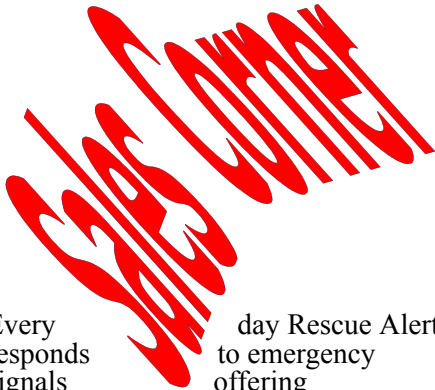


Independent Choices

July 2004 • Issue Twelve



Every day Rescue Alert responds to emergency signals offering reassurance, comfort and peace of mind for individuals and their families.

Along with the home Personal Emergency Response System (PERS), Rescue Alert offers several features and services that allow friends and family a greater sense of freedom. One such service is the **RA Minder**. With the **RA Minder**, daily, or regularly scheduled, "reminder" calls are made by the Emergency Response Center Attendant to the subscriber, and permanently logged into the Emergency Response Center Computer. Calls are scheduled as desired, and the subscriber is called at scheduled times each day. Multiple calls may be scheduled daily to remind the subscriber to take medications, perform blood tests, as a precautionary check-in, or for other general reminders. In the event the subscriber fails to answer the telephone, one responder will be notified of the failure to answer.

Note: the subscriber is not required to have a home PERS unit in order to subscribe to the RA Minder Service.

**For more information on the RA Minder Service please contact Rescue Alert Customer Service at:
1-800-688-9576**

Service

Rescue Alert Response Center Attendants are now CPR and EMD certified.

The heart and soul of Rescue Alert lies in our Emergency Response Center, and more specifically, with our Response Center Attendants. Without the attendant, our customers would not get the help they need.

Rescue Alert places great emphasis on the quality and training of attendants. Among other things, a Rescue Alert attendant must have a heightened sense of public responsibility and empathy for the customers they are helping.

Additionally, they need the communication skills necessary to function effectively in the high stress environment of the Emergency Response Center.

Each attendant must go through 100 hours of rigorous training before handling an emergency call, and they are required to attend a regularly scheduled two-hour training class.

In January 2004, Rescue Alert announced that by the third quarter of 2004 our Emergency Response Center would have Emergency Medical Dispatch (EMD) certified attendants on every shift to increase our level of support, professionalism, and to provide pre-arrival instructions to subscribers in need of help.

To qualify for the EMD course, the attendants first had to be certified in Cardiopulmonary Resuscitation (CPR). A CPR certified attendant can recognize life threatening emergencies, including cardiac arrest, choking, heart attack and stroke. As well as CPR certified, each EMD attendant has dispatch-specific emergency medical training enabling them to provide emergency care instructions to customers waiting for an EMS response.

In July, senior Rescue Alert attendants attended a 3-day course taught by Priority Dispatch. This course, the same that certifies most 911 dispatchers, provides the basic and advanced concepts that promote a safe, effective, and professional EMD program. The course was originally developed by Jeff Clawson, M.D., and is certified by the National Academy of Emergency Medical Dispatch (NAEMD).

Emergency personnel don't have to be first on the scene of a medical emergency--a Rescue Alert attendant can be there within seconds, providing medical information and pre-arrival instructions via the Rescue Alert PERS unit. That's our concept behind emergency medical dispatching (EMD). These pre-arrival instructions, such as CPR, Heimlich maneuver, and mouth-to-mouth breathing enable the customer or caller to prevent or reduce further injury to themselves and/or the victims.

Rescue Alert EMD attendants are able to deliver quality care to subscribers with emergency medical needs that other response centers can't provide.

“To keep the heart unwrinkled, to be hopeful, kindly, cheerful, reverent that is to triumph over old age.”

~Amos Bronson Alcott



Every day the Rescue Alert Response Center receives emergency calls for help. Unable to see the situation, the attendants rely on protocol, their training, their ears, and their instinct to get the subscriber the help they need.

Below is an example of one such emergency.

On June 3, 2004 at 11:38 A.M. Rescue Alert received a "Panic" signal from a subscriber in Hartford, Connecticut. The attendant answered the alarm signal with the standard announcement, "This is the Response Center, do you need help?" There was no verbal contact with the subscriber, but the attendant could hear the sounds of a struggle in the home.

Following protocol, the attendant disconnected from the Rescue Alert home unit and tried to call the subscriber on the home telephone; the subscriber did not answer. At this point, following her instincts, the attendant called and relayed the information to the Hartford Police, before calling the first responder.

Minutes later, the Response Center received a second "Panic" signal from the subscriber and she was able to tell the attendant that two boys had broken into her home and robbed her and her companion at gun point. The robbers hit the elderly gentleman over the head with a gun, stole his pants, and ran out.

