

# Independent Choices

October ♦ Issue Thirteen



One of the most efficient informational tools in the world today is the World Wide Web (Internet). Rescue Alert has been utilizing this tool for years to post information about the services and products it offers. Recently, Rescue Alert felt the need to modernize the information we have on our website. As a result, Rescue Alert has added new programs such as the referral-for-cash program that gives everybody the chance to earn money for referring a new subscriber. We are also working on the following additions:

- Expanding our links page, making Rescue Alert a dependable source for health care options.
- Real recordings of Rescue Alert Incidents - hear Rescue Alert's Response Center in action-attending to a variety of past "real life" emergencies, medication reminders, low battery notifications, and false alarms on line.

Rescue Alert has received many compliments from customers, program providers, and even marketing companies wanting to reference Rescue Alert because of our new web site. We invite everybody to visit our new, improved web site at [www.rescuealert.com](http://www.rescuealert.com)

## Service

**Rescue Alert will not support VoIP**

With the advancement of communications technology, there are new communication avenues providing telephone service. One example, the internet, is providing "nearly free" long distance calling or Voice over IP (VoIP).

This "nearly free" cost structure is very

appealing to most people who are using telephones, which is nearly everyone. However, VoIP has a greatly reduced ability to support the demands of data transfer, as noted in the description "Voice" over IP. This reduced ability is not apparent in typical voice communication, but does affect the communication between the PERS unit and Rescue Alert's Response Center receiver.

Due to the inability of VoIP to provide reliable data communication, most VoIP providers are not supporting any data transfer on their telephone service systems. Consequently, Rescue Alert is not able to support or provide service on VoIP telephone systems.

Another downfall of VoIP, is most systems will not function in the event of a power failure. In other words, a call for help cannot be made during a power failure because the internet most likely is not functioning at that time.

Some PERS service providers or monitoring companies offer a Waiver for their service when carried on VoIP. The intent of such a waiver is to release the PERS company from any failure of the system to operate. Rescue Alert views this agreement as offering a false sense of security.

Additionally, VoIP does not offer any ability to effectively track the service performance in real time or in a historical perspective. Based on these difficulties, Rescue Alert does not offer any type of VoIP waiver for Personal Emergency Response System service.

daughter, who explained that her mother was unresponsive and her chest rattled when she breathed.

*The EMD certified attendant immediately dispatched 911, and began giving CPR instructions to the unresponsive woman's daughter.*

*Within minutes of starting CPR, the subscriber's daughter was able to get her mother to breath, and at 4:01 P.M. EMS arrived to transport the subscriber to the hospital.*

*Because the Rescue Alert EMD certified attendant was able to deliver CPR instructions, the subscriber survived, and was released from the hospital a few days later."*

The benefits of having EMD trained and certified staff could not be illustrated any clearer. This experience is by no means a singular event. Within the first two months of training and certification, the Rescue Alert Response Center Attendants have delivered pre-arrival medical assistance in no less than five separate incidents.

In situations ranging from respiratory failure, to heart failure, and even arterial bleeding, the attendants have given critical care assistance and instruction that has helped to keep five individuals' vital signs supported long enough for medical professionals to arrive and take over patient care and treatment. Those five people were saved in large part due to the skills and protocols of Emergency Medical Dispatch training and certification, only offered by Rescue Alert.



**EMD CERTIFIED ATTENDANT SAVES LIFE!**

**In our last newsletter, Rescue Alert announced the addition of EMD Certified Response Center Attendants. Within days of the newsletter being printed we had our first emergency requiring an EMD attendant.**

*"On July 31, 2004 at 3:55 P.M. Rescue Alert's Response Center received a signal from South Point, OH.*

*The Response Center Attendant was able to make voice contact over the Rescue Alert with the subscriber's*



Marilyn Hardy graduated from the University of Utah in 1962 with a degree in Management; that same year, Marilyn and her husband Ron were married. Marilyn worked at the University of Utah while Ron finished his schooling, then quit to be a stay-at-home mom to their 7 children.

