

WHEN STAFFING MATTERS



In This Issue:

- ◆ ERM Partners With Echo Hose Ambulance
- ◆ Upcoming Courses
- ◆ ERM Deploys Scheduling Software
- ◆ ERM Announces Website
- ◆ ERM Returns to the 9th Annual EMS: EDSEM



FROM THE PRESIDENT:

Emergency Resource Management, LLC, is pleased to be celebrating its first anniversary as a licensed Management Services Organization, and I would like to take the opportunity to thank all of you for making our first year in business a success. Having only received our license to do business on April 7, 2003, we are very much encouraged by our company's progress, growth and achievement since that time.

Among the more significant additions to our company has been the addition of Dave Kosciuk to our team. Dave's commitment to honesty, integrity and professionalism makes him a perfect fit to the business philosophy we have practiced since our inception, and I am certain that you will agree that his contributions will have the powerful and positive impact you expect from ERM.

The first year has had its trials and tribulations, but the same perseverance, attention to detail, and commitment to the highest ethical and quality standards that carried ERM through the licensure process will enable our company to provide a level of service that none of the competitors can match. That you have recognized our commitment to excellence and supported us in our efforts to get up and running has energized us even more. We are looking forward to having an even

greater impact in the year's to come. You are already aware of our interest in helping volunteer agencies staff their ambulances, but Emergency Resource Management has already begun to expand its service offerings.

In its consulting and management capabilities, ERM has recently completed a contract to study the delivery of paramedic services to an EMS service area. ERM also completed a review and development of the Standing Operating Procedures for an emergency service organization. Emergency Resource Management has become recognized for its ability to keep services current and on the cutting edge in the ever-changing field of EMS. Members of our staff are actively involved in various local and state EMS committees affording us an ability to 'stay in the know'.

As committed and quality oriented field providers and Emergency Service Instructors, the staff of ERM look forward to providing the depth of service that your organization may need to meet the future's challenges. From staffing, to training, to EMS business practices consulting, ERM is ready to meet with you and to discuss how we can help you meet your needs.

**EMERGENCY RESOURCE MANAGEMENT'S
PROFESSIONAL STAFF DIRECTORY:**

Robert Ziegler—President <i>bobzerm@snet.net</i>	Voice Mail Ext. 1
Dave Kosciuk, Field Services Manager <i>davekerm@snet.net</i>	Voice Mail Ext. 2
Administrative Assistant/Office	Voice Mail Ext. 0
(860) 342-0902 Phone	P.O. Box 911
(888) 294-7823 Toll Free	252 Main Street
(860) 342-5480 Fax	Portland, CT. 06480

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.

WHEN STAFFING MATTERS

ERM and Echo Hose Ambulance Partner to Serve the Residents of Shelton!

Originated in 1949, Echo Hose Ambulance has been providing EMS care to the City of Shelton for over 50 years. Although it's inception was in the Shelton Fire Department, Echo Hose Ambulance has poised itself for growth and success by divorcing the fire based system and becoming a non-for-profit, community supported, city affiliated individual entity. Echo Hose Ambulance is committed to leadership as an organization whose excitement, magnetism, and values, attract highly skilled emergency care providers who deliver unsurpassed clinical care in a sensitive environment.

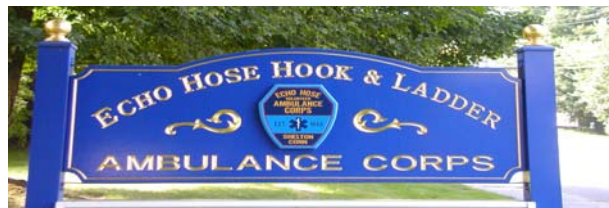
Since becoming Chief in December 2003, Jason Perillo in conjunction with his officers and members have been achieving their goals. These goals include recruitment, retention, development of a First Responder program, and enhancement of their communications systems. Currently, Echo Hose is actively recruiting, focusing highly on the plentiful resources in their high school. On July 26, 2004 Echo Hose Ambulance took over the first responder segment of Shelton's EMS system 24 hours per day.

To better align the organization for success, Chief Perillo also recognized the need to be the exclusive transporting agency 24 hours per day. In the past, due to the lack of available daytime volunteers and the high call volume, Echo Hose Ambulance relied on transportation services from AMR Bridgeport from 6am-6pm Monday—Friday. As Shelton grew, so did its EMS needs and Perillo made a change.

Chief Perillo brought on staff two operations supervisors to provide clinical and administrative oversight Monday—Friday from 6am—6pm. He then launched a search for an organization to staff their agency during those hours. After an extensive interview and bid process by four agencies, ERM was awarded a one year contract to begin on July 26, 2004. ERM currently provides three EMT's, 6am-6pm Monday through Friday. This staffing pattern allows for the immediate deployment of two of their three ambulances. Often times the third ambulance is staffed by available volunteers for back up calls.

