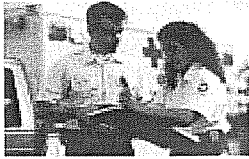
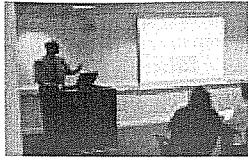


Emergency Resource Management



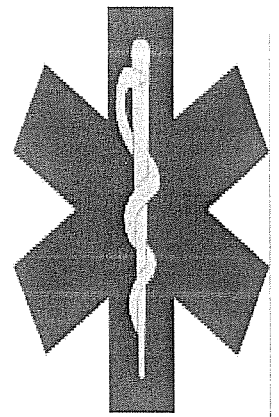
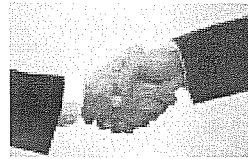
EDUCATION



CONSULTING



STAFFING



“When Staffing Matters”

With Rising Resource Demands and Internal Voids comes Options

“When Staffing Matters”
April 2007

As we embark on our 4th year in business, and continue to validate our passion and commitment for developing EMS as a ‘Profession’, I’m stymied by the phrase that the Annual EMS Conference continues to coin, “*EMS, A Challenged System*”. In many ways this is true, for reasons or circumstances sometimes beyond many of our controls. But in most other circumstances, it could be because we allow it to be, or even dare I say, created it ourselves. Many Officers really never realized that although it’s a volunteer Ambulance, it really needs to be ran like any other professional business. For many services, the strains of countless hours of training requirements, the need to continuously deal with personnel matters, and then recruit new and find ways to retain current members, town budgets, etc., etc., etc. have worn many of you down. We all have many other personal and professional obligations, and the economy today demands we all work longer and harder hours in order to provide for our families. It is often difficult to stay up beat and motivated, to think ‘outside the box’ - and every day becomes just another day to get through. It is a rare organization today that can boast they don’t have any staffing problems, that they make all 1st out 911 calls as is mandated by DPH/OEMS, not using mutual-aid as their staffing fix, and are meeting all other obligations and requirements. Now I don’t want to sound flip, but it doesn’t have to be that way. The outsourcing of staff to a *Staffing Service* like **ERM** is a very viable, proactive and problem solving option. First and foremost, this will assure you meet your primary obligation and responsibility of achieving your immediate 911

coverage obligations. Some outside agency come into their the mark of a proactive and think outside the box to find systems the best way they can. be contracted for any period of the organization. We can be as need, from 1 day per week to this type of service. One, you ‘employee’ related labor is-hired your own employees in- or both of them are out sick or you have to take disciplinary other now become a solo em- your R2 obligations, and who to show up, putting you back *always* assured that your Am- and available for service, and conflicts with Labor Laws. Some services still don’t understand that if you hire your own members as EMS ‘employees’ during the day, that they can no longer be volunteers for you. The law is quite clear that you cannot volunteer for the same company/service you work for. With a staffing firm that is not a conflict, an otherwise Win / Win for both you and your members. Another advantage is you can actually increase your revenue stream by being able to bill for the calls you would otherwise be missing, versus another town reaping the financial benefits. While on duty for you, our employees are professionally dressed in uniforms with your departments insignias, representing you. They are also available to perform misc. P.R. services for you like BP clinics, school visits, CPR classes, etc. In many ways we become Ambassadors of your department for you.



feel it is a failure to allow an Corps. I dare say it is actually progressive Chief or President to ways to fix their own internal The use of a staffing service can time negotiated by the town or temporary or permanent as you 7. There are many benefits to are not having to deal with any sues. For instance, if you have house, what do you do when one injured or on vacation, etc.? Or actions against one of them? The ployee, who is now not meeting waits and hopes for a volunteer at square 1. With **ERM** you are bulance is continuously covered without any labor headaches or

Another distinct advantage and example of the flexibility and capabilities of a staffing firm is its abilities to supplement staff for stand-by’s or other events that otherwise put a strain on your service. If you have difficulties covering sporting events like football games, large town events, fairs, etc., **ERM** can discuss a ‘Per Diem’ type service contract. And with the new Mass Gathering regulations being promulgated and the use of stand-by’s being reviewed, the time to consider this and get ahead of the curve is now. So if you too are stymied on how to address your services staffing issues and want to avoid the above opportunity for a photo op, all you have to know is that guidance and professional assistance is no more than a call away.

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