

**We C.A.R.E.**  
Our pledge to:



Care for your personal safety and peace of mind.



Answer your calls and alarms quickly.



Reflect Godly character in all we do.



Earn a fair profit to fuel our positive impact on people's lives.

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## Medical Alerts Connect People to Help

During this season of social distancing and isolation due to the CoronaVirus pandemic, many people with elderly or at-risk family members find themselves in a bit of a dilemma. How do we ensure the safety of our loved ones while avoiding physical contact with them to minimize the risk of COVID transmission?

Jordan Jackson, the president of Security Central, confirmed, "We have heard from lots of clients that they are worried about their parents or grandparents during this time because the usual rhythms of personal check-ins and physical care have been disrupted. They wonder how they can know that Mom or Dad are okay." Jordan continued, "I can certainly relate; my parents are in their 80's, and I worry about them."

Security Central's Medical Alert units are the perfect solution to this dilemma. The small, cellular-based medical alert pendants provide help at the touch of a button. With a medical alert in use, if your loved one falls, feels dizzy, or just needs some assistance, all they have to do is press the large, single button on the unit. The medical alert unit will then transmit the GPS coordinates of the unit and initiate a two-way conversation with one of our friendly, helpful Quick-C.A.R.E. responders. The Quick-C.A.R.E. responder will attempt to determine what type of problem your loved one is experiencing and what the appropriate level of response is. In most cases, the medical alert user simply wants their family member(s) to be notified to request some personal assistance. However, in the event of a true medical emergency, the alarm operator can notify local paramedics.



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# KING OF C.A.R.E.



Dakota Schmidt is our youngest technician, but that didn't stop his coworkers from voting him this quarter's King of C.A.R.E. What he lacks in years and life experience, he overcomes with enthusiasm, energy, commitment, and good-'ol-fashioned hard work.

Our schedule coordinators know they can always count on Dakota to take another appointment, serve another client, no matter how many service calls he has already completed. His attitude of always putting the needs of others first really showed this past March 5th.

Dakota had requested in advance to have that day off, but as the day approached, it was clear that the schedule was overloaded with client appointments. The other technicians would not be able to handle all of the calls themselves, so Dakota volunteered to give up his special day off to take a full load of service appointments.

One of his clients called our office after Dakota's appointment to rave about how wonderful Dakota was. The client was delighted with Dakota's C.A.R.E., professionalism, and technical aptitude.

Little did the client know that Dakota wasn't even supposed to be working that day because it was his birthday. But Dakota couldn't truly enjoy his birthday knowing that there were clients who needed him. So instead of spending the day with his friends and family, Dakota chose to spend his birthday serving clients!

That commitment to C.A.R.E. earned Dakota this quarter's King-of-C.A.R.E. award. Thank you, Dakota, for always showing our clients how we C.A.R.E.! 



## Security Central Delivers During Pandemic

The CoronaVirus pandemic has created social and economic disruption like nothing else we have experienced in our lifetimes. Stay-at-home orders and mandatory business shutdowns have affected millions of lives and livelihoods. Many businesses are still shut down months after the initial COVID-19 crisis began.

Fortunately, Security Central has operated through these challenging times without any disruption in its ability to C.A.R.E. for your personal safety and peace of mind. Jordan Jackson, Security Central's president and owner, explained, "Thanks to the investment we made in new technology as part of our move to our new facility last fall, we were able to quickly change to a work-from-home model for most of our staff as the social-distancing recommendations came out. Our cloud-based phone system, secure VPN computer network, and team-messaging tools kept all of our team members connected to their clients and their coworkers whether they were working from the office or from home."

Since security and life safety systems are considered "essential services," our technicians stepped up and volunteered to

continue serving our clients at customer sites even though it put the technicians at greater risk of exposure. The technician team implemented safety protocols to protect our clients and themselves against CoronaVirus contamination. Frequent hand washing, wearing personal protective equipment, maintaining social distancing, and sanitizing any equipment and surfaces they touch while on site were important elements to the new protocols. Jon Benis, Security Central's Operations Manager, explained, "We have a high commitment to C.A.R.E. for our clients and our employees. Therefore, we modified our technician procedures to ensure that both our clients and our technicians would be safe and confident as we worked at client sites."

