

EAST HAMPTON AMBULANCE ASSOCIATION, INC.

4 Middletown Avenue
PO Box 144
East Hampton, Connecticut 06424

Multi Year Plan 2025 - 2028

February 24, 2025

MULTI YEAR PLAN - COMMITTEE PARTICIPANTS

Board of Directors

- Debra Mayer, President
- Nancy Brown, Vice President
- Lori Lanzi, Secretary
- Alan Hurst, Treasurer
- Kevin Kiely, Member at Large
- Elizabeth Whitty, Member at Large
- Vacant, Member at Large

Non-voting Members

- Donald Scranton, Chief of Service, Ex Officio Member
- Tim Feegel, Town Council Liaison
- Vacant, Board of Finance Liaison

Finance Committee

- Alan Hurst, Board Treasurer, with 40 years of financial experience
- Elizabeth Whitty, Board Member, with over 20 years of EMS experience
- Ted Hintz, Jr., Volunteer, Certified Public Accountant & Certified Financial Planner
- Donald Scranton, Chief of Service, Ex Officio Member

East Hampton Ambulance Association

- Donald Scranton, Chief of Service
- Madison Starr, Assistant Chief

Town of East Hampton Survey Management

- Cathy Sirois, Executive Assistant

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Introduction and Background

Introduction

The Ambulance Task Force and Board of Finance has requested a multi-year plan from the East Hampton Ambulance Association (EHAA) before considering any additional funding. This document will provide the necessary information to ensure the long-term sustainability and operational success of the EHAA.

Background

In 2021, the EHAA requested \$600,000 in ARPA funds for staffing which was rejected due to ineligibility. In 2022, a comprehensive review of the organization was conducted by the Holdsworth Group. In April 2023, the EHAA transitioned to paid staff. This change was implemented to support operational sustainability and address challenges identified in the Emergency Medical Services (EMS) Agency Review written by the Holdsworth Group. In June 2023, the Town Council allocated \$280,000 from ARPA funds to EHAA to pay off a loan for a new ambulance. In 2024, after funding for EHAA was removed by the Board of Finance, the Town Council allocated \$52,000 from other accounts to assist with operational expenses of the EHAA.

Organizational Structure

Board of Directors

The property and affairs of EHAA are managed by the Board of Directors, with the Chief of Service being the only employee of the Board of Directors. The Board of Directors consist of 7 (seven) voting members, Chief of Service is an ex officio member, and up to a total of 2 (two) Town Liaisons consisting of one individual coming from the Town Council and one from the Board of Finance. The Chief of Service, Town Council and Board of Finance Liaisons are considered non-voting members of the Board of Directors. The Board of Directors draws from expertise in EMS, finance, community engagement, and nursing to ensure balanced financial planning and oversight.

EHAA Members

- 47 total members (42 active), including paid employees and volunteers.
- Key operational roles: Chief of Service and Assistant Chief
- Supporting Staff Members: Special Events Coordinator, Safety Officer, Equipment Coordinator, Vehicle Engineer, EMS Coordinator, and Training Coordinator

Staffing Structure (*job descriptions attached*):

- **Chief of Service and Assistant Chief:** In combination work 38 hours/week on average at \$26/hr.
- **Per Diem Employees:** Rates range from \$19 to \$21/hr, based on position and qualifications.
- **Volunteer Incentives:** This is a program in which volunteer members must complete a minimum of 24 hours per month in order to receive an incentive. Volunteer Incentive Members accrue points per month and those points are then multiplied by an incentive point value. Volunteer Incentive Members receive a yearly stipend from the Town of East Hampton for \$1250.00.
- **Volunteer Members:** These individuals volunteer a minimum of 24 hours per month with no pay or incentive received. Volunteers receive a yearly stipend from the Town of East Hampton for \$2500.00.
- **Training & Probationary Members:** Probationary members earn \$20/hr during training, and \$21/hr after completing training and driver certification.

Annual Call Volume & Response Times

Year	Calls for Service	Average Response Time (includes Mutual Aid calls)	Average Calls less than 8 minutes	All Calls Went to Mutual Aid	First Calls Went to Mutual Aid
2024	1227	8 minutes 43 seconds	39%<8 minutes	3.18%	1.06%
2023	1184	10 minutes 40 seconds	29%<8 minutes	8.61%	4.22%
2022	1037	14 minutes 49 seconds	15%<8 minutes	7.33%	3.18%

Response time defined as total time from the ambulance being dispatched to ambulance arriving on scene.

Facility and Equipment

Facility Overview

EHAA operates out of a 3,000 sq. ft. facility located at 4 Middletown Avenue, East Hampton, since 2005. Our lease agreement with the Town was renewed in October 2023 at \$1 per year and provides essential facilities, including dorms, a kitchen, meeting rooms, a training room, and a three-bay garage for the ambulances.

Vehicle Inventory

EHAA has maintained a policy of replacing the oldest ambulance every five years, resulting in a fleet with a typical lifespan of ten years. With the addition of a third ambulance, the replacement cycle has shifted to a seven- to eight-year timeline for each vehicle. (Ambulances: 2012 F450 Lifeline; 2017 F450 Lifeline; 2022 F550 AEV Type 1 Platinum X-Series; and a 2018 Chevrolet Tahoe)

Finance Committee

Please see attached Fiscal Year 2025-2026 Budget and Ambulance Budget Assumptions and Thoughts.

Strengths

- **990 Tax Returns:** Annual filing by Hintz & Company LLC.
- **Efficient Fleet Operations:** The current fleet is sufficient to meet operational needs.
- **Dispatch:** EHAA operates in a cooperative manner with the professionally trained Glastonbury Dispatchers who provide emergency medical dispatching and deploy the appropriate resources based on the Town's EMS system. This ensures an efficient and effective emergency response.
- **Billing Company:** EHAA utilizes the services of Shared Response, a professional billing company with over 33 years of experience in the industry that is based locally and serves the majority of Middlesex County. Shared Response continues to maintain a high collection rate and works collaboratively with a collection agency to ensure comprehensive follow-through on outstanding accounts, thereby optimizing revenue recovery for EHAA.
- **Community Engagement:** EHAA's members are involved in various community outreach activities such as CPR training, AED awareness, and participation in public events.

- **Operational Excellence:** EHAA maintains state-of-the-art medical equipment and consistently meets state and federal regulations.
- **Required Reporting:** EHAA composes and submits the required EMS Plan every five years. This plan assists in ensuring that the residents of East Hampton receive prompt and safe emergency care, and encompasses all EMS including Police, Fire, and Paramedics. The Association's license to provide emergency medical services is renewed annually, ambulances are inspected by the State of Connecticut bi-annually, and all Members maintain up-to-date certifications required.
- **Program Initiation:** EHAA initiated the honor of the Town of East Hampton being designated as a HeartSafe Community in 2010. EHAA spearheads this community wide initiative to train civilians in CPR, renewing this designation through continued training.
- **Response time:** Responses times have decreased from 14 minutes 49 seconds in 2022 to 8 minutes 43 seconds in 2024.
- **Training:** Members meet, or exceed, state required training levels, reinforcing their professionalism and preparedness.

Weaknesses

- **Inconsistent Funding Sources:** Reliance on ARPA funds, insurance reimbursements, and lack of town support can lead to instability.
- **Financial Oversight:** Board of Directors needs more transparency and communication between them and the Chief of Service to ensure that the board has a thorough understanding of the Association's financial health and can make informed decisions.
- **Staffing Challenges:** Limited outreach to surrounding towns for recruiting EMTs and EMRs could affect staffing levels.
- **Policy and Procedure Gaps:** No formal tracking system for updates to policies and procedures.
- **Lack of Competitive Pay & Employee Benefits:** Listed below are surrounding towns pay and benefits. Note: Individuals are seeking full-time work that includes benefits first.
 - ◆ *Middlesex Health:* Starting pay \$22/hr for EMT, increased based on experience. Benefits include medical, dental, vision, paid time off. Shift differentials: Evening \$2.63, Nights \$3.68, Weekend Evening \$5.25, Weekend Night \$7.09
 - ◆ *AMR Hartford:* Starting pay \$24.09 (Shift differentials). Benefits include insurance, retirement, paid time off.
 - ◆ *East Haddam:* \$21 and \$25 for FTO. No benefits.
 - ◆ *Hebron:* Firefighter/EMT - \$21.26 - \$24.87, EMT - \$20.00
 - ◆ *Haddam:* \$21
 - ◆ *Granby:* PT \$25
 - ◆ *Ellington:* PT \$25
 - ◆ *Rocky Hill:* \$23.50
 - ◆ *Simsbury:* \$22.00 - Benefits include health, life, paid time off, dental, vision at no cost for individual, additional for family members to be included and retirement after 1 year of FT employment.
 - ◆ *Woodstock:* \$22.06 - Benefits include paid time off and retirement plan.

Plans for Growth

1. Finance Committee

- Has developed an operating budget for FY 2025-2026 and identified cost savings opportunities.
- The Finance Committee worked with the Chief of Service to collect relevant data for analysis.

2. Revenue Generation

- Initiate a targeted letter campaign to local residents explaining the value of EHAA services.
- Explore additional funding sources (e.g., grants, fundraising events, donor engagement strategies).
- Exploring charging neighboring towns (e.g., East Haddam, Marlborough, Colchester) when borrowing our ambulance when theirs are unavailable.
- Exploring reimbursement opportunities for non-emergency and inter-facility transport services.

3. Board Oversight

- Assess whether a part-time or full-time Chief of Service is more cost-effective and operationally sound.
- Improve the oversight and transparency of financial records, especially for the Board of Directors, as well as ensuring alignment between expenditures and the budget.
- Develop a standardized monthly report from the Chief of Service to utilize for Board of Directors monthly meeting.
- Add a non-voting member to the Board of Directors, elected by EHAA members annually.

4. Association Restructure

- Revise the Policy & Procedure Committee to include additional key staff and Board of Director members.
- Work together to implement a structured review process for policies and procedures and ensure changes are formally presented to the Members and communicated to the Board of Directors.
- Enhance checklist for building tasks to improve operational efficiency.
- Restructure training program for members to reduce external training costs.
- Board of Directors meeting agendas and minutes are now published on the EHAA webpage and posted in the building to enhance communication.

