

Work Instruction for Shared Living Staff – Wakeover How to Use a Duress Watch

This FAQ has been developed to explain the Duress Watch Pilot that Sunnyfield is undertaking during Shared Living Wakeover shifts for the safety of lone workers.

The Duress Watch will apply to Sunnyfield's Shared Living Wakeover shift staff.

Why is Sunnyfield introducing the Duress Watch?

The Duress Watch is being introduced to Sunnyfield Shared Living to improve the safety of our staff who work alone on Wakeover shifts, where a staff member may not have access to immediate support from SCOs, managers or colleagues in an emergency.

The aim is to promote your work health and safety through a device to raise an alarm in the event of an emergency, such as:

- Threat from client or another person's behaviour.
- Medical Alert.
- Employee fall.
- Other potential emergencies where a staff member is required to raise an alert.

What does this mean for me?

Staff on a Wakeover shift will be required to wear and operate the Duress Watch as part of their duties. Staff will be required to check in through the Duress Watch with a simple tap rather than sending an email every hour.

You will be shown how to use the Duress Watch, and work instructions are on site to walk you through step by step. You will also have access to ongoing support from your SCO or Duress operations team.

What happens if I take the Duress Watch Off during my Wakeover shift?

It is a requirement that you wear your Duress Watch for your entire Wakeover shift. The Duress Watch is waterproof and tough against knocks, so there is no reason you should need to take it off.

If you take off the Duress Watch during your Wakeover shift, you risk missing an "Are You OK?" Check-in, which will result in the emergency response commencing.

Are there work instructions for me on how to use the Duress Watch?

Work instructions with pictures show you how to use the Duress Watch – [Work Instruction – How to use the Duress Watch](#).

When does the Duress Watch use the camera, microphone and location functions?

The camera, microphone and location functions on the Duress Watch are activated during an emergency. When this happens, a live stream video is played through the camera, and the audio function will commence through the microphone for communication with staff. The location function will also start, showing the Duress operator where you are during an emergency.

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Duress Watch camera microphone and location functions - continued.

The camera, microphone and location functions only come on in an emergency so Duress Operators can see, hear, and locate you quickly and organise the appropriate level of help. You will know when the camera is on as it will show on the face of the Duress Watch.

Neither Sunnyfield nor Duress operators can activate the camera, microphone, or locator unless the Duress Watch enters the emergency alert.

The Duress Watch is classified as a duress device designed only to activate when there is a credible threat of injury to you and the clients while you are working alone on the Wakeover shift. When the emergency is activated, the Duress Watch sends the encrypted information to the Duress Operator, who assesses and, as needed, escalates to an emergency service and notifies Sunnyfield.

What if I accidentally take the Duress Watch home?

If you take the Duress Watch home, you will need to return the watch as soon as possible so the Duress Watch can charge and be ready for the next Wakeover shift.

How does declaring an emergency work?

You can activate an emergency by tapping your Duress Watch screen 3 times or clicking the side button 3 times. You will be given 5 seconds to cancel before an emergency gets activated, and live video, audio, and location will be steamed to Duress' A1 ASIAL accredited operations centre.

What happens if I accidentally declare an emergency?

If you accidentally declare an emergency, please do not worry; you can cancel, and a Duress Operator will call you and help you. Sunnyfield will notify the operators of Duress Watch that staff will be testing the watches out for their first time using them, and when the operator contacts you, let them know that it is a test run.

What if I miss an "Are you OK" check-in?

If you accidentally miss an "Are you OK" check-in, a Duress operator will turn on the camera and audio to check that you are okay and treat this as a real emergency. If there is no response to their check-in and phone calls, emergency services and/or Sunnyfield (ESL) will be notified.

The Duress Watch beeps and vibrates for 60 seconds before a Duress operator turns the camera and audio on to check if you are okay.

What if I turn up to work and the Duress Watch is missing or not working correctly?

If you arrive for work and the watch is missing, email the SCO and advise that the Duress Watch is not in its charger and cannot be located. If you do not have access to the Duress Watch, you will need to email for your "Are you OK check-ins."

The SCO will then follow up to assess what has occurred and take the appropriate actions. Staff are required to take care of the Duress Watch during their shifts as it is Sunnyfield property.

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What if I accidentally drop the Duress Watch?

The Duress Watch is similar to other watches in tolerating an accidental drop.

What if I press the wrong button?

Don't worry if you have pressed the wrong button, as the Duress Operators are there to assist and guide you.

What happens if the Duress Watch gets wet?

The Duress Watches are rated as waterproof and are tight. The Duress Watch will not be affected when in water up to 1 meter depth for 30 minutes. Staff can provide personal care and clean the dishes without worrying about water damage to the watch.

Why is the Duress Watch draining so quickly, and how long does it take to charge?

The two main factors draining your battery are:

1. **Activating emergencies:** When you activate an emergency, the Duress Watch uses the camera, microphone, and location functions. These activities require a lot of battery, so the more emergencies or help requests you activate throughout the shift, the quicker the Duress Watch battery will drain.
2. **Low coverage areas:** When the Duress Watch constantly searches for the network, it does not go into dormant action. This means the Duress Watch uses the battery to locate a network, affecting your battery levels.

The battery of your Duress Watch lasts up to 2 days, depending on usage. The Duress Watch can be recharged in less than 2 hours.

How is Duress Connected?

The Duress Watch runs on the Telstra 3G and 4G network in Australia and can connect to Wi-Fi.

If connected to Wi-Fi, Duress Watch will connect to a mobile network as soon as you leave your Wi-Fi's range and will reconnect to WiFi as soon as it's available again, just like your phone. Connecting the Duress Watch to your Wi-Fi network may be a solution if you are in a low-coverage mobile network area and are experiencing connectivity and battery issues.

How do I connect the Duress Watch to Wi-Fi?

If the mobile coverage in your area seems inadequate, to establish a WIFI connection for the Duress Watch, please follow these steps:

1. Place the Duress Watch on charge.
2. While on charge, swipe left to right on the screen to get off the "charging screen". You will now see the watch's name.
3. Hold your finger on the screen for a few seconds to enter the Duress Watch "settings".

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How do I connect the Duress Watch to Wi-Fi- continued

4. Go to “Connect” then “Wi-Fi” and choose the Wi-Fi you wish to connect to (enter Wi-Fi password where required) > Connect.

Where is further information?

- Work Instructions Shared Living Staff Wakeover How to use the Duress Watch.
- Procedures for Shared Living Staff Duress Watch.

Who can I ask for further help or if I have a question?

If you have further questions, please get in touch with your SCO.