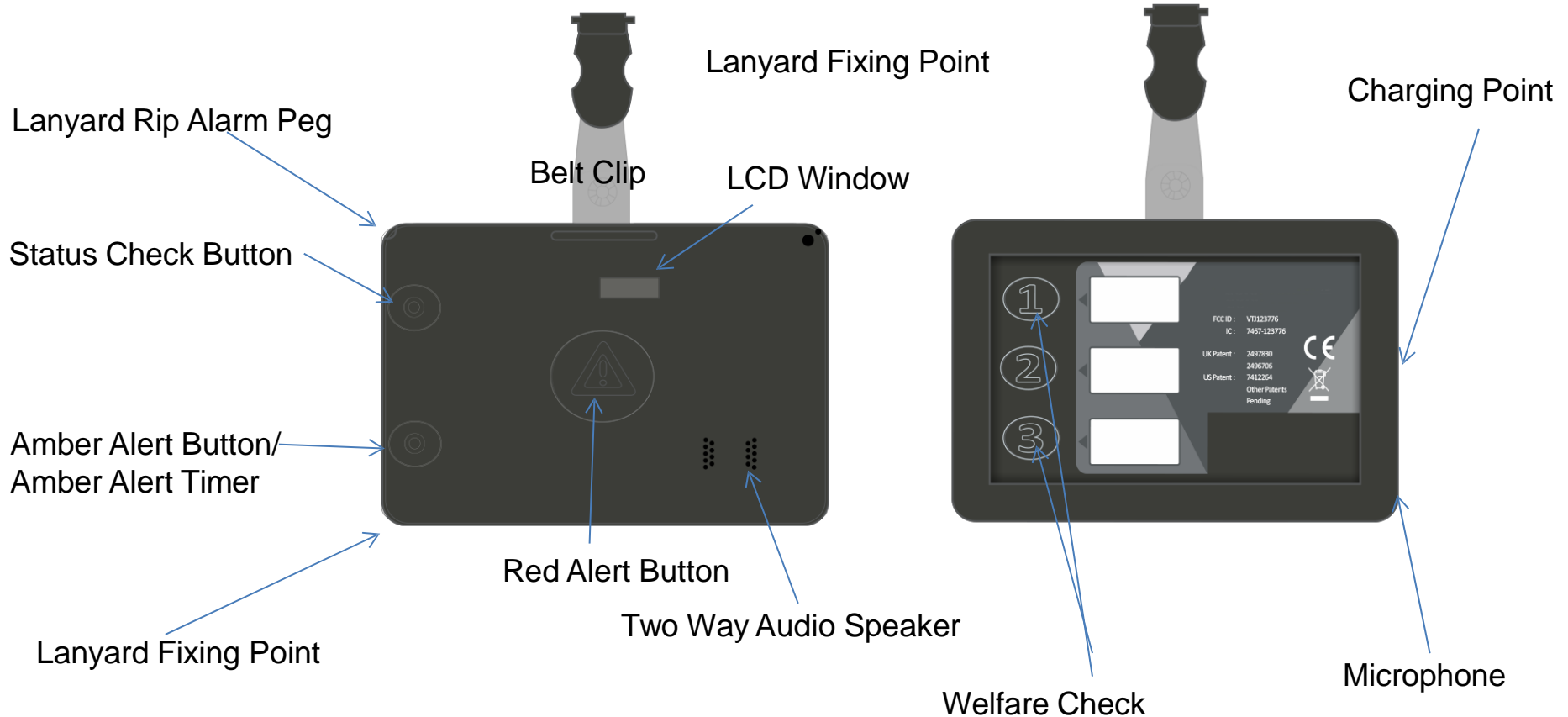
Charging Point

Microphone

All functions will be disabled on your device during charge.

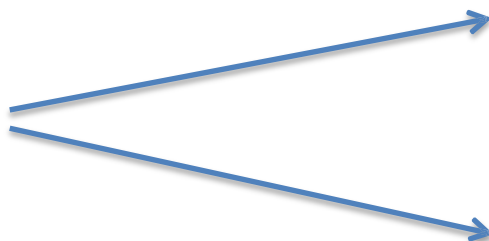
When taken off charge, the device will be switched on ready for use as standard

Reliance Protect ID



Switching On Your Device

Press and hold the Status Check and Amber Alert buttons together



The device will go through a switch on process;
1 vibration and go through various colour checks
6 vibrations then a volume check
3 more vibrations before settling and then completing a battery check, a signal check and then a GPS check.