5. Staffing

- Form a recruiting committee to enhance volunteer engagement.
- Develop an internship/explorer program in partnership with local schools to encourage youth participation in EMS.
- The third shift has lowest call volume that is costing \$107,165 a year to cover the shift. We need to discuss with the Town the possibility of helping cover this shift.
- Review and restructure Probationary member training.
- All per diem members should be required to cover a weekend shift monthly.
- There are 69 EMTs, 23 EMTs in pending status and numerous EMRs in Town, that could be used for drivers that we will try to solicit.

EHAA Members Survey Results

A survey was conducted among EHAA members in January 2025, which aimed to gather feedback on various organizational issues. The survey results are being reviewed in detail by the Board of Directors, along with the Chief of Service and Assistant Chief. All concerns and areas of improvement will be addressed at a membership meeting. Thirty-two (32) members completed the Survey.

Conclusion

This multi-year financial plan provides a roadmap for the sustainability and growth of the East Hampton Ambulance Association, Inc. By focusing on strengthening financial oversight, diversifying income sources, and enhancing recruitment and training programs, the EHAA will be better positioned to continue providing high-quality emergency medical services to the community.

Attachments

- * Fiscal Year 2025-2026 Budget
- * Ambulance Budget Assumptions and Thoughts
- * Survey Results
- * EHAA Job Descriptions

**East Hampton Ambulance
Proposed Budget
2025-2026 Fiscal year
TO BE VIEWED WITH NOTES**

May '25 - Apr 26

Ordinary Income/Expense

Income

Contributions Income

Donation - Annual 5,000.00

Donations - Drive 20,000.00

Town Support 25,000.00

Contribution in lieu of Stipend 0.00

Contribution towards 3rd shift 108,000.00

Total Contributions Income 108,000.00

Services 617,647.00

Haddam Neck 8,000.00

Special events & Standby 2,000.00

Total Income 760,647.00

Gross Profit 760,647.00

Expense

Ambulance Expense

Insurance Auto - Renewal 9/25 17,500.00

Repairs/Maintenance 20,000.00

Total Ambulance Expense 37,500.00

Building Expense

Cleaning 3,250.00

Electricity 8,000.00

Heating 6,600.00

Insurance 11,000.00

Landscaping 6,000.00

Refuse Collection 1,100.00

Repairs & Maintenance 2,500.00

Security 700.00

Supplies 350.00

Water & Sewer 600.00

Rent to Town 1.00

Total Building Expense 40,101.00

Communications

Radio Repairs/Maintenance 500.00

Total Communications 500.00

EMT Expenses	
Advertising & Promotion	4,000.00
Appreciation	3,000.00
Cable/Internet	5,000.00
Donations	0.00
Scheduling software	2,600.00
EMT Class Reimbursement	0.00
EMT Training	5,000.00
Gym	580.00
Membership Background Check	0.00
Uniforms	2,000.00
Worker's Comp	23,542.30
EMT Expenses - Other	0.00
Total EMT Expenses	45,722.30
Medical	
Bio-Hazard Waste	1,800.00
Equipment Repair	400.00
Paramedic	19,000.00
Supplies Medical	
	Gases O2 2,500.00
	Supplies Medical - O 20,000.00
Total Supplies Medical	22,500.00
Total Medical	43,700.00
Office Expenses	
Bank Service Charges	0.00
Billing Service	43,235.29
Computer Expense	1,500.00
Copier Maintenance	0.00
Licenses and Permits	80.00
Postage	120.00
Software Expense	7,380.00
Office Supplies	3,000.00
Telephone	8,000.00
Total Office Expenses	63,315.29
Payroll	
Chief	58,000.00
EMT Per diem	220,180.00
EMT VIP 2024 34,556	60,000.00
EMT - Probe	41,600.00
CT Sick Pay	15,225.00
Total Payroll	395,005.00

Payroll Taxes	
FED UNEMPLOYMENT	1,850.00
FICA	30,217.88
STATE UNEMPLOYMENT	9,000.00
Total Payroll Taxes	<u>41,067.88</u>
Professional Fees	
Accounting	4,750.00
Payroll Service	5,400.00
Total Professional Fees	<u>10,150.00</u>
Scholarship Expense	0.00
Total Expense	<u>677,061.47</u>
Net Ordinary Income	83,585.53
Other Income/Expense	
Other Income	
Interest Income	10,000.00
Other Income	0.00
Total Other Income	<u>10,000.00</u>
Other Expense	
Depreciation	93,500.00
Other Miscellaneous Expense	0.00
Total Other Expense	<u>93,500.00</u>
Net Other Income	<u>-83,500.00</u>
	<u>85.53</u>

Ambulance Budget Assumptions & Thoughts

Contributions

- Contributions are broken down into two categories.

- Normal annual contributions
- Added a Classification for a drive. We think that this will net about \$20,000 based on other town reports.

Town Support

We ask that the Ambulance Association ask the town to cover the 3rd shift. The lowest volume. They also have been paying the stipend for years that can now be replaced partially with covering the 3rd shift.

Services

We took average call income for the past couple of years along with contractual increases and estimated some possible reductions coming. We also increased billed call volume by 10% as that seems to be the trend.

Haddam Neck

The Town of Haddam provides \$160,000 in funding to the Haddam Ambulance Association. We estimated at 200 per call and used last year's call volume of 40 calls.

Special events

We have put a placeholder of \$2,000. In the past some organizations have been paying the EMTs directly. This will now pass through payroll, grossed up so that there is no cost to EHAA.

Ambulance repairs and maintenance

Four-year average, excluding the new motor for 4A, was \$15,000. This year to date is at \$16,000. We settled on an estimate of \$20,000. The only question is 4B, but that is a topic for discussion as it is increasing in mileage and may require additional work. 4A is basically new and should only require routine maintenance.

Repairs and Maintenance

Reviewing repairs and maintenance accounts includes various posting items such as furniture and other one-time purchases. The board will monitor those purchases and account for basic repair items. May add a category for upgrades.

Supplies

Will monitor this. Past activity included one-time purchase items such as cameras and storage cabinets and some office supplies that I would classify as administrative rather than building.

Advertising

We increased the advertising budget to include some expected expenses for:

- Recruitment
- Donation Drive

Appreciation Dinner

We agree that showing appreciation for volunteers and staff is important. With the transition from volunteer to paid staff this may change some additional things that we used to do for pure volunteers. The board needs to decide how and what that should be.

Cable and Internet

The Comcast bill has been increasing. We will be exploring alternative options for service.

Training

It is usual and customary to help with recertification for EMTs. We will investigate the possibility of holding a training class to try to reduce pay for various online or outsourced training programs.

Paramedic

Used a four-year average. This is a pass through from revenue.

Supplies

Gas-Oxygen

- Used a four-year average.

Medical supplies

- We will spend the year evaluating consumables versus Medical Supplies with an extended life. Likely will break out into two separate line items to plan better for multi year life items.

Billing services

- 7% of services plus minimal credit card fees on private pay.

Software

EMT scheduling is separated out. Included ESO under software.

Telephone

Used current amounts and had discussion about contacting the carrier and consolidating services or going to virtual fax.

Payroll

Chief

- Left at what was previously budgeted.

EMT Payroll – Divided into three categories totaling 17,520 hours (2 people 24/7, 365 days)

1. EMT per diem

Wages for the per diem are calculated less VIP and Volunteer hours worked.

2. EMT VIP

Used last year's hours at \$14 per hour based on the point system.

3. Probationary Employees

Calculated at 40 hours a week at \$20 per hour.

CT Sick leave

We used a total of:

EMT Coverage $48 \times 365 = 17,520$

Probationary Coverage $40 \times 52 = 2,080$

Chief $40 \times 52 = 2,080$

Grand total 21,680 hrs. you get 1 hour for every 30 hours up to max of 40. Most are under 40 so just used 725 hours at \$21.

State Unemployment

The current rate is 1.1%.

Workers' compensation

The rate per hundred used was \$5.96.

Payroll Processing Fees

Fees based on current rates charged by Prime Pay

General comments:

As we all know, the goal is to provide the best level of care for our residents while still being able to stay afloat. After reading the surveys and taking a deep dive into some of the expenses, it is evident that the organization MUST reduce costs and raise income.

We have taken the approach of looking at each expense item to try to determine if it is related to a for-profit service or a volunteer service. In a volunteer service there are more funds to be expended because there is much less payroll and the town pays the stipends. This is what we have come up with as a starting point for the board to start its discussions.