When Rescue Alert's doors opened in 1986, the company was in need of an accountant and Marilyn took on the part time job. For 18 years, Marilyn has been actively involved with the success of Rescue Alert.

While always performing her accounting responsibilities, Marilyn has moved from Customer Service Manager to Response Center Director to inside and outside sales and Administrative Assistant. "She has and continues to be my right hand as my Administrative Assistant," says Richard Bangerter. Everyone at Rescue Alert loves and enjoys working with Marilyn.

On her off time, Marilyn enjoys reading, gardening, sewing, playing the piano, traveling with her husband and being a grandma to her 13 grandchildren.

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

**Kris Wagner** was hired August 9, **Bryce Rasmussen** joined our team August 28 and on September 2, **Candice Risher** started working with us.

Rescue Alert would also like to welcome a new Receptionist- **Amy Goffin** was hired on August 23.

## Tech Tips

In order to have functional Rescue Alert service, homes with DSL telephone/computer service require additional installation steps. We have listed, on our website, three configurations for a successful Rescue Alert RA400/DSL installation in order of commonality.

Even with these configurations, it is possible that you will need to call Rescue Alert Customer Service for a more extensive troubleshoot.

Please visit us at [www.rescuealert.com](http://www.rescuealert.com) or call Customer Service to request a RA400/DSL installation help sheet.

## Worth Sharing

Each year, approximately one out of every three elderly adults falls. About three percent of all falls result in fractures.

Factors that increase the risk of falling include:

- AGE: 65 and over
- Having had a previous fall
- Lack of exercise (resulting in poor muscle tone, decreased strength, and loss of bone mass and flexibility)
- impaired vision
- Hazards in the home.

An estimated one-third of all falls in the elderly result from hazards in the home. These hazards include poor lighting, loose rugs, improper placement of electrical cords, clutter, and furniture and grab bars that are not sturdy or properly placed. Here are some ways to minimize these hazards:

### LIGHTING

- Make sure lighting is adequate at the top and bottom of stairs.
- Put night-lights in the hallways and bathrooms.
- Put a lamp beside the bed with a switch that is easy to turn on.

### FLOORS

- Get rid of throw rugs. Secure other rugs with non-skid tape.
- Repair any loose flooring.
- Use non-skid floor wax.

### STAIRS

- Install sturdy handrails on both sides of the stairs.
- Put non-slip treads on bare wooden steps.
- Replace any stair covering that is worn.
- Repair any stairs or steps that are loose.
- Install a ramp or chair lift for anyone who cannot safely climb the stairs.

### BATHROOM

- Put non-skid mats in all tubs and showers.
- Install sturdy grab bars by the toilet and tub.
- Consider using a raised toilet seat, a bath seat, or a hand-held shower.
- Use non-skid rugs on floor.

### BEDROOM

- Make sure bed is the appropriate

height so that getting on and off the bed is easy.

- Have a sturdy chair with arms, for sitting and dressing.
- Keep pathways free of clutter.
- Keep closets uncluttered. Storage shelves should be easy to reach.

### KITCHEN/DINING ROOM

- Keep dishes within easy reach.
- Wipe up spills immediately
- Keep pathways free of clutter.

### LIVING ROOM

- Furniture should be sturdy and positioned carefully so that no one can trip over it.
- Have at least one chair with arms.
- Keep pathways free of clutter.

### OUTSIDE

- Repair any loose boards on porches or any damages to stairs.
- Repair abrupt edges, holes, or large cracks in sidewalks and driveways.
- Remove hoses, equipment, vines or anything else that could be a tripping hazard.
- Clear snow, ice and leaves from steps and sidewalks.
- Have adequate lighting for walkways and stairs.

Article adapted from the National Association of Senior Friends and the National Institute on Aging.



Erin and Kolton Thompson welcomed their first child, a little girl, into their lives on August 25, 2004.

Makayla Janice Thompson weighed in at 6 lbs 3 oz and was 20 inches long. Both mother and daughter are doing great!

Erin worked as the Receptionist at Rescue Alert for two years before moving into the Response Center last January.

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