Your device is now on



Remember the device is switched on when removed from charging

Status Check

Step One

Press and hold firmly until you receive three vibrations. Device will display red for two seconds.



Step Two

A battery cell will appear with a colour to determine status of the battery strength.



Step Three

A signal cell will appear with a colour to determine status of the signal strength.



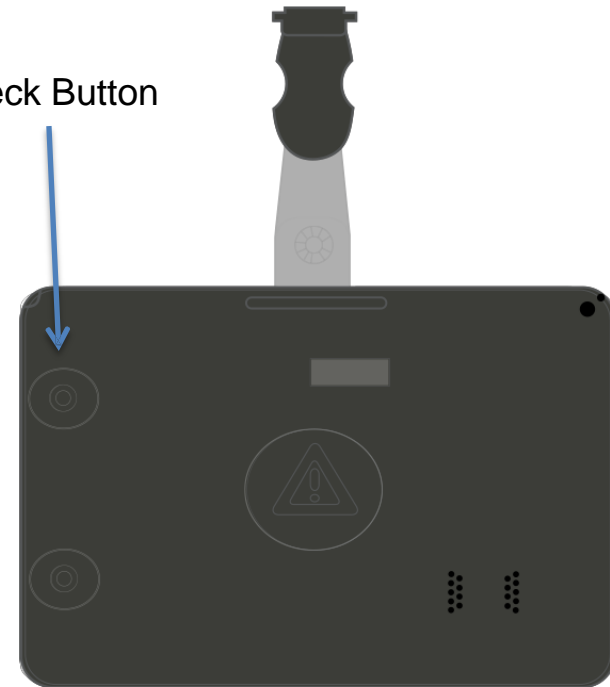
battery/signal

Step Four

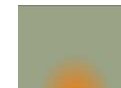
A satellite dish and blue light will appear to complete a GPS search. This can take seconds



Status Check Button



Low battery/signal



Fair battery/signal



Good

GPS

Please have in mind the following with GPS technology:

- Does not replace the Amber Alert
- Will not provide exact location details
- Unlikely to work indoors and built up areas
- Device times out trying to get a fix after 2 minutes



Amber Alert

Twenty four seconds of recording time

Details to include name and full address location details including Post Code using Phonetic Alphabet and expected length of time of the visit .



Press Amber Alert button you will feel three vibrations and the lights will turn solid amber. A warning triangle will also appear in the LED Screen

One small vibration and the lights flash amber, this means that the call is connected.
you will hear a message ***“Please leave your amber alert details now”*** after the message leave your name and full location/visit address details

The lights will then go solid amber again, alerting you that only 10 seconds remaining to leave your message

The call will automatically disconnect after 24 seconds warning triangle disappears and amber light goes out

Red Alert – When do I use it?