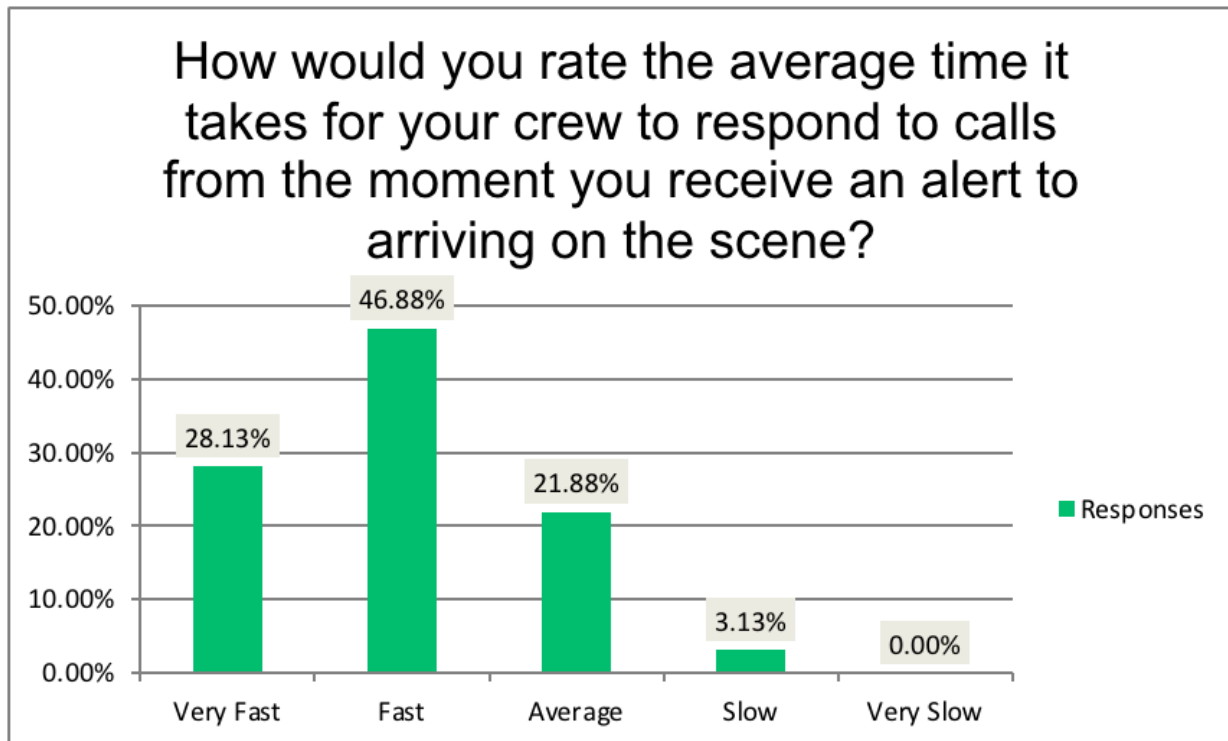
After reviewing all the data, we think there are a few issues:

1. The third shift has the lowest call volume, which costs \$107,165 a year to cover the shift. We think we need to discuss this with the town to help cover that shift.
2. Probationary members and training: The scheduling for the probationary members does not seem to be efficient. We have added a Training Supervisor, at no additional cost, so that probationary members are scheduled with a senior EMT that has the ability and is comfortable to train. We have spoken about the possibility of utilizing other services with higher call volume to reduce the time needed to get new EMTs up to speed. When reviewing the two years of schedules there are times when a probationary member was the sole member on shift and they, by EHAA policies, cannot complete a call. This can put both the association and the EMT at risk as the State can hold them responsible if there is an issue and they do not complete the call. State says once you are licensed you are good to go.
3. There has been a lot of additional shift coverage during the week and the weekends are left short. We will explore having all per diem members cover a weekend shift monthly.
4. We pulled the EMTs from the state licensing website and there are 69 EMTs, 23 EMTs in pending status and numerous EMRs that could be used for drivers that we should try to solicit. Some of them may crew for other companies (some for East Hampton) and may be able to assist on second calls or overnight calls.
5. We did not address the expenses for replacing the older equipment of inventory control systems. They are also integral to a balanced budget and ongoing operations.

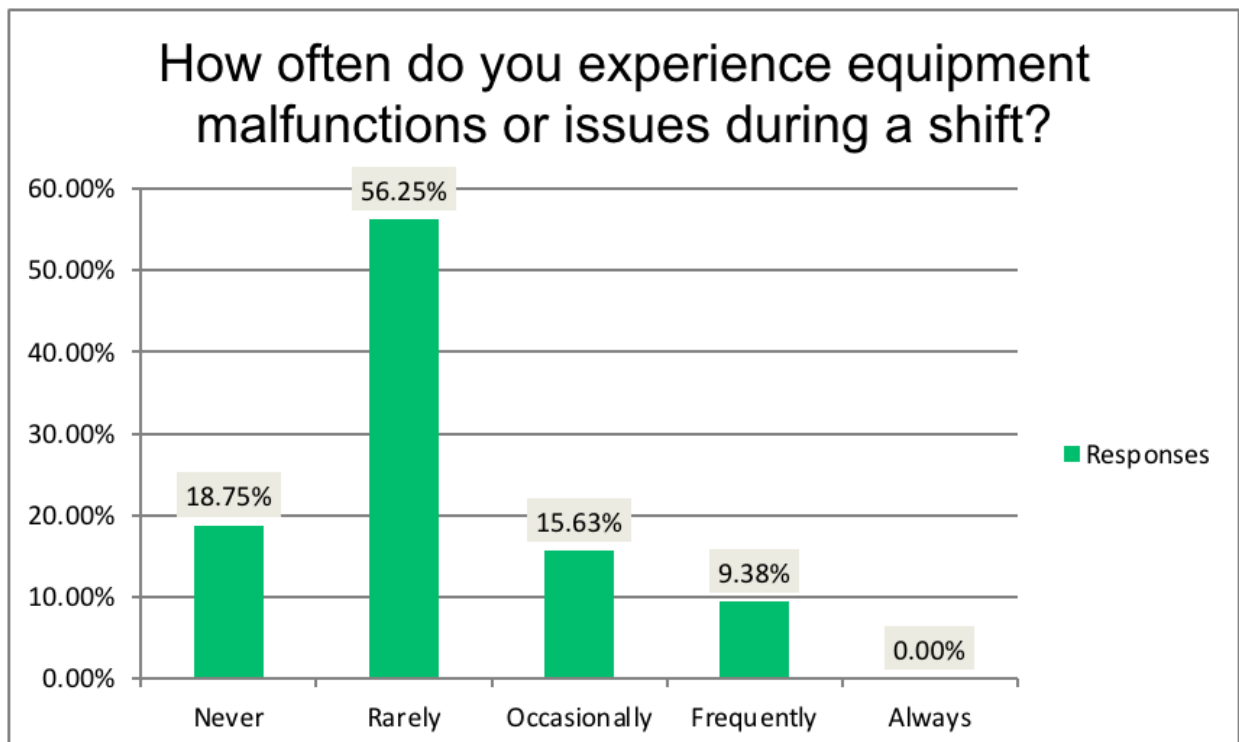
6. We will be exploring the procedures for applying for inter facility transfers or the costs associated with. We do think we have additional equipment that would be able to be utilized for this service and should be looked into.