ERM and Echo Hose Ambulance have both been extremely pleased with the seamless transition in the Shelton community. It is because of the hard work of the leadership teams, volunteers and employees of both organizations, that the residents of Shelton have a state of the art EMS system.

To learn more about the Echo Hose Ambulance partnership please contact:
Chief Perillo at (203) 924-9211 or via email: jperillo@sheltonems.com.



WHEN STAFFING MATTERS

Upcoming Courses....

◆ PEPP: Pediatric Education for Pre-hospital Providers (BLS)*

PEPP represents a complete source of pre-hospital medical information for the emergency care of infants and children. Developed by the American Academy of Pediatrics, PEPP is an exciting curriculum designed specifically to teach pre-hospital professionals how to better assess and manage ill or injured children

Date: Saturday October 9th, 2004
Time: 8 am - 4:30 pm
Location: Colchester Fire Headquarters,
Colchester CT.

◆ EMT/MRT Recertification Program*

Dates: October 14, 15, 16, 17 2004
Time: Hours vary depending on your recertification requirements
Location: Portland Fire Dept. Co 1
Portland CT.

◆ EMT-Basic Initial Training Program*

Dates: 11/2/04 - 3/5/04
Tuesdays/Thursdays
Time: 7 PM - 10 PM
Location: Marlborough Fire Dept. Co 2,
Marlborough CT.

◆ An Administrator's Top Ten List

Are you a first time officer, Chief or Administrator? If so, even with a proper transition your first few years in the position can be overwhelming. Where does one start? What are the laws, regulations and expectations? Where do you find the information you need? Who do you send it to? How does it work? This session will introduce you to the top ten areas an administrator must be proficient in.

Dates: February 11 & 12, 2005
Time: Varies
Location: EMS: ED/SEM, Radisson Hotel
and Conference Center
Cromwell, CT.

***Pre-registration is REQUIRED!**
Please call 860.342.0902 or visit
www.ERManagement.com

Host Towns Needed

ERM's quest to improve communications amongst agencies and ensure operational efficiency have led us to research and development of a multi-town educational program. We are interested in developing a regional training program, whereby a monthly in service would be presented at host facilities. These in services would support the groups clinical and operational needs. These host facilities would rotate on an as needed basis. Ultimately this program will share the responsibility of training amongst the members. Any agency interested in participating in the program or being involved in future discussions are urged to contact us as soon as possible.

Management Education Track Under Development

It is no secret that many chief's and administrators do not have the leadership training they need to succeed in their positions, elected or appointed. In order to help build your leadership toolbox, we are developing a leadership educational track, designed for the volunteer EMS administration. We are interested in developing this program in conjunction with your input. We need to know how to tailor this program to your needs. We want to form a steering committee for this program. If you or anyone you know are interested, please contact us.

Employment Opportunities

ERM is always looking for qualified candidates for various employment opportunities. Currently, these positions are only on a part time basis. However as our business grows, we anticipate openings in our staffing and education divisions. If you or anyone you know are interested in employment with us, please call for an application or download one from our website.

ERM Sponsors Reception at 9th Annual EMS: ED/SEM

What's the best way to meet new people? Throw a party! So we have decided to host an informal gathering of invited guests at the conference this year. We will provide food, drink and a great networking experience for all EMS leaders from across the state. Stay tuned for more information. Watch the mail for your invitation.

WHEN STAFFING MATTERS

ERM Deploys Cutting Edge Scheduling Software

Beginning October 1, ERM will deploy its' new scheduling software. This software is cutting edge technology being utilized by many organizations in the EMS industry.

Because this software is web based, it allows our employees, clients and management to monitor employee schedules, time and attendance in real time. While not currently operational, our absenteeism notification feature will provide administrators with timely notifications. In addition, the software will monitor and track employee certifications, and qualifications.

Check Us Out On The Web! www.ERManagement.com

ERM is pleased to announce that our website will be live within the next month. This site will provide a communications portal for our employees, management and clients. In addition it will serve as a bulletin board for our training and education division.

The site will provide links to our clients sites, employee information and pictures. In keeping with our mission of supporting the volunteer EMS industry we will publish monthly articles and information that will help to ensure the success of your organization.

Visit us at the 9th Annual EMS: ED/SEM February 11 & 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. Without proper training, tools and resources, it is very difficult to succeed as an administrator, especially on a volunteer basis. This course will present your top ten priorities as you enter office, help you set reachable goals and provide you with resources to ensure your success.

One of the objectives of the program is to enhance the communications between area administrators. This course will provide excellent networking opportunities. Bring your business cards and contact information to share!

Emergency Resource Management
P.O. Box 911 - 252 Main Street
Portland, CT 06480-0911