



NEWSLETTER BY BONNIE-JEAN JOHNSON

Guilderland EMS

December 2016

A Message from Jay

Job-hopping is normal for new paramedics.

According to the U.S. Bureau of Labor Statistics' most recent data, today's average employee spends just 4.6 years at a job.

But for paramedics searching for professional homes, legacy EMS services offer a host of reasons to commit. Legacy EMS services are decades old, have weathered major industry and technological changes, and tend to have long-tenured leaderships that persist through operational challenges and industry trends.

While 20-year careers might be unheard-of at EMS agencies, there will be plenty of them at the Town of Guilderland. Legacy employer principles keep employees coming back year after year. In fact, 13 of the 21 current GEMS paramedics have spent well over a decade practicing Advanced Life Support in the Town of Guilderland as part of our unit.

Why the Long Haul at Guilderland EMS?

Born out of a keen sense of commitment to the community in 1986, GEMS has been around for more than three decades and is properly postured for many more. Its longevity has many sources, but some are

certainly our commitments to the education, training, medical direction/oversight and state of the art equipment with the most advanced procedures.

Developed in the early years as a Police-Paramedic service, our history reminds us – from the very new hire to the most tenured – of the Departments values, traditions, and ethics. The genesis of our service is, in a way, a risk management tool. It prevents us from losing sight of the principles behind Guilderland Emergency Services success.

I've noticed that other legacy paramedic employers also use a codified set of principles to stay strong. Fire Departments, municipal services and Police Departments all have strong core values and a commitment to both the community and their responders.

As the Senior Paramedic Supervisor, the best way I can help achieve these core values is to focus on ethics and honesty. I realize that paramedic employees – particularly in the highly educated ones – are concerned about organizational ethics/ honesty and would steer clear of institutions that lack this. I am also committed to mutual respect and have learned the value of flexibility with regard to issues that affect the work environment

here. My goal is to keep the well seasoned and highly competent paramedics at GEMS, with the hopes that they find employment here a fulfilling environment with professional job growth.

Finally, Capt. McNally and I had the Honor representing GEMS at the Annual Stop DWI Award Recognition Breakfast this month. GEMS was selected and awarded the "Michele E. Martin Memorial Award" for our assistance to law enforcement with incidents surrounding DWI. Congratulations to all of you!



I wish you all a very Happy Holiday Season – as always, my office door is open should you wish to stop by and talk or just say hello. By the way – my office has moved from the upstairs corner into the main interior hallway next to DarciEfwaw.

Stay Safe!



Special Request:

Guilderland EMS employees are the most dedicated and highly trained Paramedics in the Capital Region. Members of our unit have always responded to requests for emergency staffing, and I am truly grateful for that sacrifice.

When an emergency occurs in the Town; the Communications Division is quickly overwhelmed with phone calls from residents and employees. In addition, Command Staff and Supervisors are in the midst of dealing with the first few moments of the emergency and may not be able to answer their phones.

I would like to ask all staff to stay home and not respond directly to Town Hall or to the Scene of the Incident.

If additional staffing is needed, all Paramedics will receive an Activation notice via POSS or Am Responding and Instructions will be provided at that time.

This request will allow the Supervisors, Command Staff and Dispatchers to have a clear understanding of responding personnel and consistent communication.

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OPERATIONS Crossgates Mall

November 12, 2016

People were evacuated into the parking lots. Many of those people were scared, crying and unable to return to their vehicles as personal items were left inside the mall.

Crossgates Mall quickly went into "Lockdown" and many patrons were locked into the stores and hiding for safety. Police Officers from neighboring departments arrived to assist with the operations. EMS Operations included Dr. Doynow and Senior Paramedic Supervisor Jay Tyler, Western Turnpike Rescue Squad, Altamont Rescue Squad, Five Quad VAS and Albany County ALS units. Many of our off duty Paramedics called to offer assistance and advised they could come in to staff ambulances/ medic response vehicles.