The Security Central operations center seems eerily quiet with only a few critical people working in it these days, but you can be confident that the entire Security Central team is still working diligently to C.A.R.E. for you!

To learn more about our COVID-19 response, please visit our website at <https://www.securitycentralinc.com/covid-19-response/>. 



## In Remembrance...

Ken was a great asset to his teammates and clients. He was known for his easy-going personality and his willingness to do whatever was needed to care for everyone around him. Our Security Central family members knew they could always go to Ken with any question. He would gladly provide answers and helpful training in every situation. His in-depth knowledge and attention to detail also made Ken the preferred point of contact for many of our large, multi-site corporate customers. They knew they could reach out to Ken with their needs and Ken would take care of them.

The Security Central family suffered a great loss recently. Ken Baker, our Quick-C.A.R.E. team supervisor, passed away unexpectedly on June 5, 2020. He was 61 years old.

We will certainly miss Ken's leadership and work-ethic, but more importantly we will miss his friendship. He was a friend to all. A morning smile and wave, a quick call to touch base, and an encouraging word were hallmarks of Ken's care for others. He demonstrated the Security Central C.A.R.E. values in every personal interaction.

Godspeed, Ken Baker. You will be missed by all! 



*Help at the Press of a Button!*

### Here's how it works...

#### speaker

With this powerful speaker, it's easy to hear the specialist answer your call.

#### call button

Just press one button to speak with a specialist and get help. It's that simple.

#### circular light

The light around the button lets you know when a call is in progress and when the pendant needs to be charged.



#### microphone

A powerful microphone allows you to speak with a kind, courteous specialist. They can send emergency help or contact a loved one to assist.

**24/7 ASSISTANCE WHEN YOU NEED IT.  
OUR PERSONAL ALERT DEVICES CAN HELP  
KEEP YOU CONNECTED IN AN AGE OF  
SOCIAL DISTANCING.**

**MORE INFORMATION AT  
[SECURITYCENTRALINC.COM/MEDICAL](https://SECURITYCENTRALINC.COM/MEDICAL)**



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**We C.A.R.E.**

**Honeywell**

Authorized Security and Fire Dealer

## Medical Alerts Connect People to Help

*(Continued from Front Cover)*

Brandy Pontious, General Manager of Security Central, recently presented her grandmother with a medical alert pendant. As a widow who lives alone, her grandmother was delighted! She excitedly told her friends that she no longer has to worry when she is out walking in the neighborhood. If anything happens, she knows all she has to do is press her help button. Brandy reported, "I am so relieved to know that Grandma never again has to be truly alone. If she ever needs help, she will just hit her button, and we will be here to help her. Grandma appreciates that, but I LOVE that I no longer have to worry like I used to!"

The GPS-equipped alert units can also be used by anyone who works alone or finds themselves periodically in uncomfortable situations. Female realtors going into houses alone, workmen working by themselves on ladders or with dangerous power tools, and college students walking across dark campuses at night are all examples of people who could benefit from knowing that help is just a button-push away. Gilbert Munoz, a Security Central Client-C.A.R.E. representative recently told his teammates, "When my daughter goes back to college in the fall, I am sending her with an alert button. Whether she is in her dorm room or out and about around campus, I want to know that she can just hit her button if she ever feels threatened or scared."

Security Central makes it easy to experience the peace of mind that a Medical Alert provides. With no up-front costs and a low monthly fee of only \$35, there is no reason for you to waste another day worrying about your loved one.

To learn more about Security Central's medical alerts, call us at 303-721-0111 or visit our website at [securitycentralinc.com/medical](http://securitycentralinc.com/medical). 

