

# Independent Choices

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## What's New?!

Rescue Alert is very pleased to announce an addition to the array of services currently offered to all Rescue Alert subscribers. The new feature is called "**Language Line Services**". As the name indicates Language Line Services is an over-the-phone translation or interpretation service for Rescue Alert subscribers who speak little if any English. Typically non-English emergencies will take a little longer, perhaps as little as one to two minutes to begin to process the alarm. With more than 140 languages available, some less common languages may take longer to obtain the proper interpreter.

All interpreters are bound by confidentiality agreements as well as the Code of Ethics and Code of Honor. The interpreter simply processes the information from the Subscriber's language to English, and English to the Subscriber's language. From Spanish to Ukranian and Arabic to Yiddish, and 140 languages in between, Language Line Services provides interpretation 24 hours a day, seven days a week. For almost all subscribers there will be no additional charge for this new interpretation service. That means just like your typical telephone calls coming into the Emergency Response Center there are no additional charges for usage of the system. That's Right! No additional charge for this valuable service. The possible exception is in cases of abuse of the free service. This allows an even broader appeal and measure of protection for those subscribers who are possibly at the highest level of risk due to their inability to communicate. Please call and talk to Jammie Evans, Richard Loser, or DeeDee Evans if you have any questions about Language Line Service, or would like to put an existing subscriber or a new subscriber on the service. For Additional information on the Language Line Services, you can visit our website at [www.rescuealert.com](http://www.rescuealert.com).

## Service

In this issue  
we will be debating the  
differences between two  
RA400 features.

The **Inactivity Interval Timer (IIT)** is a feature available on several manufactures PERS units, including Rescue Alert's RA400, which provides an automatic welfare check on Subscribers. The RA400 IIT is programmable for any interval in 15-minute increments; when the programmed time expires, the unit sounds an audible alert that the Subscriber must respond to. If the Subscriber does not respond to the audible alert by resetting the timer, an In-Activity signal is sent to the Response Center. An Important thing to remember is that the RA400 IIT may not only be reset by the Subscriber, but will automatically reset whenever the RA400 detects certain activity. **The following activities will reset the IIT.**

- Each time power is applied to the RA400
- Depressing the RESET button
- Depressing the HELP button
- Depressing the TEST/LEARN button
- Any movement of the HOME/AWAY switch
- Receipt of any programmed PHB transmission
- Receipt of any programmed Medication Dispenser transmission (Non-Compliance, Jammed, Low Battery, AC Power Loss, etc.)
- Any completed telephone call made by the RA400, including Auto-Dial and Auto-Voice tests.
- Any off-hook telephone extension
- Each time a Telephone Answering Device (TAD) answers an incoming telephone call.

There are options available that prevent some, but not all, of the above occurrences from resetting the IIT. But the options will eliminate the convenience afforded the subscriber to reset the IIT by using the telephone. Typically, the subscriber would then have to press the RESET button. A superior option, and one that Rescue Alert recommends to

providers, is to utilize the Check-In Alarm feature of the RA400 rather than the IIT. The **Check-In Alarm** is programmable for up to five daily Check-In times. At the programmed times, the RA400 sounds an audible alert that the Subscriber must respond to. If the Subscriber does not respond to the audible alert, the RA400 sends a Check-In signal to the Response Center. This feature provides much more protection to the subscriber, as it is predictable and does not have any of the limitations that the IIT has.

## Dispatcher Week

We at Rescue Alert feel that the heart of our company lies in our Response Center; The dispatchers are the front line contact with all emergencies our customers encounter. No other employee in our company has the ability to help up to 200 different customers in a single shift. Besides providing independence for the elderly and infirm, they convey our concern for their welfare through their work. No matter the work they are doing, Rescue Alert Dispatcher's make a difference in peoples lives. Every September we take a week to honor and recognize our hard working dispatchers. This year's Annual Dispatcher Week took place September 22<sup>nd</sup> - 28<sup>th</sup>. At the end of Dispatcher Week, Rescue Alert's President - Richard Bangerter, presents six awards to the Response Center's dispatchers.

