

Guide for Guardians

We know being a Guardian to a HaloGuard wearer can feel like a big responsibility, so we have put together a few tips for Guardians to help them help you!

- ❖ The HaloGuard App is equipped with a check in function, this is especially helpful for non-emergency contact. Guardians often report how much they like the check in function – it gives them peace of mind that the person they are guarding has made it to wherever they are going safely (i.e., when traveling, visiting clients in the community, custody drop offs etc). But the check in function can also be used to warn Guardians of a potentially risky situation, and for the guardians to be on alert.
- ❖ When a HaloGuard user sets off their alarm, the guardians will receive a loud alarm and pop-up notification on their phones. The first thing the guardians must do is OPEN the alarm notification that appears on their phone. This will take them to the alarm page where they can access key details of the emergency.
- ❖ Secondly, they need to RESPOND to the person they are guarding. Do this by pressing the respond tab. This sends an alert to the HaloGuard wearer, reassuring them that their alarm has been received and their guardian is taking action.
- ❖ Thirdly, they need to LISTEN to the live audio stream. This is especially important as it is how the guardian decides what the best method of help will be.
- ❖ The fourth step is to ACT. If the situation sounds life threatening, they must **IMMEDIATELY call 111**. Having a HaloGuard makes the wearer a high priority, so the Guardian should mention that they are a HaloGuard Guardian, and that the person they are guarding has activated their personal safety alarm.
- ❖ It is helpful for 111 operators if the Guardian can describe the situation as best as possible – if they need police/ambulance/fire, the location of the emergency as seen on the map, if they can hear more than one person in the recording, if they can hear and evidence of violence or a struggle, if the HaloGuard wearer or another person is injured etc - the more information the better.
- ❖ If the situation does not sound life threatening, the guardians can communicate with each other via the HaloGuard chat and decide who is best/closest to respond to the alert personally.