East Hampton Ambulance Association Member Survey Results

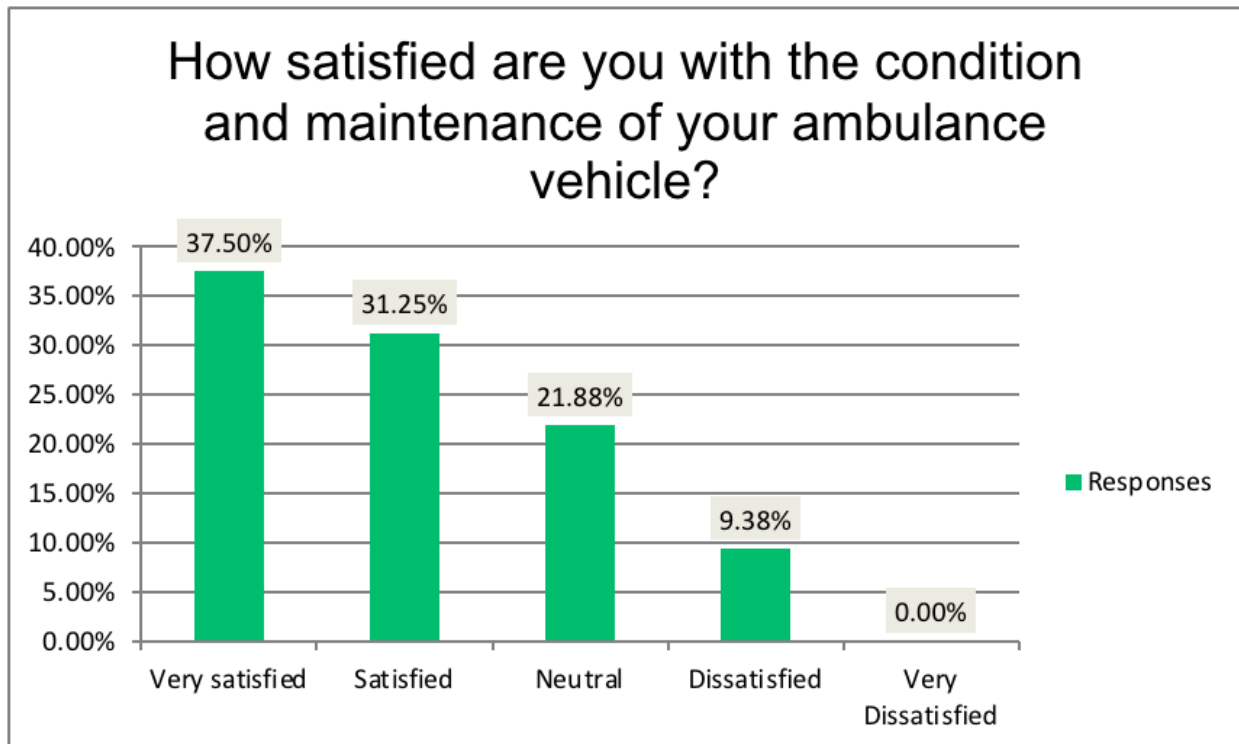
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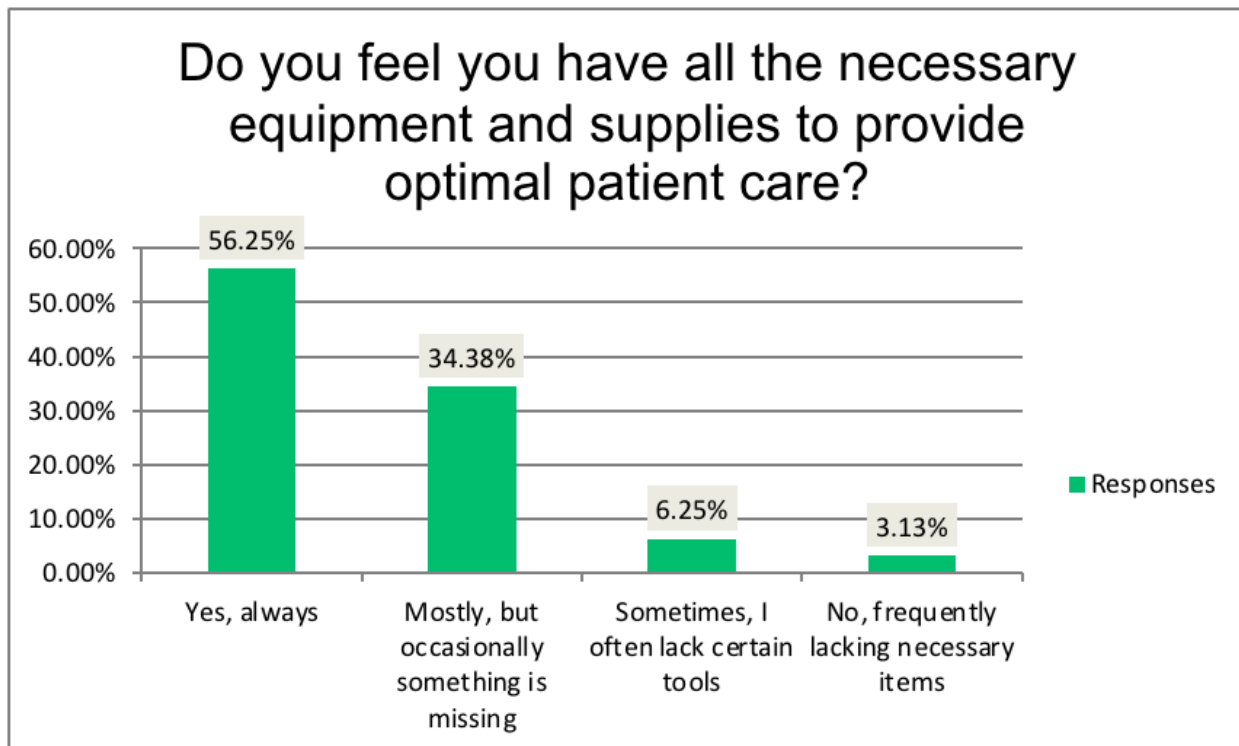
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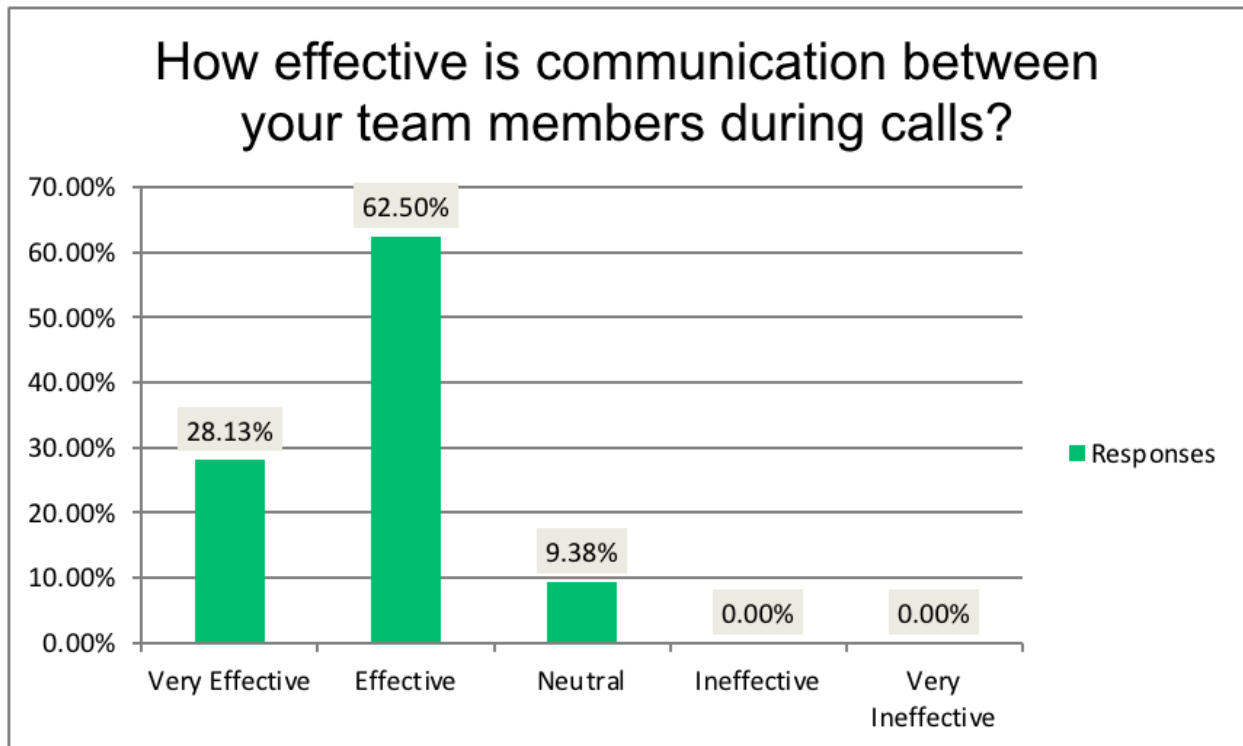
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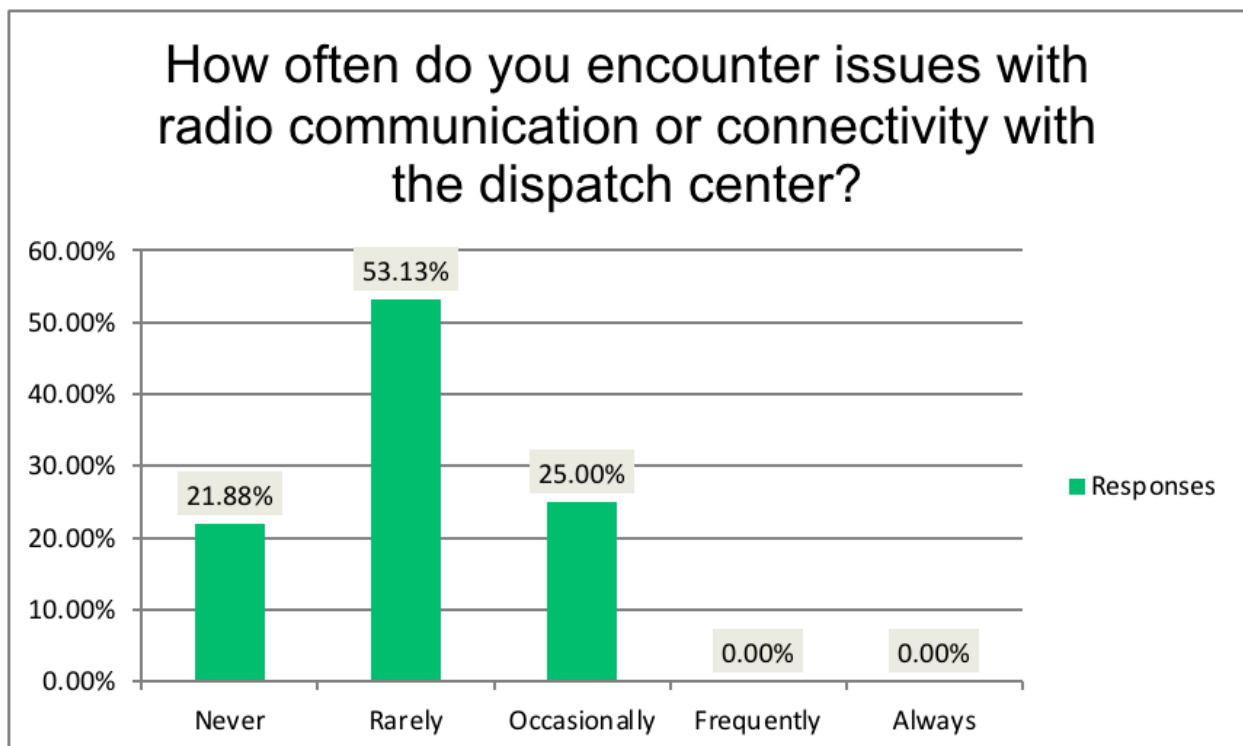
