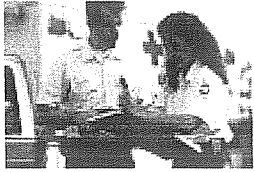
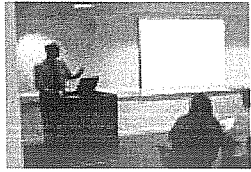


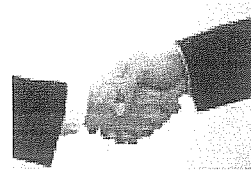
Emergency Resource Management



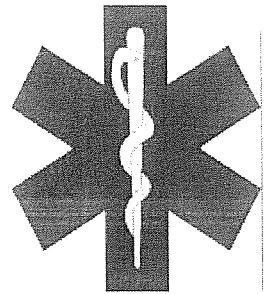
EDUCATION



CONSULTING



STAFFING



"When Staffing Matters"
December 2009

"NEW HARTFORD AMBULANCE OVERWHELMINGLY SUPPORTS SWITCH TO ERM"

At their December monthly meeting New Hartford Ambulance voted overwhelmingly to switch from their current staffing vendor which they 've had since 1998 to *ERM*. New Hartford, an Intermediate level service answers approx. 900 calls per year. *ERM* will start serving New Hartford on January 4th, 2010. This now brings the number of current *ERM* clients to seven, 5 BLS and 2 ILS, with a staff of nearly 80 employees providing over 1000 man hours of staffing per week. *ERM* also boasts a current Mod Rate of less than 1.0 and an attrition rate of less than 10%.

If you 're considering staffing for your upcoming budget year, or would like to discuss with or compare *ERM*'s services, we will be happy to meet with you or your Board for a confidential analysis and comparison.

ERM To Open an EMT Practical Exam Testing Facility

With OEMS no longer providing a forum for New EMT students to receive their final practical testing, and the burden of this practical testing resting with the individual EMT Course Coordinator/Instructor or other entity, *ERM* is happy to announce that we as "Exam Coordinators" will be providing an Independent Testing Facility for such testing. This facility, centrally located in Portland, will be available initially on the 3rd Saturday of the month, from 0900 to 1300 hrs., but depending on individual course instructor needs and schedules we may be able to accommodate other dates if needed. Testing of up to 50 candidates per day is possible with plenty of free parking. The testing is limited to EMT Initial and retake stations only at this time, but arrangements can also be made for EMT/MRT refresher classes as well as MRT Initial courses if needed.

Our facility will have 6-12 stations completely set up and available for use each testing day, depending on the exam class size that day, and will meet all current State and National Registry station testing requirements.

Accommodations can be made for those EMT students wishing to be victims and help defray the costs of their own practical day evaluations. Accommodations can also be made for those Course Instructors wishing to defray costs by bring their own group of approved practical evaluators for their exam versus using those of *ERM*.

ERM is not acting as a 'Chief Examiner' for these exams. Chief Examiners oversee the testing process to assure all exam requirements are being met per State protocols. *ERM* will be aligning however with Chief Examiners in an effort to assist the EMT Course Coordinators with a one stop shopping capability. As the Exam Coordinator *ERM* will only be providing the facility, equipment and staff, when contracted to do so, for the testing process and will work closely with the State OEMS and the Chief Examiners to assure a professional testing environment and atmosphere is achieved.

Course Coordinators/Instructors would simply call **ERM** to schedule an Exam Date. Once confirmed you would then coordinate with the State and the Chief Examiner.

Those EMS Professionals interested in being exam evaluators or ancillary staff can simply call or email **ERM** and we will be happy to discuss opportunities with you.

Participants must have:

1. A current Connecticut EMT (or higher) Certification
2. A desire to work in a testing environment one or two times per month
3. Availability on Saturdays (pre-scheduled) from 8am-1pm
4. The ability to provide objective evaluation of EMT candidates
5. No other conflicts of interest or alignments with any students or current course instructors
6. Those MRT's interested in participating can be used as exam victims if interested

With education being one of **ERM's** core missions, **ERM** looks forward to working with area Instructors in providing a stress free, professional environment for the testing of entry level EMT candidates.

