

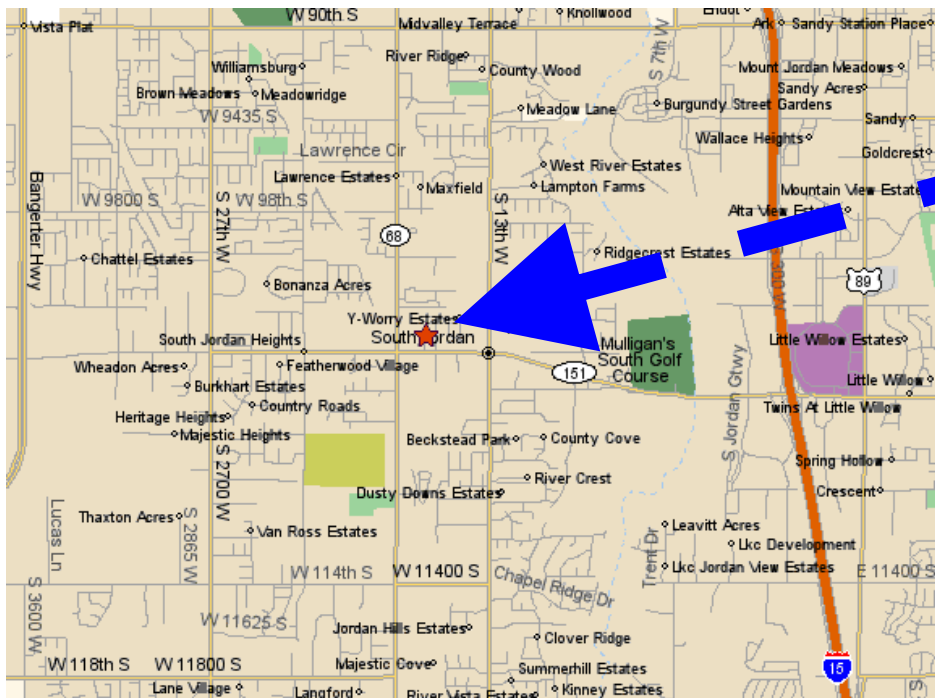
# Rescue Alert's *Independent Choices*

October 2003 ♦ Issue Ten

Welcome to the red letter issue of Independent Choices, the newsletter of Rescue Alert. We first want to announce the ***Rescue Alert Open House scheduled for Thursday November 13<sup>th</sup> and Friday November 14<sup>th</sup> from 9:00 am until 5:00 pm each day.***

We will be having informative presentations on various issues affecting the elderly, their families, and their caregivers throughout both days. We will also be holding drawings for door prizes ranging from a PDA, cordless telephone, radio, to restaurant gift certificates to four area restaurants, a golf putter, a racquetball racquet and glove, and some complimentary services for which Rescue Alert is famous, emergency response systems and RA Minder calls.

Building tours will be conducted personally, which will include our entire facility and putting on our practice green, and for the athletic and competitive, you may choose to participate in a 2-Day racquetball tournament in our in-house court. Additionally, you can enjoy having your fill of a number of tasty finger foods: pastries, donuts, éclairs, cream puffs, a variety of sliced meats and cheeses, and an assortment of fresh fruit trays. Please come and see us and get a “behind the scenes” tour of Rescue Alert. We are easy to find just three minutes off I-15 on the 106<sup>th</sup> South exit in South Jordan. Here is a map:



Here is a preview of what you will see:

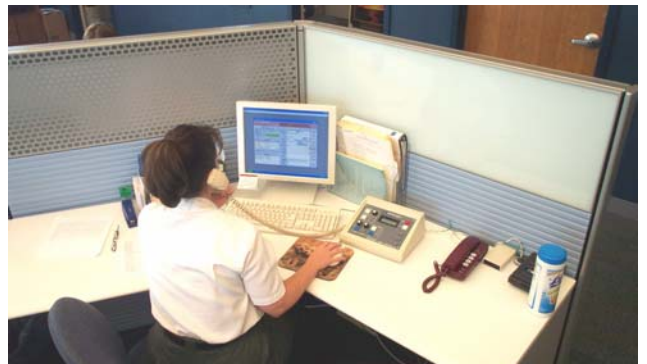
In March 2003 we began moving into our new state of the art facility in South Jordan, Utah at 10321 South Beckstead Lane (approx. 1600 West).

**New Building**



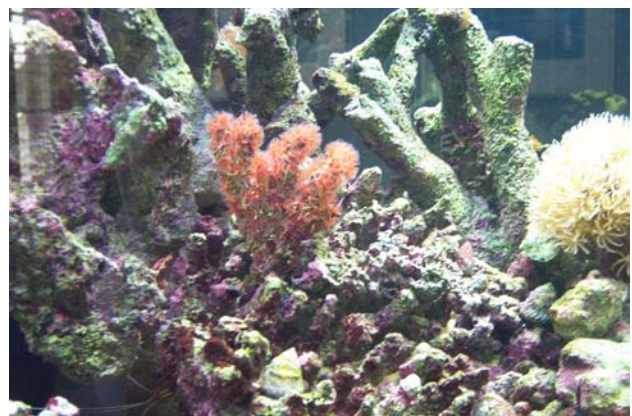
**The ERC**

The heart and soul of this operation is the Emergency Response Center (ERC). From here all the calls for help are processed for anywhere in the country. Rescue Alert in fact has subscribers in 39 different states. We are staffed around the clock by highly trained professionals who enjoy what they do and are very good at it. We feel very strongly that the best resource in the ERC is the staff. This new facility allows the staff to be comfortable in their surroundings, and have all the other resources they need to meet all the needs of every subscriber using the Rescue Alert services.



# Reception

As soon as you walk in the front door we have attempted to make this building feel like home. We have a nice warm feeling in the lobby, which is manifested in the 180 gallon Marine Reef Aquarium. Many species of marine tropical fish, corals, crabs, shrimps, and living organisms inhabit our warm sunny piece of the ocean. The swaying of the currents and the lazily swimming fish are very relaxing to watch. Rumor has it that the local school boys even go out of their way to drop in and see if they can find "Nemo" in our fish tank.



# Production

Our production room has been an area where we have needed substantially more area than we have had in the past. Additionally, we are receiving a new piece of equipment, the MY-12 a new Pick and Place machine. This new electronic assembly machine will increase our production capacity by at least ten times. That means some of the slower turnaround times on new product orders you may have been experiencing lately will in large part go away.



# Health & Fitness

One of the benefits to our new facility has been the addition of resources to benefit the health, wellness, and overall fitness of our employees. The proactive decision was made to invest in the well being of the people who make Rescue Alert operate smoothly on a daily basis, the staff and management. To this end construction plans included a multi-use racquetball court, a putting green, and an exercise room. Some of the desired results are that a number of the employees are boasting of their new slimmer and trimmer forms.

# Worth Sharing

We are also rolling out our new **Voice Recording System**. This digital system allows us to record every incident coming into the ERC, as well as any and all telephone calls to the Rescue Alert office. We can email MP3 file versions of these recordings which allows for very quick response to requests for copies of recordings. MP3 shareware is also very common so playback is easy. The recording quality is excellent on the digital system, far superior to what was previously available.

All of these exciting changes have been put in place to position Rescue Alert to provide the level of nation wide service required to keep up with the changing marketplace. Rescue Alert is now positioned with resources and plans in place to be a national provider of Personal Emergency Response Systems products and services.



10321 South Beckstead Lane South Jordan, UT 84095  
801-571-4121, 800-688-9576 FAX 801-571-4606