



# Herts Bernie Information for Responders

Thank you for agreeing to be a Responder for the Herts Bernie Location Service. Please follow these instructions to help you respond correctly if you receive an alert for help or a low battery alert from the device.

N.B When the device is tested for the first time by the user, you will receive a 'Help Me' text on your mobile phone which contains the devices telephone number.

It will present the Device ID: RB 1234567

## If you receive a text message with Help Me!

- 1. You will receive a text message looking similar to this:

Tuesday, 30 January 2018

RB 1234567

Help Me!

Date:29/01/18

Time:16:32:02

Speed:0Km/h

Altitude:47.6m

Bat:100%

[maps.google.com/maps?q=51.957500,-0.255760](https://maps.google.com/maps?q=51.957500,-0.255760)

- Device ID
- Alert for Help
- Date of activation
- Time of activation
- Battery status
- Link to device location on Google Maps

- 2. Click on the location link in the text message to see where the device is
- 3. Telephone the Herts Bernie device using the number issued to you to check on the person's welfare and help them as required
- 4. To request further location statuses, text 159753LOC to the device's telephone number
- 5. Herts Careline's Control Room may contact you to ensure you're able to assist



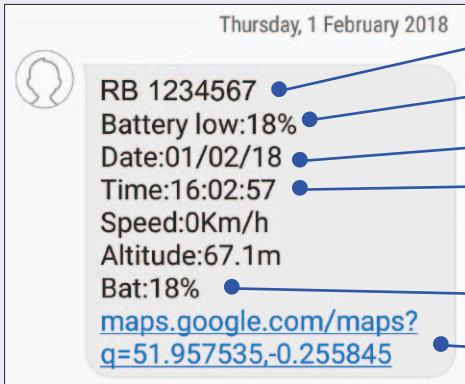
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is important



# Herts Bernie Information for Responders

## If you receive a text message with Battery Low

- 1. You will receive a text message looking similar to this:



- Device ID
- Battery 'low' status
- Date of low battery
- Time of low battery
- Battery status
- Link to device location on Google Maps

- 2. Can you please telephone the service user to remind them to charge their device
- 3. Advise them to plug in the cradle supplied with the device, insert the Bernie device into the cradle and make sure the red light appears

*Further advice regarding charging the device can be found in the Service Pack.*



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**0300 999 2 999**  
**www.care-line.co.uk/bernie**