Over the course of the next 8 hours, Crossgates Mall was searched and the remaining patrons were evacuated from the Mall. EMS Operations were called upon to treat/transport 5 patients (all non- trauma related). As the operation progressed, EMS Operations were downsized and many of our neighboring agencies were returned to service. At approximately 22:15, EMS Operations was terminated.

Key Concerns and Considerations:

1. Outdoor Temperatures ranged from 50 Degrees Farenheight and dropped to 38 Degrees by 1630. Many of the patrons were in parking lots with no transportation. A CDTA Bus was called to assist with transport of the wheel chair patrons and patrons without personal transportation.
2. Police Departments requested Multiple Knox Box Keys to gain access to "Locked "Stores in the mall. GEMS and the local fire departments provided the limited keys available. GEMS Knox Box key

Over the past few years, a shooting at a Mall, School or park has become all too familiar. Events such as Aurora, CO and San Bernadino, CA bring the reality home; that an event like this could happen in our town. In addition to recognition, previous events have provided the information needed to learn how to improve treatment and survival during an active shooter situation.

The Town of Guilderland recognized the need for additional training. In 2015, members of the Guilderland Police Department and the EMS Division received certification in the ALERRT I & II Training. In addition, a staged drill was performed at Crossgates Mall in May of 2016. This provided valuable insight and awareness of the complexities involved in an Active Shooter situations. This was an event we train for and always hope would never happen.



**On Saturday, November 12, 2016
at approximately 14:20**

pm, Guilderland Communications received multiple 911 calls for a reported "Gun shots fired at Crossgates Mall". It was unknown if anyone was injured and if the shooter was still in the mall

Upon receiving multiple 911 calls, Guilderland Communications activated Police to respond to the scene. Guilderland Emergency Medical Services created a staging area at Western Turnpike Rescue Squad Station One. Upon arrival of Police Officers, it was noted a massive amount of

access is limited to Paramedic Supervisors only and located in Medic 31.

- 3. Numerous Response Vehicles: Initially, ambulances were responding with the Medic Response cars. The Ambulance and Medic Units should combine at the staging area and limit the number of vehicle at the scene.

EMS CHARTS & MONITORS

The EKG Import system and the implementation of the iPads has been a tremendous help in charting.

Please remember to attach 12 Leads, Billing forms, No Fault and RMA forms to the chart.

**** EMS Charts - Please make sure to accurately document the Transfer of Care Time. This time reflects when the patient was turned over to the ER (Patient in a bed/ barco or chair and you are able to clear the hospital). REMO is tracking hospital wait times and this information is extremely valuable.

If you have any issues with your monitors (Zoll or Life Pack) please report them to your supervisor. System errors or monitor malfunctions should be documented on the Equipment Repair form and placed in the Maroon Binder. This will help in tracking problems and repairs/ resolution of problems.



A few words from Dr. Doynow



Colder weather poses many hazards and risks for providers and patients.

Staff:

Please remember to dress in warm layers for your shift. Prolonged exposure to below normal outdoor temperatures can happen depending on the call. Please plan accordingly.

For patient care:

Please check your IV Warmers and make sure they are operational and stocked with Normal Saline. It is very important to remember patients can become hypothermic if the fluids are too cold.

StaySafe and Happy Holidays!

TRAINING

ANNUAL TRAINING DAY

Saturday , January 28, 2017

Time : 0900

Agenda:

PALS will be covered first , ALCS Second with BLS CPR mixed into the day .

Bagels and Coffee will be provided in the morning.

Lunch will not be provided.

The new materials (Books , videos, exams , etc) have arrived. If you would like to review the book prior to the class; please let Jay or Bonnie-Jean know.



AMBULANCE NEWS



FIVE QUAD VAS will be out of service during the winter break.

Fall 2016 calendar states:

Last Day of Classes is December 12, 2016

Last day for Final Examinations is December 20, 2016.

Five Quad provides a valuable service to the SUNY Community and they are sorely missed when they are out of service for the mid-winter break.

