



RapidSOS and National Down Syndrome Congress partner to provide mobile safety to the Down Syndrome Community

- 240 million¹ 9-1-1 calls are made every year in the U.S.; over 70%² are from mobile phones, which fail to provide exact location to emergency dispatchers
- Haven represents a transformation in access to emergency services – from a phone call solely dependent on voice to a robust data connection for voice, text, medical/demographic data

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Today, the National Down Syndrome Congress (NDSC) announced a collaboration with [RapidSOS](#), an advanced emergency technology start-up revolutionizing personal safety and connectivity. RapidSOS will offer the Haven smartphone app for free to those associated with NDSC, providing enhanced access to emergency services for individuals with Down syndrome.

Working together, RapidSOS and NDSC will support those with Down syndrome by connecting them to their loved ones and providing peace of mind that they will be able to communicate with 9-1-1 in an emergency. With one tap on Haven, the app connects the user with the nearest dispatch center anywhere in the contiguous U.S., enabling a voice connection and a data pipeline to 9-1-1 to transmit:

- Text messages: Haven speaks the text message if the dispatch center does not have the capability to receive texts. Currently works one-way (user to 9-1-1); two-way coming in future
- Precise location
- Type of emergency
- Relevant medical and demographic data

When setting up the app, users can enter medical conditions, allergies, and medications, so that lifesaving information is communicated directly to 9-1-1 when an alert is triggered. Haven's "Can't Speak" function allows users to notify 9-1-1 that they cannot speak and/or have difficulty hearing. When a user taps "Can't Speak," their location and relevant information is automatically transmitted to the dispatcher, without the need for a verbal back-and-forth. The user can then send text messages to 9-1-1 to further explain their emergency. While currently, only about 15%³ of dispatch centers have the technology to receive text messages, Haven enables universal texting by speaking (text-to-speech) the text message.

"We are thrilled to be partnering with National Down Syndrome Congress" said RapidSOS co-founder and CEO Michael Martin. "Through this partnership, families will be able to stay connected and at the same time individuals with Down syndrome will feel safe and independent."

The Haven app also includes access to RapidSOS' Family Connect feature. For the first time, people can call 9-1-1 on behalf of a loved one, transmitting their loved one's location and relevant data directly to the

1 National Emergency Number Association. <http://www.nena.org/?page=911Statistics>

2 National 911 Program. *Review of Nationwide 911 Data Collection*. <http://www.911.gov/pdf/current911datacollection-072613.pdf>

3 The Federal Communications Commission. <https://www.fcc.gov/general/9-1-1-master-psap-registry>.

dispatch center closest to them. Additionally, Family Connect allows users to share their location with loved ones, see family members' real-time locations without the distraction of a phone call or text, and easily ask family and friends for help.

“This partnership means a lot to our community, said David Tolleson, Executive Director of National Down Syndrome Congress. “By allowing for the transmission of key medical information during an emergency, first responders will respond with better awareness and individuals with Down syndrome will be able to get appropriate care.”

RapidSOS is offering free access to Haven for one year to those associated with NDSC if they sign up for Haven here: rapidsos.com/ndsc. The Haven app is available for iPhone and Android devices and works anywhere across the contiguous U.S. and Hawaii, with one touch emergency calling in over 250 countries and jurisdictional territories. For more information about RapidSOS and the Haven app, visit www.rapidsos.com.

About RapidSOS

RapidSOS was formed in 2012 by a team of M.I.T., Harvard, and Stanford grad students who had personal experiences with the challenges of the existing emergency communication infrastructure. Working closely with the 9-1-1 community, tech and telecom companies, and leading investors, RapidSOS is developing technology to predict and preempt emergencies before they occur, dynamically warn people in harm's way, and ensure that first responders are one touch away globally. Learn more at www.rapidsos.com.

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About National Down Syndrome Congress

Founded in 1973, the National Down Syndrome Congress is the country's oldest organization for people with Down syndrome, their families, and the professionals who work with them. A 501(c)(3) non-profit advocacy organization, the NDSC provides support and information about issues related to Down syndrome throughout the lifespan, as well as on matters of public policy relating to disability rights. Well known for its annual convention – the largest of its type in the world – the National Down Syndrome Congress is a grassroots organization recognized for its “family” feel, its “We’re More Alike than Different” public awareness campaign, and, its outreach to individuals from diverse backgrounds. The National Down Syndrome Congress is committed to creating a national climate in which all people will recognize and embrace the value and dignity of people with Down syndrome. For more information about the NDSC, please visit our website at www.ndscenter.org.

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