**Distinguished Service Award** - An employees dedication to the company can be distinguished in many ways; Covering needed shifts, longevity, comprehensive knowledge of all products and procedures, and a good attitude both with customers and co-workers are among these. This award was presented to **Susie Nielson**.  
**Life Saving Award** - The very nature of this business is to assist people in need. Some people have more serious needs than others. While we don't provide hands on care or drive the ambulance, we do help save lives. This award was presented to **Peggy Martinez, Katie Healy and Annie Roberts**.  
**Exceptional Care Award** - Dispatchers

are trained to handle a myriad of situations. They are given a set of protocols as hard and fast rules and the rest of the time they have to use their best judgement and wing it. While most dispatchers do a good job of following protocols when a situation matches the training scenarios, sometimes there will be a call that is unexpected in nature. How the dispatcher handles these calls demonstrates the skill of the dispatcher in using experience and common sense. This award was presented to **Lynn Hardy**.

**Presidential Award** - This award takes in all of the above awards, and more. This year the presidential award went to **Jason Maxwell**. Jason has demonstrated exceptional service, commitment and dedication to his responsibilities as a Rescue Alert dispatcher. Jason was hired on October 31, 2000 and has worked hard to accomplish whatever his supervisor has asked. His level of awareness related to the Response Center is keen, his understanding of our computer programs is great, and he has excellent communication skills.

**Rescue Alert would like to congratulate and thank all the Response Center dispatcher's for their hard work and diligence. Their efforts do not go unnoticed.**

**RESCUED**

**Every day the Rescue Alert Response Center helps ordinary people that have life threatening emergencies. Here is one example.**

An elderly couple from Mapleton, Ut had their Rescue Alert installed on August 26, 2002. Days later, the gentleman was admitted to the hospital for surgery. His 86 year old wife

thought it would be nice to have a peach pie baked for when he returned home. She went out alone, during a rain and lightning storm, to the peach trees behind their home and proceeded to fill her basket. At 5:15 PM Rescue Alert received a Panic Alarm from the Mapleton woman. The Response Center Attendant was unable to make voice contact with the woman and following protocol, called the first Responder - who happened to be the woman's son. The son arrived in minutes and was unable to find his mother. After searching the home and yard, he went to the orchard and found his mother lying unconscious and bleeding underneath a peach tree. She had fallen from a 15' ladder and had a badly broken femur bone. The elderly woman regained consciousness in the ambulance and insisted that they not remove her Personal Help Button and blacked out again. After hours of surgery to repair the damaged leg, the first words to her son were: "Where is my button? You press it and tell that lady 'Thanks for saving my life.'"

**Meet the Team**

We would like to introduce you to a member of our team who works behind the scenes and isn't always recognized. **Dave Smith** has worked as a Technician at Rescue Alert for six years; Dave is responsible for repairing, servicing, and upgrading all Rescue Alert units, repairing our production fall out, and he can pretty much fix anything in the office that's broken. Out side of work, Dave loves spending his time with his wife, Kim, whom he's been married to for 19 years, and their 3 children. Dave also enjoys working on computers, and anything electronic, camping with his family and he is a member of the Utah Amateur Radio

Club.

**We would also like to introduce you to two new members of our team.**

**Tracie Christison** became a part of the Rescue Alert family last month and is now working the grave yard shift in the Response Center. Tracie is 18 years old and a recent graduate of Copper Hills High School in Salt Lake, Utah. She enjoys horse back riding, camping and spending time with her boyfriend, Greg.

We would also like to welcome back **Ryan Bangerter**. Ryan has just returned from Canada, where he spent 2 years serving a LDS Mission. Ryan is working in Sales and Marketing, and also as a Rescue Alert Service Rep. Ryan attends Salt Lake Community College part time, and in his spare time he loves riding his dirt bike, working on his truck, and playing sports.

**Worth Sharing**

"You will find, as you look back upon your life, that the moments when you have really lived are the moments when you have done things in the spirit of love."

- Henry Drummond

"A friend is someone who knows the song in your heart and can sing it back to you when you have forgotten the words. "

- Anonymous

"Age does not depend upon years, but upon temperament and health. Some men are born old, and some never grow so."

- Tyron Edwards

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