

Work Instruction How to Use a Duress Watch

This work instruction has been developed as a step-by-step guide on using the Duress Watches on trial in Shared Living Sites of Wardell, Ashton, Powderworks and Moolah. The aim is to ensure correct usage of the Duress Watch by staff, resulting in added safety for lone workers during Wakeover shifts.

Why is this important?

The Duress Watch promotes the safety of Sunnyfield staff who work alone during wake-over shifts in our Shared Living Division.

What policies and procedures are relevant to this work instruction?

- Duress Watch Procedure PILOT.
- Risk Management Framework
- Code of Conduct Policy
- Private Policy

Key actions for shared living staff on a Wakeover shift

This work instruction shows how to use the functions and features of the Duress Watch.

- Features and functions.
- Wearing the Duress Watch and turning it on and off.
- How to charge.
- How to use the register.
- How to activate or cancel an emergency.
- How to respond to "Are you okay?".
- How to respond to a fall detection.
- How to use the welfare timer.
- Connecting the Duress Watch to Wi-Fi when mobile coverage is not working.

Features and function



What features are available?

1. Emergency
2. Safety Timer
3. Are you OK?
4. Fall Detection

Wearing the Duress Watch and turning it on and off

Turning on

1. Clean the Duress Watch using wipes next to the watch charger and gently disinfect the watch.
2. Turn the Duress Watch on using the power button by pressing and holding the rectangle-shaped bar on the right side of the Duress Watch as displayed above.
3. Place the Duress Watch on your wrist by clicking the silver button into the hole and adjust the strap so the Duress Watch is comfortable on your wrist.
4. Always wear the Duress Watch during your Wakeover shift.

Turning off

1. Clean the Duress Watch before placing it back on the charger using the wipes next to the Duress Watch charger and gently disinfect the watch.
2. Turn off the Duress Watch by pressing the rectangle-shaped bar on the watch's right side.
3. Turn off the Duress Watch by pressing the rectangle-shaped bar on the watch's right side, as displayed above.
4. Place the Duress Watch on the charger in the designated area, as advised by your SCO. Place the Duress Watch face down to charge (otherwise, the connection may become loose).

How to charge the Duress Watch

1. The charger can only be plugged into a power point for charging.
2. Do not use a desktop computer or laptop.
3. Go to the back of the Duress Watch, and you will see 4 gold dots.
4. Click the charger cable into the 4 gold dots.
5. Place the Duress Watch face down when charging to ensure the charger stays connected to the back of the Duress Watch.
6. If you have any issue with charging the Duress Watch, email the SCO at the time of issue and make a comment in the register in the comment section.

How to use the Duress Watch register

Arriving at your Wakeover shift

On arrival to the Wakeover shift, complete the register when you place the Duress Watch on your wrist by filling out:

1. Your name.
2. Date and time of when you put on your wrist and activate the watch.
3. Sign your name to show you have received and placed the watch ready for your Wakeover shift.

Completing your Wakeover shift

On completion of your shift, when you place the Duress Watch back on its charger, fill out on the register the following information:

1. Date and time you returned the watch to the charger.
2. Sign your name to show you have replaced the watch on the charger, ready for the next Wakeover shift.
3. Write any comments you feel Sunnyfield should know regarding the watch during your Wakeover shift.
4. Email your SCO with any concerns or difficulties you experienced with the watch during your Wakeover shift.

Unable to locate the register.

If you cannot locate the register, email your SCO with the above details and advise the SCO that the register is not present.

Watch turned off or not in use during a Wakeover shift.

Duress operators are notified if the Duress Watch is turned off and unused.

How to activate or cancel an emergency



1. Press the activation button on the right-hand side of the Duress Watch screen 3 times.
2. The emergency will be activated.
3. The Duress Watch operators will commence the live video, audio, and location functions.
4. An emergency can also be activated if you do not respond to the check-in request, which is hourly, through the 'Are you OK' function.

Assessment of the emergency

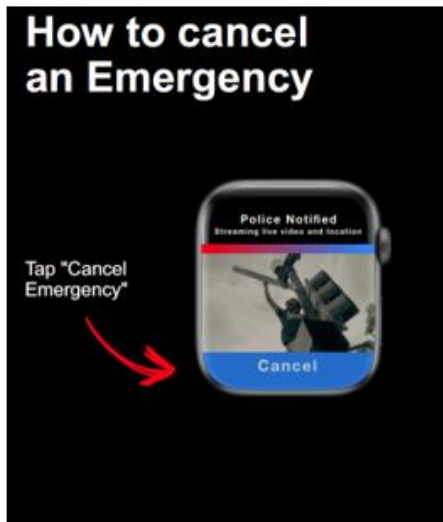
1. The Duress Watch operators will assess the situation and have the authority to call emergency services, if required, on your behalf to ensure your safety.
2. If the Duress Watch operators assess it is not an emergency, they will call the Duress Watch as in the picture below.
3. Answer the call by pressing the green button on the right-hand side of the Duress Watch face.
4. If you do not accept the call, the Duress watch operators will assess it as an emergency and escalate to emergency services and Sunnyfield.