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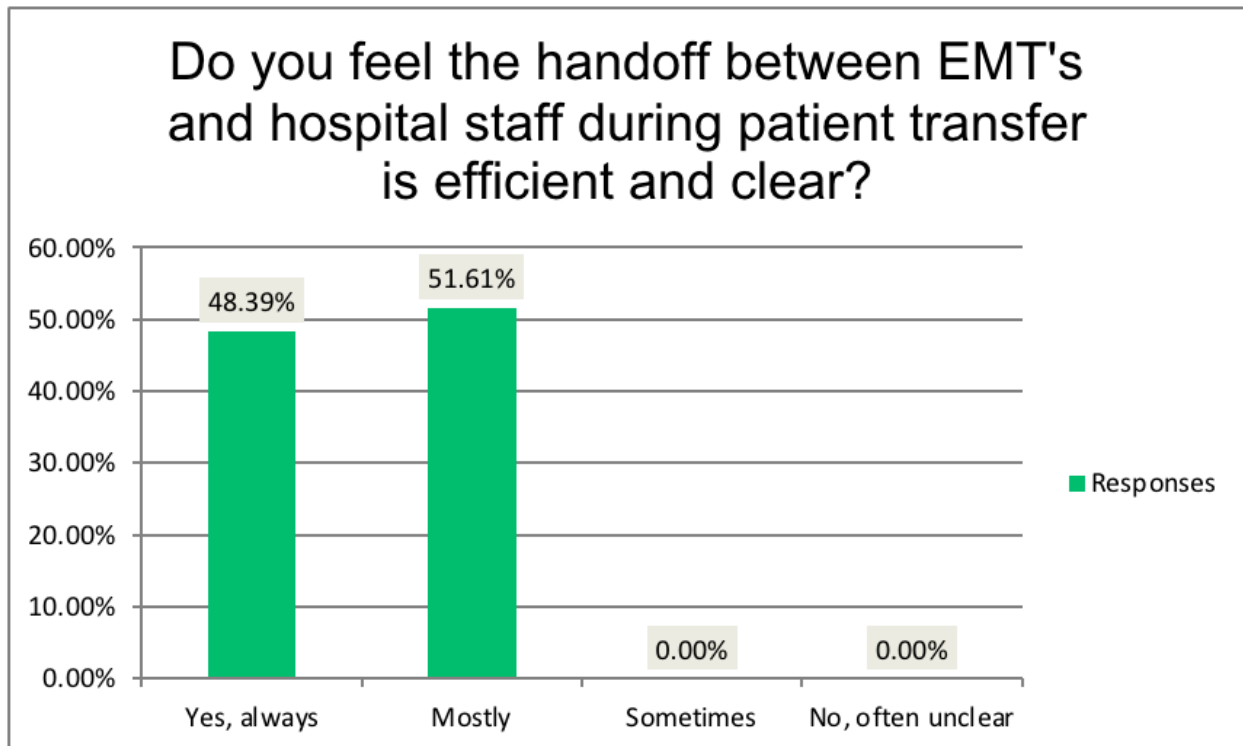
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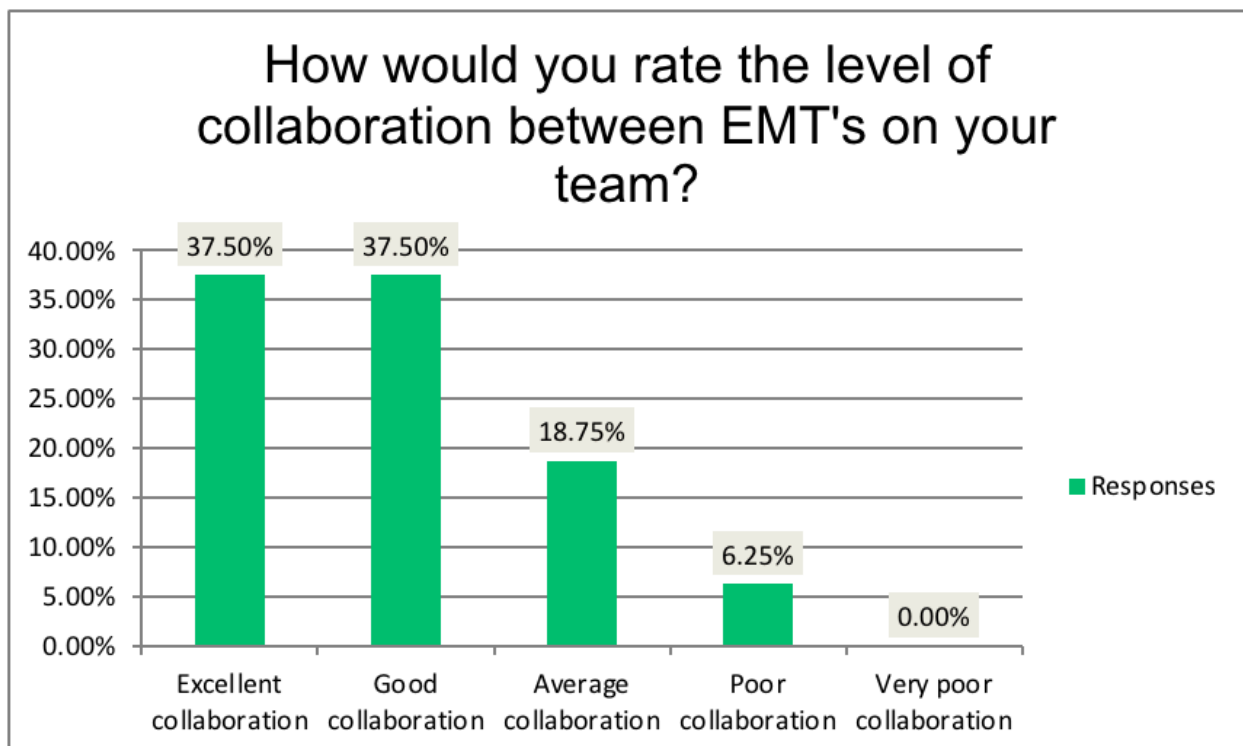
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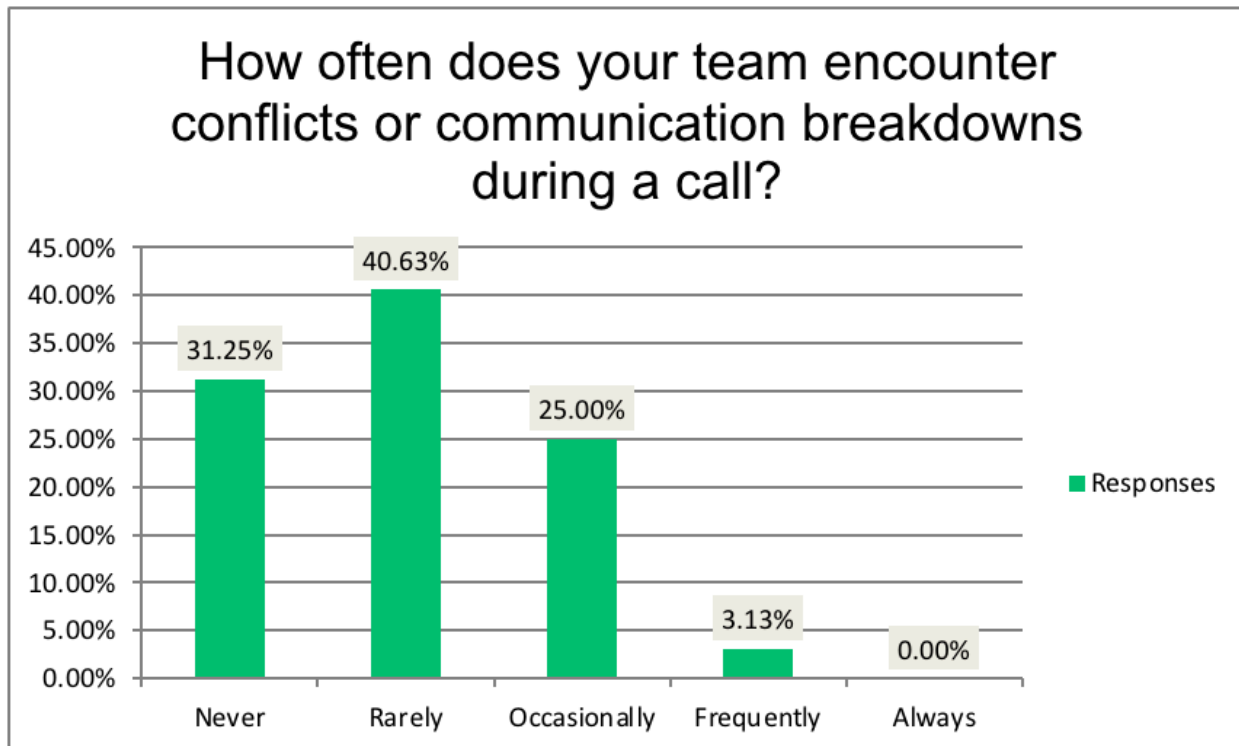