Physical Abuse



Verbal Abuse



Falls



Vulnerable

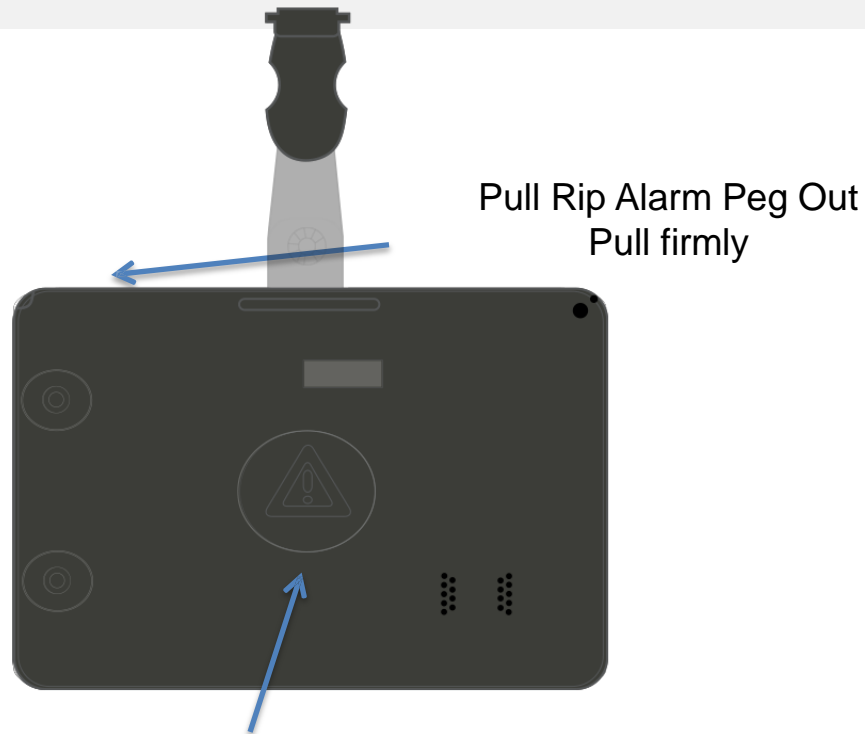
Aggression

Threat

Slips

At Risk

Red Alert - Activate



Stage 1

There are two ways to activate a Red Alert.



The device will vibrate three times and the LCD screen will show the alert triangle symbol
You will then feel two intermittent 'heartbeat' vibrations.

Cancel A Red Alert

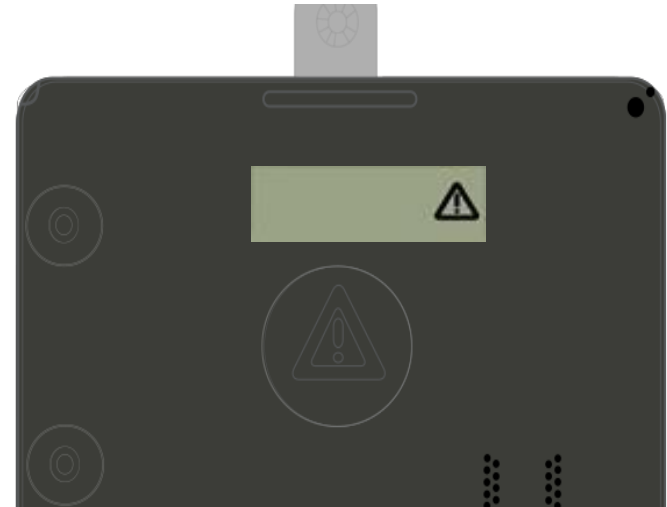
Only cancel a Red Alert when there is no further interaction with an aggressor or when you are safe and do not require any further assistance.

Firstly state you are now out of danger and you are cancelling the Red Alert.

'I AM SAFE' / 'FALSE ALARM'

Ensure Rip Alarm Peg is inserted. Wait for the 'heartbeat' vibrations, then press and hold the Red Alert button firmly, until you feel two slower vibrations are felt.

You know this is reset when the alert triangle symbol has disappeared and no more vibrations are felt.



Incapacitation Alarm

This option may not be available for this Contract

There are three aspects of Incapacitation Alarm detection that can be configured:

Period of non-movement.

The unit has a movement sensor and a threshold time value can be set so that the unit detects when you have remained immobile for longer than this time.

Change in angle.

The unit detects a degree of tilt and measures the period for which the tilt continues.

Sudden, rapid movement.

The unit's movement sensor can detect a sudden, rapid movement, impact or being knocked over.

These functions are pre-set prior to device issue.

PLEASE ENSURE DEVICE IS ON CHARGE OR SWITCHED OFF WHEN NOT IN USE. THIS WILL PREVENT ACCIDENTAL INCAPACITATION ALARM ALERT ACTIVATIONS TO THE ALARM RECEIVING CENTRE.

Incapacitation Alarm Alert - Example

Non Movement Detection is three minutes and Pre-Incapacitation Alarm is configured to two minutes as standard, unless stated otherwise in Training.

Pre Alarm - After 3 minutes of non movement the device will start to vibrate 5 times followed by 1 beeping sound, this continues for a further 2 minutes. A red light is visible in the display window.