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How to cancel an emergency

1. Tap the emergency cancel button at the bottom of the Duress Watch face when it appears as in the picture below.



How to respond to “Are you OK?”

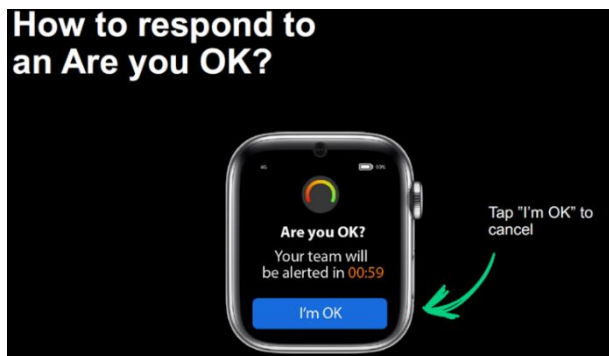
Are you OK?

- Admins can schedule regular check-ins to make sure you are safe.
- Once the Are you OK? timer ends, you will be asked if you are OK.
- If you don't respond within 60 seconds, it will start an emergency and notify your SMS contacts.

1. Are you OK? Check occurs hourly.
2. When the timer on the face of the Duress Watch ends, you will be asked if you are OK.
3. At the same time, the Duress Watch will beep and vibrate to alert you to the, are you OK check-in.
4. If you are safe and okay, tap the blue button I'm OK at the bottom of the Duress Watch face as in the picture below.
5. You need to tap the blue button I'm OK within 60 seconds of the Duress Watch beeping and vibrating.

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6. If you **do not tap within 60 seconds** (1 minute), the Duress Watch operators will notify Sunnyfield, and it will be assessed as an emergency.



How to respond to a fall detection

The image shows a smartwatch screen with a black background. At the top, there is a green icon of a person falling. Below that, it says 'Fall Detected.' in white. Below that, it says 'Activating Emergency in 00:59' in orange. At the bottom, there is a blue button with the text 'I'm OK' in white. A green arrow points from the text 'Tap "I'm OK" if you are safe' to the button.

Fall Detection

- Your Duress Watch can detect slips, trips or falls.
- Once a fall has been detected, it will monitor your movement for 10 seconds.
- If no significant movement is detected, your Duress Watch will ask you if you are OK.
- If you don't respond within 60 seconds, an Emergency will be declared, and your SMS contacts will be notified.

1. If you slip, trip, or fall, the Duress Watch will detect this movement, provide you with 10 seconds, and assess your movement.
2. If you are not moving, the Duress Watch will ask you if you are okay.
3. If you are safe and okay, tap the blue button I'm OK at the bottom of the Duress Watch face as in the picture above.
4. If you **do not tap within 60 seconds** (1 minute), the Duress Watch operators will notify Sunnyfield, and it will be assessed as an emergency.

How to use the welfare timer



You can set a welfare timer at any time.

1. Drag the icon on the purple semi-circle above the time shown on the Duress Watch, as the picture shows above, to set a time.
2. When the timer on the face of the Duress Watch ends, you will be asked if you are okay.
3. At the same time, the Duress Watch will beep and vibrate to alert you to the are you okay check-in.
4. If you are safe and okay, tap the blue button I'm OK at the bottom of the Duress Watch face as in the picture below.
5. You need to tap the blue button I'm OK within 60 seconds of the Duress Watch beeping and vibrating.
6. If you do not tap within 60 seconds (1 minute), the Duress Watch operators will notify Sunnyfield, and it will be assessed as an emergency.

Connecting to Wi-Fi when mobile coverage is not working

Duress Watch connects through Telstra 3G and 4G networks. If the network coverage is not strong, or you are experiencing connection or battery issues, you need to connect to Sunnyfield's Wi-Fi.

1. Place the Duress Watch on charge.
2. While on charge, swipe left to right on the screen to get off the "charging screen".
3. You will now see the Duress Watch name.
4. Hold your finger on the screen for a few seconds to enter the Duress Watch "settings".
5. Go to "Connect" then "Wi-Fi."
6. Choose the Wi-Fi you wish to connect to (enter Wi-Fi password where required)
7. Connect

The Sunnyfield Wi-Fi will disconnect if you move out of range and. will reconnect as soon as you are in range again, just like your phone.

Document controls and reviews.

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