For more info and fee's, call **ERM** at any time. We will have additional info posted on our website soon.

ERM's President officially seated on State's EMS Advisory Board

After the last couple years of regularly attending the monthly EMS Advisory Board mtg.'s, and participating just without voting, and after being appointed to the Legislative Sub-Committee of the Board, finally as of the December 2009 Board mtg. Bob will now be an official voting member. It's an exciting time and an exciting opportunity. We're in the midst of currently revising the OEMS Regulations and now this seating has an even greater meaning. If anyone has any issues they'd like brought to the Board at any time, don't ever hesitate to bring them to my attention, I will do my best to represent your needs.

ERM is once again invited to speak at the EMS Conference in March

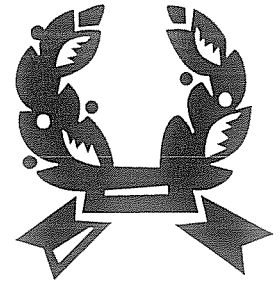
Aside from having a vending booth again for the March 19 & 20, 2010 EMS Conference, **ERM** has been asked to lecture again as well. We will be putting together another 'Administrators' related track of topics and are also working on having an Attorney and/or HR Specialist co-present with as well about HR and DOL related issues that Do impact Volunteer services in many different ways.

Did You Know???

If you are using one of the New Power Stretchers, at least from Stryker, and your Ambulance gets into an accident which as a result incurs forces of greater than 2200 lbs. of force, did you know Stryker will no longer cover the stretcher, even if it was not otherwise directly involved in the accident? The stretcher actually has to be declared on the Insurance report, destroyed and replaced, even if it's still under warranty! To learn more about this and other equally important issues be sure to attend our presentation an the EMS Conference. If you need to know more immediate info, feel free to call our office anytime.



AWARDS AND ACCOLADES



“ERM’S PRESIDENT SELECTED TO SERVE ON NFPA TECHNICAL COMMITTEE”

Bob Ziegler, President of Emergency Resource Management, was recently selected to serve on the National Fire Protection Association 's National Technical Committee (NFPA 450) - ' *Guide for Emergency Medical Services and Systems* ' as a Principal Member. This just further exemplifies Bob ' s continued commitment and dedication to the EMS system as well as his perceived value to the EMS system and community as a whole.

This committee has the primary responsibility for reviewing revising and establishing documents and standards on training and education requirements for personnel, personal protective equipment, health and safety programs and quality assurance programs which incorporate physicians and the community planning process as well as any related documents relating to Emergency Medical Services.

Meetings for this committee are held periodically over the course of a year and are held throughout the country.

Should anyone have any thoughts, suggestions, ideas that would be of value to this Committee, don ' t hesitate to let Bob know as everyone in EMS has a stake in the system.

ERM Receives Patriot Award from U.S. Department of Defense

It ' s an incredible honor to receive the *Patriot Award*. In these times of military conflict, *ERM* recognizes the immense sacrifices that our military men and women and their families make every day. To be nominated for this award by one of our several employee ' s still serving is a testimony to *ERM* ' s commitment to its *Team/family* members in uniform.

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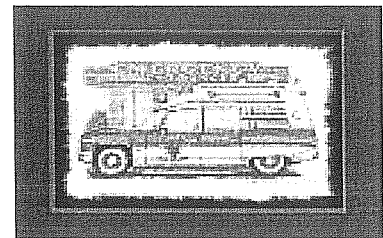
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Employment Opportunities

Interested in some part time opportunities? ERM is always looking for quality EMT-B's, EMT-IV Tech.'s and Instructor's for part time and per diem employment.

Go to our website www.ermanagement.com, download an application today, and start an excellent and rewarding professional part time job today.



Looking for some quality training services for your department? ERM can offer a wide range of courses, from EMS to OSHA related.