

WHEN STAFFING MATTERS

COMPLIANCE KIT NOW AVAILABLE

As brought to your attention in our last issue, we raised some points regarding Local EMS Plan compliance. In January 1997, the Connecticut Department of Public Health published the States EMS Plan. This document provided an outline for a State and local EMS system development. This plan identified several concerns and possible solutions to these concerns. One of these solutions was to ensure the development of an EMS plan for each community.

Section 19a-181b of the Connecticut General Statutes (CGS) states that each municipality was to establish a local Emergency Medical Services plan no later than July 1, 2002. Each plan was to include written agreements between the municipality and the EMS system components. Through discussions with various service Chiefs and Regional EMS Councils, we know that many organizations are out of compliance with this state law.

The lack of established agreements outlining performance standards allows for the system segments to set their own response standards. As with any service agreement you enter into in your personal or professional life, each component of the agreement must outline its expectations. How else can you measure how your contracted providers are performing?

As always, ERM has brought a solution to the table to help your community get in compliance. We are pleased to present the Connecticut Local EMS Plan "Do-It-Yourself Kit." Developed by ERM, this kit contains a CD based template with step by step instructions. This template includes a generic EMS Plan which must be customized by you and performance agreements that must be adapted to your system components. In addition there are sample mutual aid agreements, meeting agendas and form letters. Although not able to be endorsed, this kit has been reviewed by the Department of Public Health Office of Emergency Medical Services for content accuracy. We are unveiling this kit at the "9th Annual EMS ED/SEM", and are pleased to offer a one time show special. This kit normally retails for \$100.00 plus shipping.

Purchase the kit at EMS: ED/SEM for \$75.00, 25% off the normal retail price. In addition, we will invoice you and provide free shipping. Do not pass on this incredible opportunity.

It doesn't matter how you get this EMS Plan completed, it is just in you and your services best interest to get it done. These plans are designed to protect you and your municipalities. No time to complete the template, ERM is also available to complete your plan with you. We will be available to discuss your departments specific needs at anytime. Please call us soon for a free consultation.



Special Issue:

- Are You Compliant with CGS Sec. 19a-181b?
- ◆ ERM Returns to the 9th Annual EMS: ED/SEM in Cromwell
- ◆ Now's The Time To Plan For Staffing in Your Budgets

We're on the Web!

www.ERManagement.com



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24 Hour Emergency Access
Voice Mail Ext. 1
Emergencies do not stop at 5:00 PM. ERM is available on 24 hour call. No matter what the problem, leave a voicemail and a on call administrator will immediately contact you.

Worrying about your services future? Now is the time to plan for staffing in your Budgets.

ERM recently learned that a Connecticut Volunteer Ambulance Service was forced to close its doors and turn over patient transportation services to a commercial provider due to a lack of volunteers to support their services needs. This organization made heroic attempts at reviving their organization, however the manpower resources just were not there. When we spoke

with the Chief of this service, he was not aware that Management Service Organizations, such as Emergency Resource Management, existed, and they had already negotiated their contracts with the Commercial Provider. Had he known, we might have been able to help save this valuable volunteer service for its community .

Don't let this happen to you. We are in the business to help all volunteer agencies succeed. However, don't wait until you have a crisis on your hands. Prepare and plan accordingly. If you have thought about your staffing problems at least once, please call us. We are happy to discuss with you options and costs with no obligation or pressure. The time to financially consider this solution is now while you prepare your budgets.

We can only help you and provide you information if you ask. Please, call today so another volunteer community doesn't suffer another loss.

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Visit us at the 9th Annual EMS: ED/SEM February II & 12 2005 *(Note New Date This Year!)*

We are excited to be returning to the annual EMS: ED/ SEM in Cromwell this year. Last year proved to be a great experience for us and we look forward to seeing many of you again. Please stop by and visit our booth, #33 during your session breaks.

In addition to sponsoring a vendor booth, the staff at ERM are also faculty for the weekend. Our presentation "An Administrators Top Ten List" has been developed to assist newer administrators and Chiefs of Service. Without proper training, tools and resources, it is very difficult to succeed as an administrator, especially on a volunteer basis. This course will present you Top Ten priorities as you enter office, help you set reachable goals and provide you with resources to ensure your success.

Watch Your Mail for An Exclusive Invitation to the Connecticut *EMS Chiefs Social Hour*

Emergency Resource Management is pleased to host the first ever social hour exclusively for Connecticut's EMS Leaders (Chiefs and Administrators) at the 9th Annual EMS: ED/SEM in Cromwell. The event will be Friday, February 11th from 6:30 pm- 7:30 pm at a location yet to be determined within the conference center .

We will provide hors d' oeuvres, beverages and giveaways; you bring questions, business cards and a desire to learn more.

Everyone will benefit from this great networking experience. Invitations will be required for admission and have been mailed.