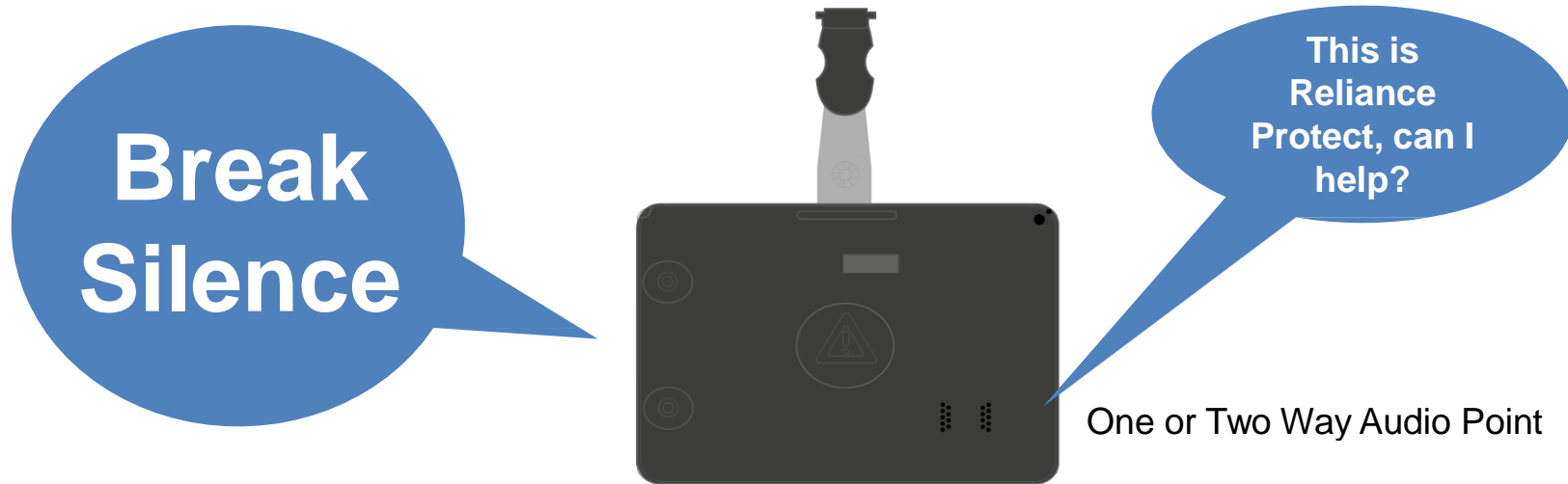
If the device is moved within the 2 minutes the pre alarm ends no further action

Full Alarm- Complete non movement after the 2 minutes the device will vibrate multiple times followed by a pause and then 3 vibrations every 10 seconds the device is now active in Incapacitation alarm The Alarm Team will now take the appropriate action .

The Incapacitation Alarm will then need to be cancelled by the user using the Red Alert button

**This option may not be available for
this Contract**

One or Two Way Audio



Two way audio enables the user to speak to a Reliance Protect Operator through the device

The operator will only communicate through the device when instructed by the user

Red Alert Activation Support

Our dedicated Alarm Receiving Centre never closes.

After a Red Alert, please be ready to pick the phone up.

01977 69 66 35 (the end digits may vary).

Missed our call in relation to a Red Alert?

0800 840 7121 (option 2, 24/7).

What Warrants a Police Escalation

- The operator must be able to confirm the users location and communicate this information to the police Users location is provided by the Amber Alert and supportive GPS fix
- Device users escalation contacts will be informed via telephone, if no address details can be obtained from Amber Alert or through device Red Alert activation
- Agreed protocols with organisation to be actioned

2 Ways of contacting
the Police via URN or
999/101

URN(High risk)

The operator judges the safety of the user or individuals in the vicinity of the user is/are at serious risk.

Level 1 Police response
WHEN WARRANTED

999(Lower risk)

- Public Order outside of premises
- Criminal offence in progress outside of premises
- Disputes over payments

101(Lower risk)

- Shoplifting
- Drive-offs/bilking
- Noisy parties
- Drug taking/substance misuse
- Criminal offence (any) already occurred
- Minor disorder at premises
- Disputes over payments

Data Storage and Security

Amber Alert

Stored for three months.

Genuine Red Alert

Stored for twelve months, owned by your organisation. Supportive evidence for Police and Court.

False Red Alert

Deleted within twenty four hours.

The information we store can be made available to the personal responsible for the Lone Worker devices within your organisation and may be used to assist in any investigation and or legal action against an alleged assailant.

The Regulation of Investigatory Powers Act (RIPA) 2000. (Part 26, clause 2):

When an aggressor places you under threat, they lose all legal rights to be informed that you are raising a Red Alert recording. Activation is only permitted during interaction with an individual(s) placing you under risk.