WTRS NEWS

In November, Guilderland EMS began assisting Western Turnpike Rescue Squad with the staffing of an ambulance on Saturdays and Sundays from 0900-2100. I appreciate your patience with this endeavor as it is new and procedural changes may occur. I promise to keep you updated via email with any changes as they happen in the future.

A few things to remember:

1. Start of shift, medics should report to Town Hall at 0900 and obtain Narcotics, iPad, Cold Medications and Medic vehicle with equipment.
2. Please move your ALS gear into the assigned "ALS" ambulance and assist as needed with the check on the ambulance.
3. Call response :
The ALS ambulance is the "First out" for Station Two. After the first call, the ambulance will rotate with the BLS ambulance stationed at Station Two.
4. PCR Documentation is required for all calls completed in the ALS ambulance. If the call is ALS – please document as you normally would. If the call is BLS, please

document as per usual and add a line in the Activity Log "patient tot BLS EMT for care during transport".

5. WTRS has requested the Paramedics on the Ambulance to "Sign" the WTRS chart when completed. Please help your EMT Partner and log into EMS charts before you leave to sign the BLS chart.
6. Shift Change Coverage. The ALS ambulance should move System Status at 1730 to cover the daytime paramedics shift change. In addition, the ALS ambulance should return back to Station Two at 20:30 to prepare for the end of their shift.
7. A Paramedic Supervisor is scheduled for Saturdays and Sundays. In addition, Jay Tyler or Captain McNally are available via phone should there be a need.



Payroll / Swaps

Zone Assignments

Payroll

The unit continues to utilize the Paper Payroll System, however, the paper payroll must match the POSS payroll.

Few Reminders with payroll:

If you work an overtime shift or if you have a late call, the supervisor must sign your paper time sheet. This signature is required to verify your overtime. In addition, you must request the overtime in POSS and send the request to the supervisor it affects.

Holiday Pay:

The Holiday Pay Period starts at 00:00 on the actual day of the holiday and proceeds until 24:00. Please document "Holiday Worked" or "Holiday Not Worked" with the hours on your paper payroll form.

Example: A night shift may have the following: 1800-Midnight (6) Holiday Worked and Midnight to 0600 (6) Holiday Not Worked. Any questions, please ask your supervisor.

POSS: Overtime Accrual and Mandates

The POSS System has been updated and now accurately reflects all of the overtime hours accrued by each individual member. Previous overtime hours were logged in the Access Program and verified for accuracy against the new POSS Update. The POSS system is now the most accurate representation of your overtime hours accrued to date (including overtime shifts and late call time logs). This system provides the correct and up to

date placement on the rotating list for open shifts.

The POSS recognizes Mandated Shifts as "Orderback shifts". When a supervisor mandates you for a shift in the POSS they hit the "Order" tab and this accurately logs the number of mandates you have received. A supervisor may check the POSS to see your standing in the Mandate order by checking the "Orderback" tab. The mandates will continue to be logged into both systems (POSS and Access) for at least another month. If the system continues to record accurately, the Access system may be retired. If you have any questions or concerns, please let Jay know.

SWAPS

Shift Swaps are a vital resource to save personal and vacation time. Please remember all Swaps must occur within the same pay period. In addition, all swaps must be approved by a supervisor it affects prior to the actual swapped shift. POSS and the dry erase board should also be updated.

Zone Assignments

The 2017 Zone assignments should be uploaded by December 20th. Zone assignments can change throughout the year if needed to accommodate scheduling. Please make sure to look at the POSS to verify your new zone assignments for Next Year.



Last Thoughts



It has been an interesting 2016 with many exciting changes, iPads, I AM Responding ,EKG Uploads and Zoll Monitors. I wanted to say thank you for your hard work, patience and help over the past few months. In addition, I appreciate your input and suggestions to improve our system. Please keep the ideas coming ... Happy Holidays and Happy New Year.

Guilderland
EMS
Quarterly

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