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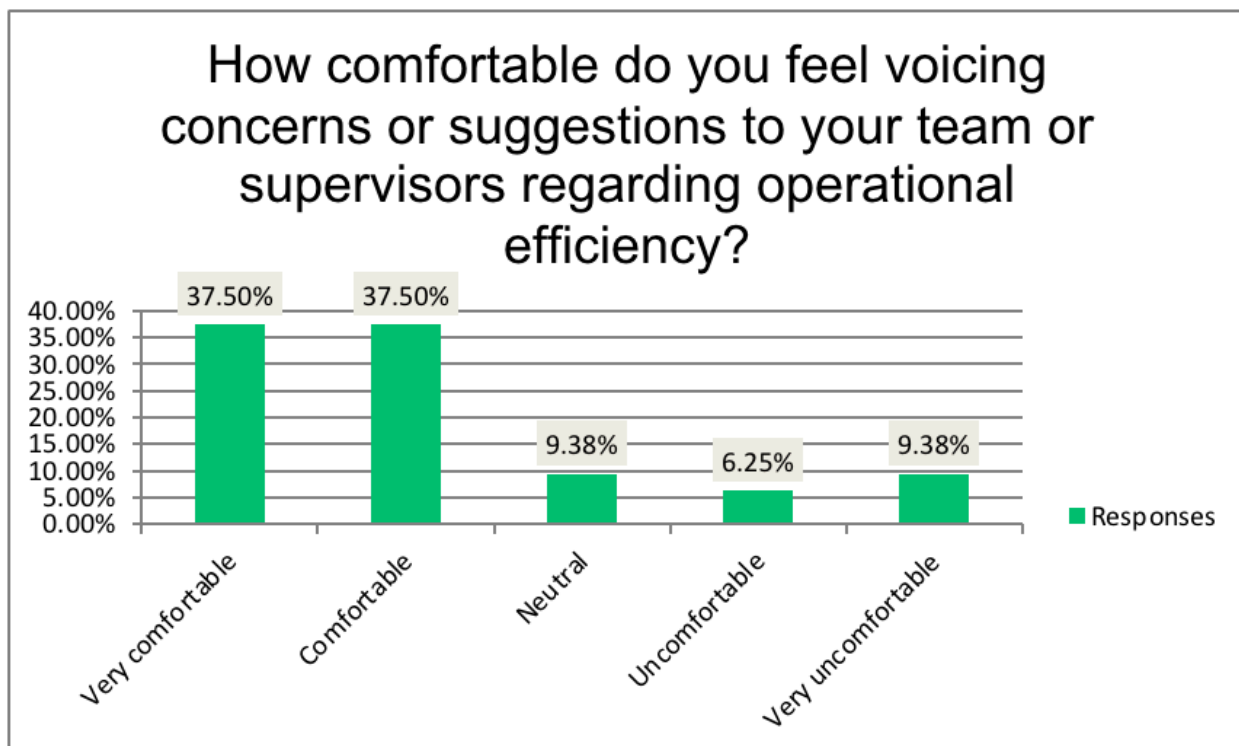
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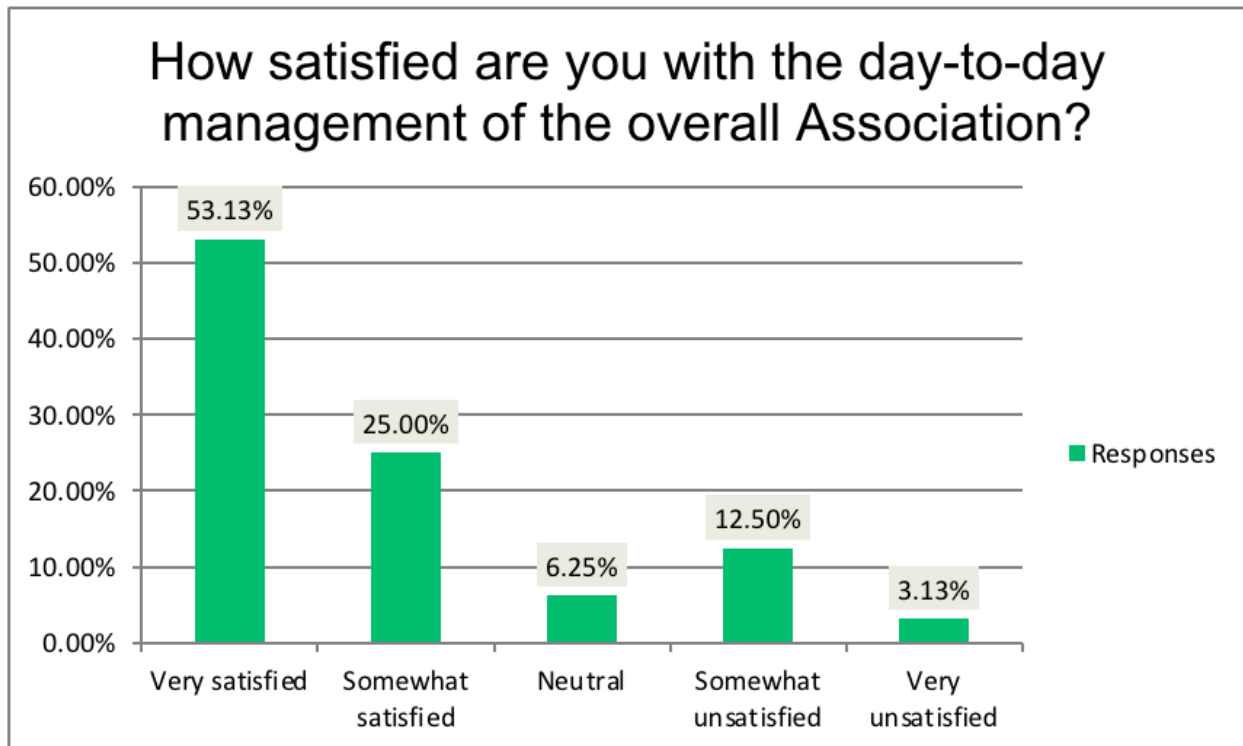
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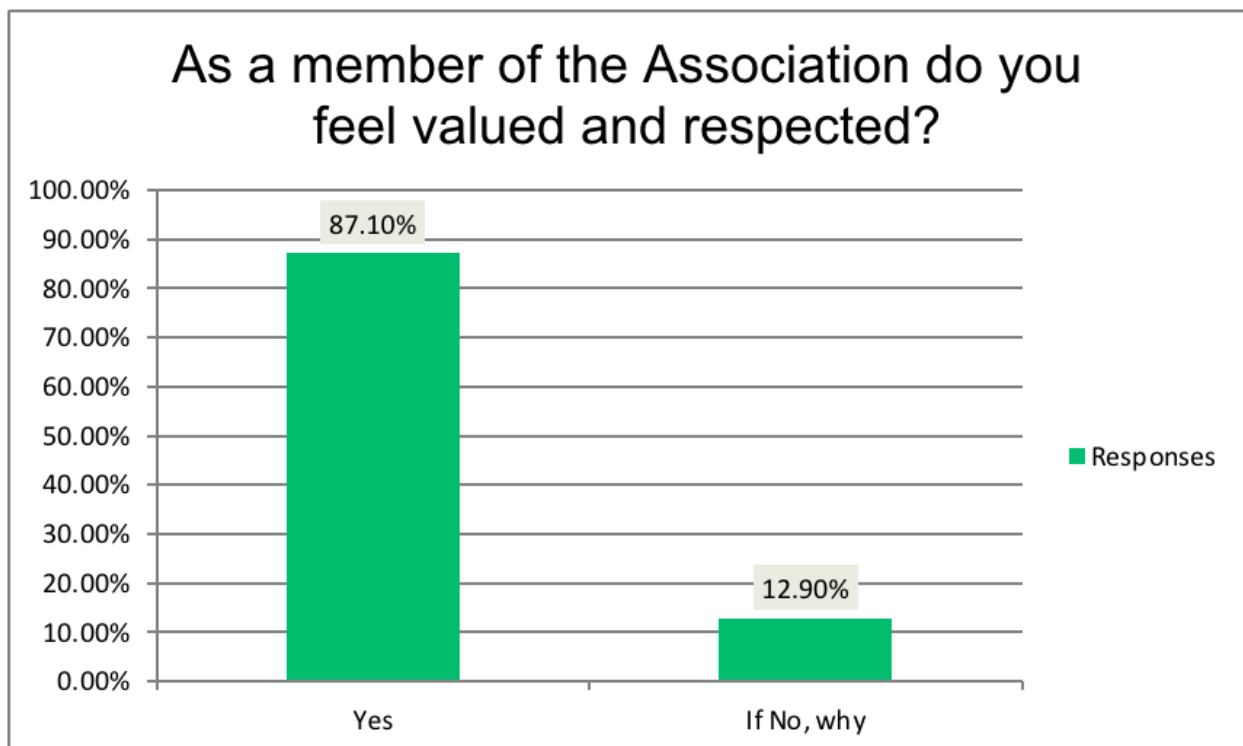
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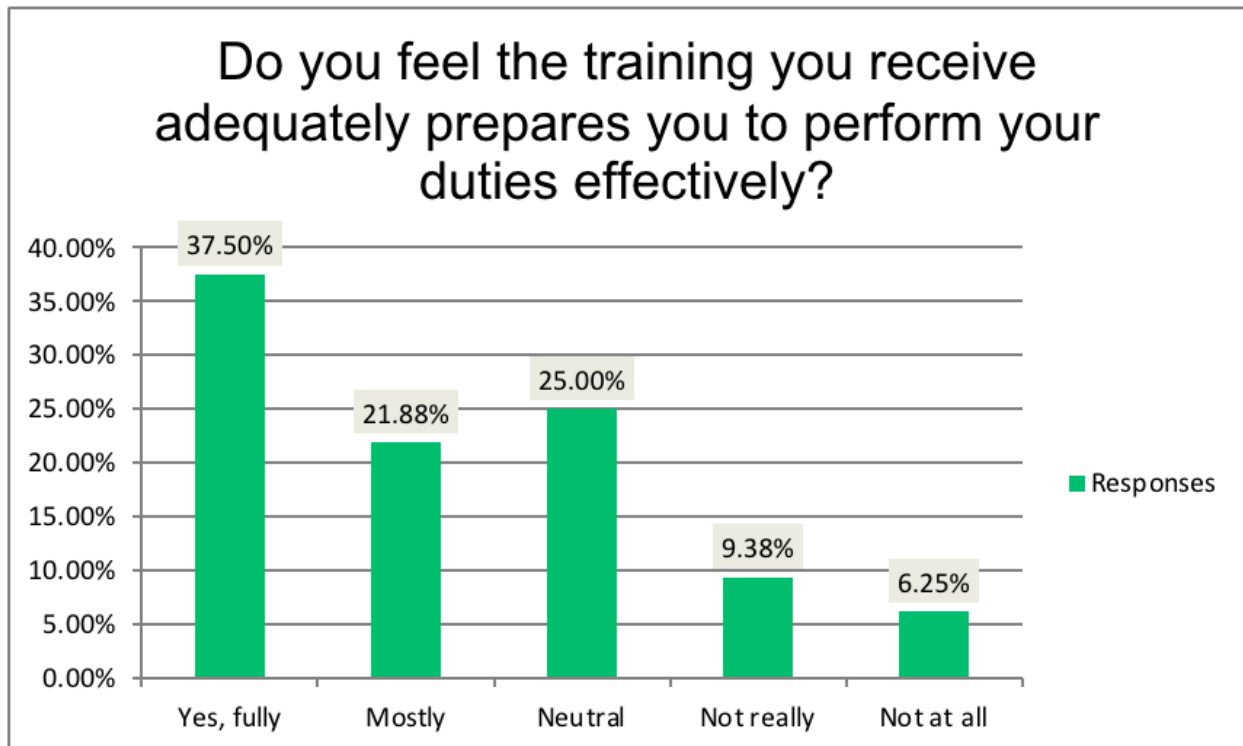