Example: Red Alert activation before engagement with an individual is not permissible.

Monthly Activity Report

Low Signal Strength



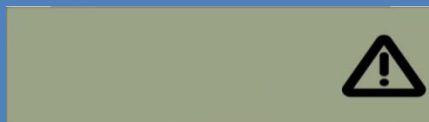
Low Battery



Amber Alert



Red Alert



All of the information recorded is time and date stamped and allows us to quickly identify any problems with battery, signal and any Amber or Red Alert recordings

Your employer will be provided with the report detailing the usage and activity on your device.

Go Live Text, Help and Support

IMPORTANT

Your Device will go live within 5 working days as confirmation you will receive a Text Message
if you do not receive a text message
please contact the Reliance Service Desk

Service Desk Contact Details

Email: servicedesk@rht.co.uk
Phone: 0800 840 7121 Option 1

You must receive a text message to confirm your
device is active

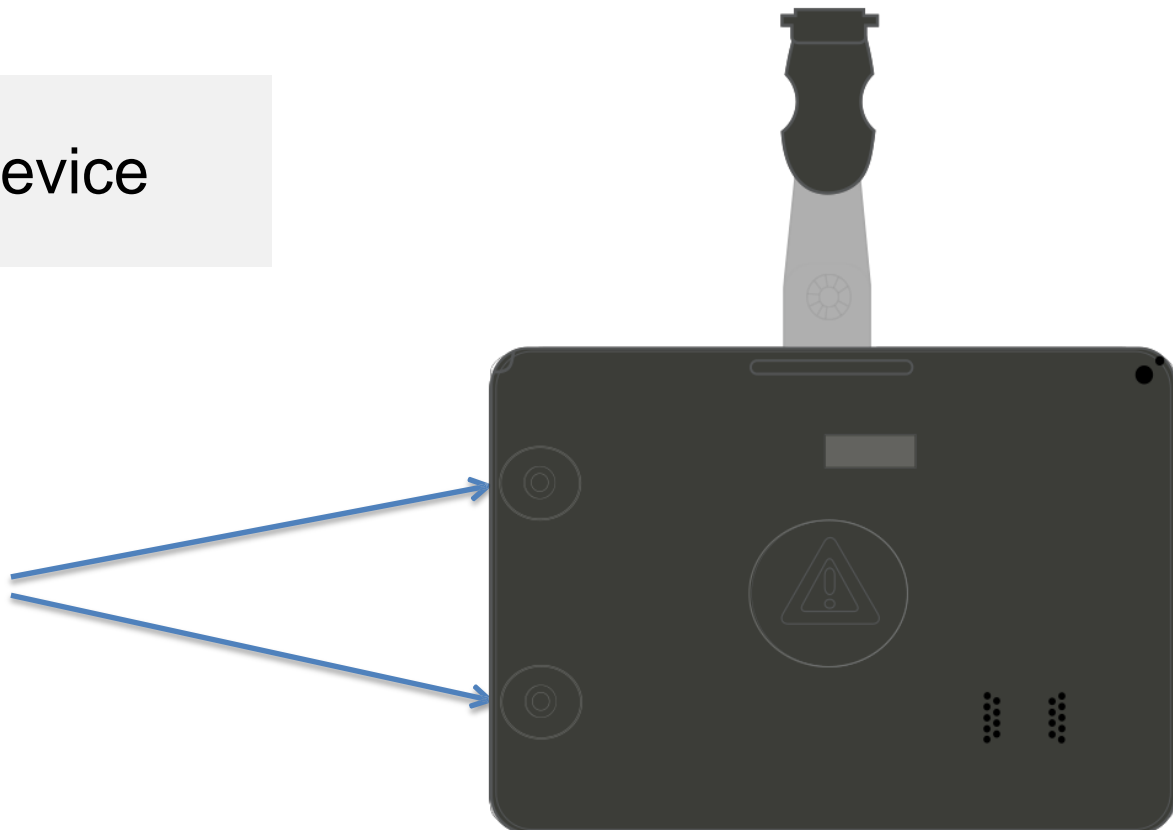
Opening Hours

Monday to Thursday 07:00 to 18:30
Friday 07:00 to 18:00



Switching Off Your Device

Press and hold the Status Check and Amber Alert buttons.



The device will give off two short vibrations and there will be no lights visible.

To confirm that your device is switched off, press and hold the status check button.