The attendant was able to relay this additional information to the Hartford Police, along with a description of both boys and the direction they ran. Police apprehended and arrested the boys within minutes.

We are happy to report that the elderly gentleman recovered nicely.



Rescue Alert Response Center gets another Supervisor

Rachel Lake was hired on December 14, 2000 to work in the Rescue Alert Response Center and has worked hard to accomplish everything her supervisors have asked of her. "She is not only

competent, she is exceptional. Rachel has achieved consistently high performance appraisals due to her high degree of adherence to protocols and overall excellence," says Rescue Alert President, Richard Bangerter. Rachel has committed herself to acting in a friendly and professional manner at all times.

Rachel received the Rescue Alert Presidential Service Award in September 2003 and was promoted to Response Center Supervisor on June 28, 2004. Rachel recently became CPR and EMD certified to help her be more effective in her new position. Rachel's friendly, positive and approachable attitude is a great asset to the Response Center.

In her spare time Rachel enjoys exercising, reading and spending time with her family. Rachel and her husband, Michael, have been married for 11 years. They have two children - Gabe 10 and Kirsten 7.

Everyone at Rescue Alert enjoys working with Rachel and we all want to congratulate her on a job well earned!

Rescue Alert's team has grown significantly since the last newsletter. We would like to welcome seven new Response Center Attendants.

Mai Goforth was hired March 16, and **Jamie Whitney** joined our team May 5. **Lisa Bullock** came back to us May 15. On June 6, **Misty Jensen** started working with us, and four days later we found **Joyce Olsen**. Most recently, July 15, **Lisa Salisbury** and **Rebecca Holland** were hired. Rescue Alert would also like to welcome two new Receptionists. **Lindsee** and **Mandee Bangerter** were hired on June 1, 2004.

NEWS! NEWS!

The Wasatch Marine Aquarium Society (WMAS) of Salt Lake City, Utah is among the top five largest marine aquarium societies in the United States. Recently, WMAS recognized the Rescue Alert lobby aquarium as an outstanding display with Tank-of-the-Month honors for June. An excerpt of the write up is quoted below: "When you walk into the lobby of Rescue Alert you can't help but be

drawn to the gorgeous (Tropical Reef) aquarium. The cabinetry surrounding the tank is beautiful and with the (cherry) woodwork stretching to the ceiling, the aquarium seems to fill the entire room. The system is well thought out with a sump and large skimmer located beneath the aquarium, ballast and timers located above. A Reverse Osmosis de ionization filter is also located in the stand. Part of the filtered water is plumbed to the sump, while another part is directed into another room of the building to prepare for water changes. Although all of the equipment was located within the stand, there was very little noise with the doors closed. Many of the corals growing in the aquarium have been acquired from hobbyists. This aquarium is also home to a brackish puffer with a voracious appetite. It appears to enjoy being hand fed! Many thanks to Richard Bangerter, Richard Loser and Jared Wood for taking the time to share their aquarium with us."

Additional information on the Rescue Alert aquarium, and the Wasatch Marine Aquarium Society may be found at <http://www.utahreefs.com>

Worth Sharing

Our local South Jordan Senior Citizens received a new bus this year. The 16 regular passenger bus, and capacity for two wheelchairs will be used by the Seniors to bring anyone unable to drive to the Center for meals, programs and activities, as well as taking them on day trips. This bus was acquired through a Federal Program and will be used any way possible to improve the quality of life for South Jordan Senior Citizens. If Seniors in your community have similar needs, it may be worthwhile to look into this Federal Program for your area. If you have questions on the process and requirements for this program, you can contact:

**South Jordan Senior Center
10778 South Redwood Road
South Jordan, UT 84095
(801)302-1222**

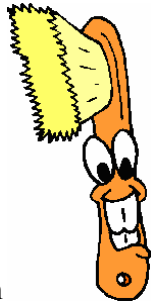


Brett and Aubree Hibbert are pleased to announce the birth of their daughter, Mersadee Ann Hibbert. Mersadee was born February 27, 2004 weighing 5 lbs. 6 oz. She was 18" long. Brett is Rescue Alert's Production Manager.

Britnie and Lynn Hardy welcomed a new baby girl into their lives on May 19, 2004. Abigail Lynn Hardy was born at 7:47 P.M. weighing 6 lbs. 8 oz. She was 17 3/4" long. Britnie will return to the Response Center on July 25th.

Helpful Hints

One of the best cleaning tools for the Rescue Alert unit is a simple toothbrush. Use the toothbrush dry, or use a small amount of window cleaner or disinfectant to avoid getting any cleaner in the speaker. Your Rescue Alert will clean up like new!



If you have suggestions or articles for our Independent Choices Newsletter, please contact Customer Service at 1-800-688-9576 or email us at info@rescuealert.com

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