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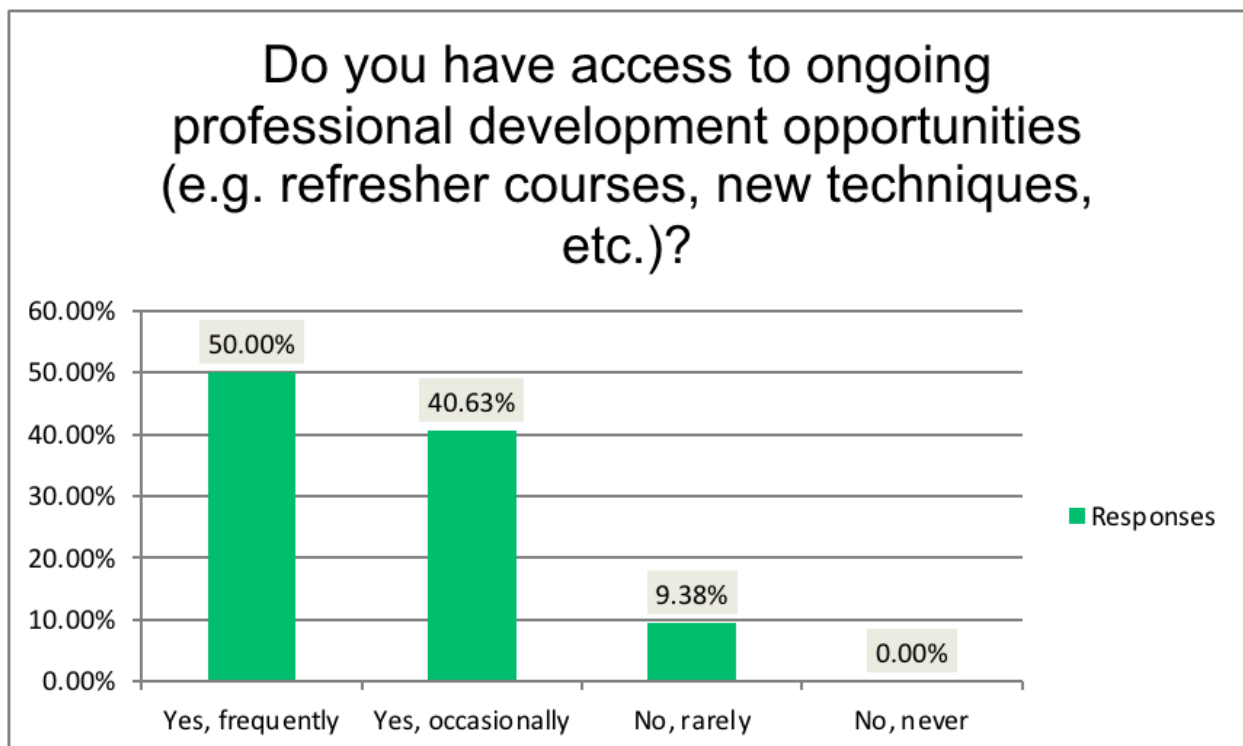
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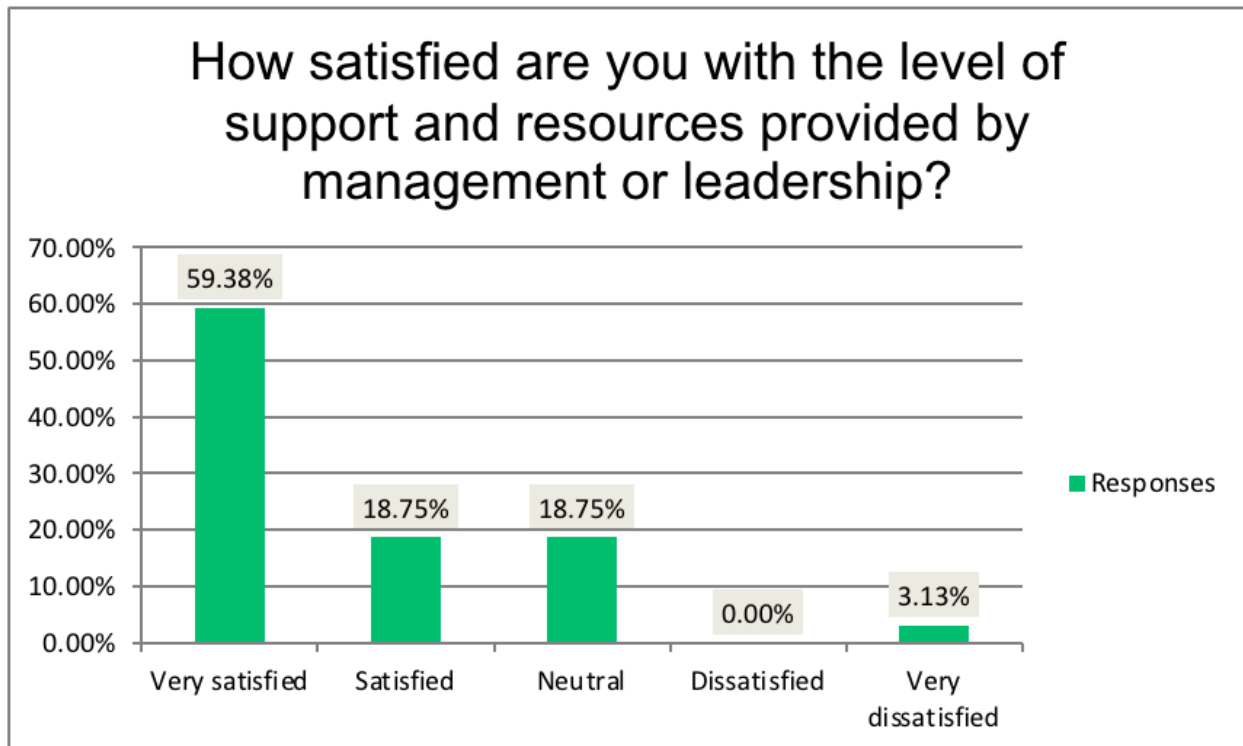
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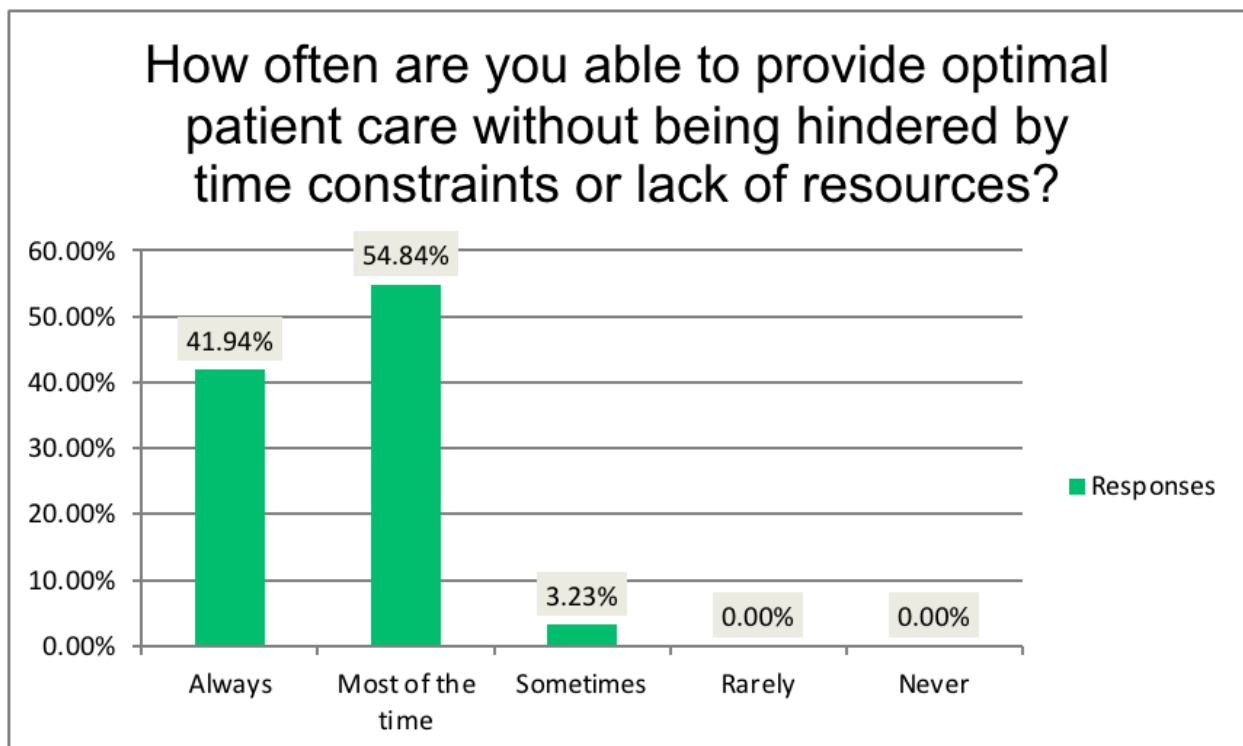
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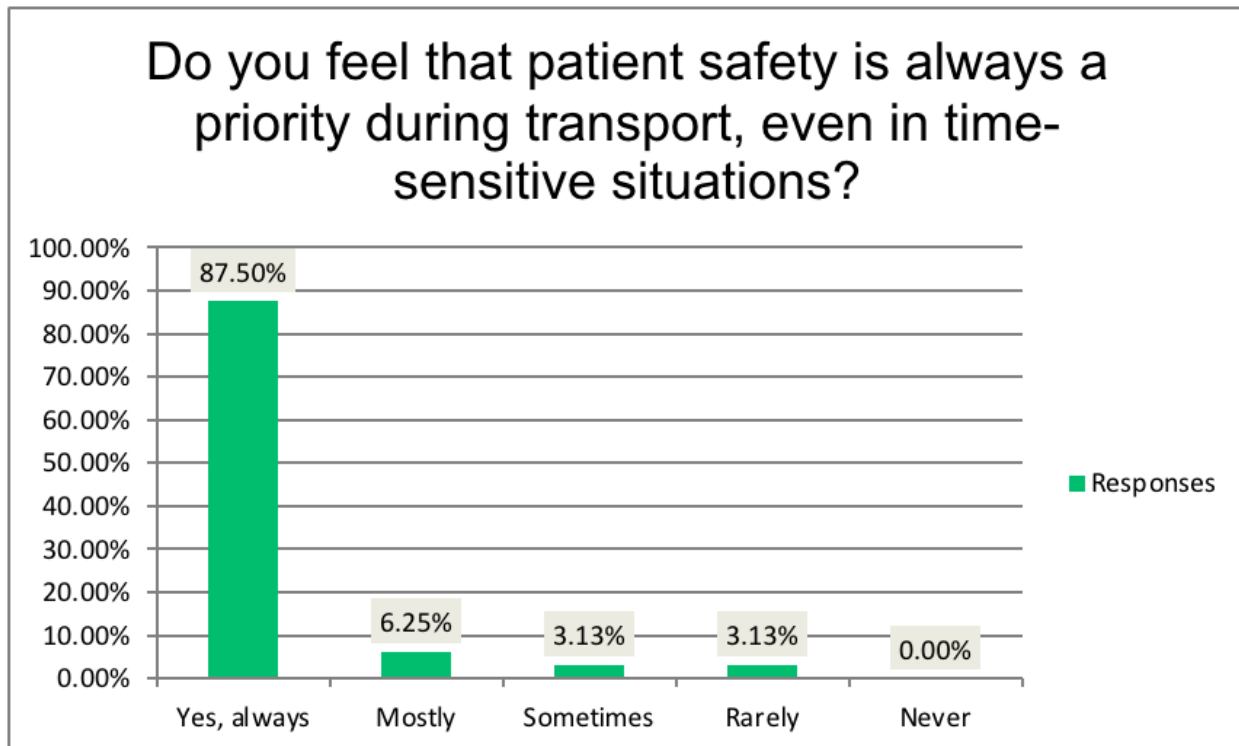
