

## WHEN STAFFING MATTERS

### FROM THE PRESIDENT



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#### We're on the Web!

[www.ERManagement.com](http://www.ERManagement.com)



### *Good Hygiene, Good Manners, Proper Etiquette? You Make the Call!*

We should all be at the point where no-one should have to remind us to hold the door for another person, to say *Please* and *Thank You*, or to cover our mouths when we sneeze or cough—or do they?

We are at a point of concern this year with the impending flu season upon us, and the reported lack of vaccine—though it appears that the crisis may actually be over with the latest shipments of available vaccines. Should however there still not be enough to go around, EMS services should be aware that a viable alternative to the flu shot is the FluMist. Since overwhelmingly I would guess most EMS personnel fall into the healthy 18-49 year old range, perhaps this should be encouraged for appropriate EMS personnel and FluMist availability should be explored with your local HCP. This does not however negate our obligation for proper hygiene, manners and etiquette. EMS / First Responder services need to encourage strict adherence to established infec-

tion control policies and procedures, to include liberal use of PPE and compliance with universal precautions., especially hand washing. The single most effective way we can minimize the spread of germs and infections is through hand washing. In fact, in the news recently the Catholic Church has encouraged parishioners not to shake hands or accept communion if there is a concern for spread of germs. The First Selectman in Southbury was on the news for his campaign to combat the spread and bring awareness by not shaking any ones hands. In fact, several years ago there was a local school district whose student and faculty populations were almost wiped out in the first few weeks of school with either conjunctivitis or strep throat—all spread through hand shaking. Hopefully, with the recent SARS scare, most all dept.'s have integrated these concerns into their required Respiratory 'Airborne Pathogens' Exposure Control Plan and you annually are reviewing addressing these issues, incl. the use of the N95 respirator, hand washing and reverse isolation protocols. Should you need any assistance in these areas, do not hesitate to call.

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

Robert Ziegler—President <a href="mailto:bobzerm@snet.net">bobzerm@snet.net</a>	Voice Mail Ext. 1
Dave Koscuk, Field Services Manager <a href="mailto:davekerm@snet.net">davekerm@snet.net</a>	Voice Mail Ext. 2
Melissa Bierowka Administrative Assistant / Office	Voice Mail Ext. 0
(860) 342-0902 Phone (888) 294-7823 Toll Free	(860) 342-5480 Fax <a href="mailto:erminfo@snet.net">erminfo@snet.net</a>

**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

## ***Is Your Organization in Compliance with CGS Sec. 19a-181b?***

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.

ERM recently completed a program/system evaluation on a regional Paramedic service in the state. One area of the evaluation specifically focused on response times. Although we were able to measure the response times of this particular organization, there were no set parameters by many of the municipalities serviced by this group. The lack of established agreements outlining performance standards allows for the paramedic provider 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?

Emergency Resource Management is well versed in Sec. 19a-181b, and the development of local EMS plans. We are prepared to partner with any agency that is willing and ready to get into compliance with this law. ERM has two options available to suit your needs.

The consulting division of ERM is available to partner with you and your EMS system components to develop your plan, agreements, and performance standards. This plan would be specific to your system and help enhance communications between all municipal and local agencies. We would also assist you in completion of your Self-Assessment Checklist.

The second option we have available to you is our Local EMS Plan Template Kit. We have developed a CD based template with directions for completion for you to follow and complete on your own. This template includes a generic plan which must be customized by you and performance agreements that must be adapted to your system components.

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. We will be available to discuss your departments specific needs at anytime. Please call us soon for a free consultation.



*'Happy Holidays' From All of us  
At Emergency Resource Management*

# WHEN STAFFING MATTERS

## Upcoming Courses....

### ◆ EMT/MRT Re-certification Course\*

Dates: Feb. 24-27, 2005  
Time: varied  
Location: Portland Fire Dept. Co 1  
Portland, 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: per Itinerary  
Location: EMS: ED/SEM,  
Radisson Hotel & Conference  
Center - Cromwell, CT

#### **\*Pre-registration is REQUIRED!**

Please call 860.342.0902 or visit:  
[www.ERManagement.com](http://www.ERManagement.com)

Looking for guest speakers? Need to spice up your training programs? We can develop a training program or individual lecture to meet whatever your needs are.

## Chatham Health District Partners with Emergency Resource Management

ERM is proud to announce being awarded its 2nd administrative grant award. ERM will be partnering with the Chatham Health District supplementing their Bio-Terrorism planning efforts of their district including development of a local health alert network, education, training, drill development and risk communications.

We are excited about our growth in our management service capacity and the addition of Chatham Health to our client list.

## 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 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.

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!

## Watch Your Mail for An Exclusive Invitation to the Connecticut EMS Chief's Social Hour

Emergency Resource Management is pleased to host the first ever social hour exclusively for Connecticut's EMS Leaders (Chief's 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 will be mailed mid January.

# WHEN STAFFING MATTERS

## **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.

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

## **The National EMS Scope of Practice Model Presentation**

The CT OEMS, CT EMS Advisory Board with generous support from:

EMS: ED/SEM Foundation, Inc. and  
The St. Francis Hospital and Medical Center  
are pleased to present:

Dan Manz, EMT-I  
Director, Vermont EMS  
Principal Investigator for the  
National EMS Scope of Practice Model Project

Friday, January 7, 2005

9:00 AM to 1:00 PM

St. Francis Hospital Chawla Auditorium

This document, and its proposed changes may have a significant impact on you and your EMS services.

- ◆ Review the evolution of the document to date ([emsscopeofpractice.org](http://emsscopeofpractice.org)) Be Prepared!;
- ◆ Discuss the implications of, and expectations of, the document;
- ◆ Ask questions regarding the model's development and offer your thoughts and ideas.

To RSVP (by 1-3-05) or for  
additional information:

Contact Kevin Brown

E-mail: [kevin.brown@po.state.ct.us](mailto:kevin.brown@po.state.ct.us)