

Independent Choices

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STAY WARM: YOUR LIFE COULD DEPEND ON IT



Winter is in full force, and with it comes the risk of hypothermia. Hypothermia, defined

as below-normal body temperature, can be life-threatening if not promptly treated.

The elderly have an increased risk for hypothermia, according to the National Institute on Aging (NIA). As people age, the natural ability to keep warm in the cold may decrease. Inactivity, illness, and certain medications make it even harder to stay warm.

Symptoms of hypothermia include:

- ◆ Unusual changes in behavior
- ◆ Confusion
- ◆ Sleepiness
- ◆ Clumsiness
- ◆ Slurred speech
- ◆ Shallowbreathing

Hypothermia is preventable. Tips from the NIA for older adults include:

- ◆ Find out if you are at risk.
- ◆ Ask your doctor if the prescription or over-the-counter medications you take can affect body temperature regulation.
- ◆ Dress warmly in layers of clothing, even when in doors.
- ◆ Hypothermia can occur in bed, so wear warm clothing to bed and use blankets.
- ◆ Ask friends or neighbors to look in once or twice a day if you live alone.
- ◆ Use Alcohol moderately, if at all. And avoid alcohol altogether near bedtime.
- ◆ Eat hot foods and drink hot liquids to raise your body temperature and keep warm.
- ◆ Set the thermostat in your home to at least 68°F-70°F in living or sleeping areas.
- ◆ Ask your doctor if you should set your thermostat higher.
- ◆ Look into fuel-assistance programs and home winterization programs.

From National Association of Senior Friends and HealthGate. By Mary Calvagna, MS.



LOCAL PROGRAMS HELP WARM HEARTS AND HOMES



If you are low income, elderly or disabled, and struggling to pay your utility bills, home-heating as-

sistance is available. Funds are available to help qualified families and individuals through the HEAT (Home Energy Assistance Target) program and the REACH (Residential Energy Assistance through Community Help) program.

HEAT PROGRAM

This program provides winter utility assistance for many low-income families and individuals who qualify. For more information or to apply, contact your local county energy office.

REACH PROGRAM

This program provides winter utility assistance to those who are low-income and either age 65 or older, or disabled. You must first apply for HEAT or LIHEAP (Idaho residents) before applying for REACH. Funding for the REACH program comes from generous donations made by Questar Gas customers and company shareholders, and is administered by the American Red Cross.

For more information, or to see if this program is available in your area, call your designated county energy office. Utah residents can visit: www.utahredcross.org



RESCUED: FROM THE RESPONSE CENTER FILES

Every day the Rescue Alert Response Center receives emergency calls for help. Unable to see the situation, the Attendants rely on protocol, their ears, and their instinct to get the subscriber the help they need. Below is an example of one such incident.

On December 10, 2004 at 2:02 P.M., the Response Center received a "panic" signal from a subscriber in Salt Lake City, UT.

The Attendant answered the alarm signal with the standard announcement, "This is the Response Center. Do you need help?" Receiving no reply, the Attendant proceeded to call the subscriber at home; when the subscriber was unable to answer the telephone, the Attendant assumed the worst and began contacting the subscriber's responders. Responder one and two were not home, but Responder three - a daughter - agreed to go over immediately and check on the subscriber, with instructions from the Attendant to notify the Response Center at arrival.

Continued on page 2

T E C H T I P S

The Battery life, of the back-up battery, in the Rescue Alert is between three and five years. As the battery performance decreases, the Rescue Alert Response Center - which tracks battery levels through Low Battery and Battery Fail signals from the Rescue Alert - will notify the service provider, or owner of the need for the Rescue Alert to be serviced. The battery in the Rescue Alert is not replaceable in the field; the Rescue Alert must be returned to the Service & Repair center for the battery to be replaced. If you are concerned with your Rescue Alert's battery performance, contact Customer Service at **1-800-688-9576** for a detailed, unit history.



At 2:16 P.M., the Response Center received a second “panic” signal from the subscriber’s home. At this time, the Attendant was able to make contact with the daughter, who requested an ambulance be called immediately. The Daughter relayed that when she arrived her mother was on the floor and she was bleeding badly from a cut on her head.

The EMD certified Attendant dispatched EMS, and stayed on the line with the daughter to give pre-arrival instructions. When the EMS arrived, they determined the subscriber was suffering from a concussion and would need stitches – she was transported to St. Mark’s Hospital and later transferred to a rehabilitation center to recover.

The Subscriber’s husband called Rescue Alert the next day, December 11, to thank us for helping his wife. He told us he did not get home until late December 10, and without her Personal Emergency Response System, his wife would have lain on the floor alone, bleeding, for hours.



ZANDEX HEALTH CARE CORPORATION: EXCEEDING EXPECTATIONS... EVERY HOUR... EVERY DAY

Zandex Health Care Corporation is an employee owned company founded in 1971 in Zanesville, Ohio. Zandex operates seven long-term care facilities located in Central, Eastern and Southeastern Ohio. With vision and motivated by a strong service ethic, Zandex developed several much needed and valued community services, which also provides a referral base for their core long-term care business. Of

significance for Rescue Alert is one particular service, which is of course their Personal Emergency Response Service (PERS) program. The Zandex PERS program is currently serving several hundred at-risk individuals. Zandex enjoys and has operated a very successful program now in its fifth year of existence.

The following is an excerpt from the Zandex Health Care Corporation website www.zandex.com It will give you some flavor of their corporate personality and direction:

“For residents and their family members we focus on creating a warm, comfortable environment that feels as close to home as possible. We don’t want to be viewed as “just another long-term care facility operator.” Our residents deserve much more than that. As a result of an internal review completed in 2001 we have developed the “*Zandex Five Star Commitment*,” a program that insures our status as the premier provider of long-term care services. The five points are:

- ◆ Provide an unparalleled level of nursing care and reach out to under-served care needs identified within the communities we serve.
- ◆ Provide a delicious, nutritious and attractively presented dining experience.
- ◆ Provide active, fun and non-stereotypical activities and resident functions.
- ◆ Provide a clean, safe environment.
- ◆ Provide an unrivaled level of customer service.

Rescue Alert is honored to be a part of the services Zandex offers to their clients, and we look forward to many years of successful partnering with them to take care of their client and community needs.



MEET THE STAFF: James Peterson

James Peterson, 23, graduated from Copperhills High School in 2000. After high school, James spent two years serving an LDS mission to Cochabamba, Bolivia, where he learned to speak Spanish fluently. James returned from Bolivia in August 2003 and began working for Rescue Alert in September of that same year as part of Rescue Alert’s Production team. James has since taken on the Shipping and Receiving responsibilities as well. “With James, I know deadlines will always be met, and his quality of work is never sacrificed”, says Production manager Brett Hibbert.

While working full time at Rescue Alert, James is also busy earning his BA in Business at Salt Lake Community College.

In his off time, James enjoys pheasant hunting, playing baseball, working out at the gym, and spending time with his fiancée, Marisol. James and Marisol were engaged in December, and are planning to be married June 24, 2005.



WORTH SHARING

“Twenty years from now, you’ll be more disappointed by the things you didn’t do than by the ones you did. So, throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover.”

~ MARK TWAIN

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