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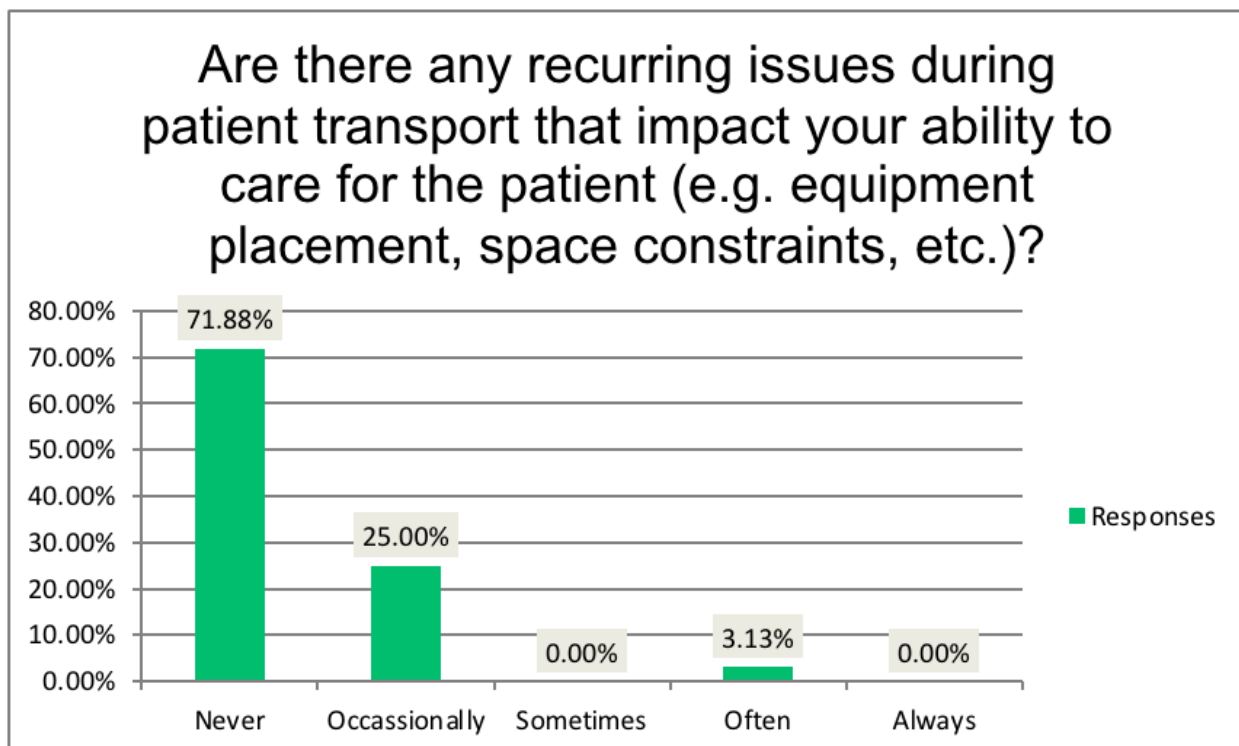
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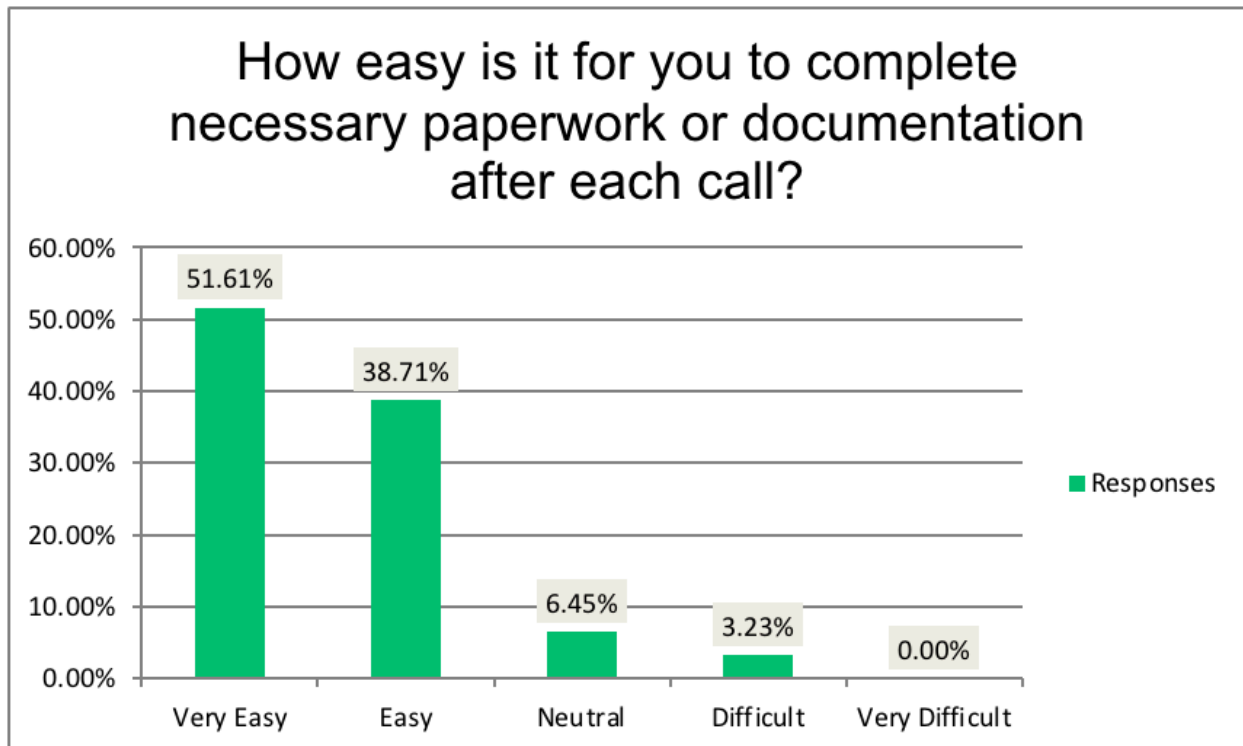
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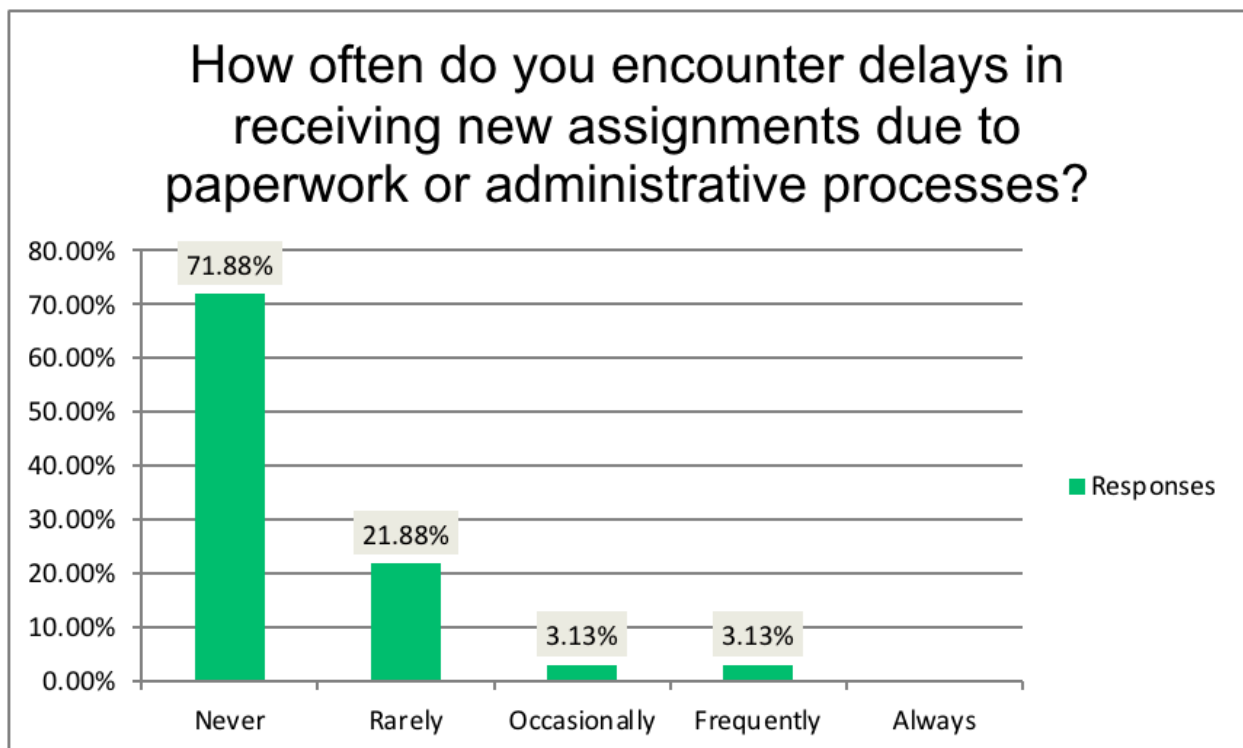
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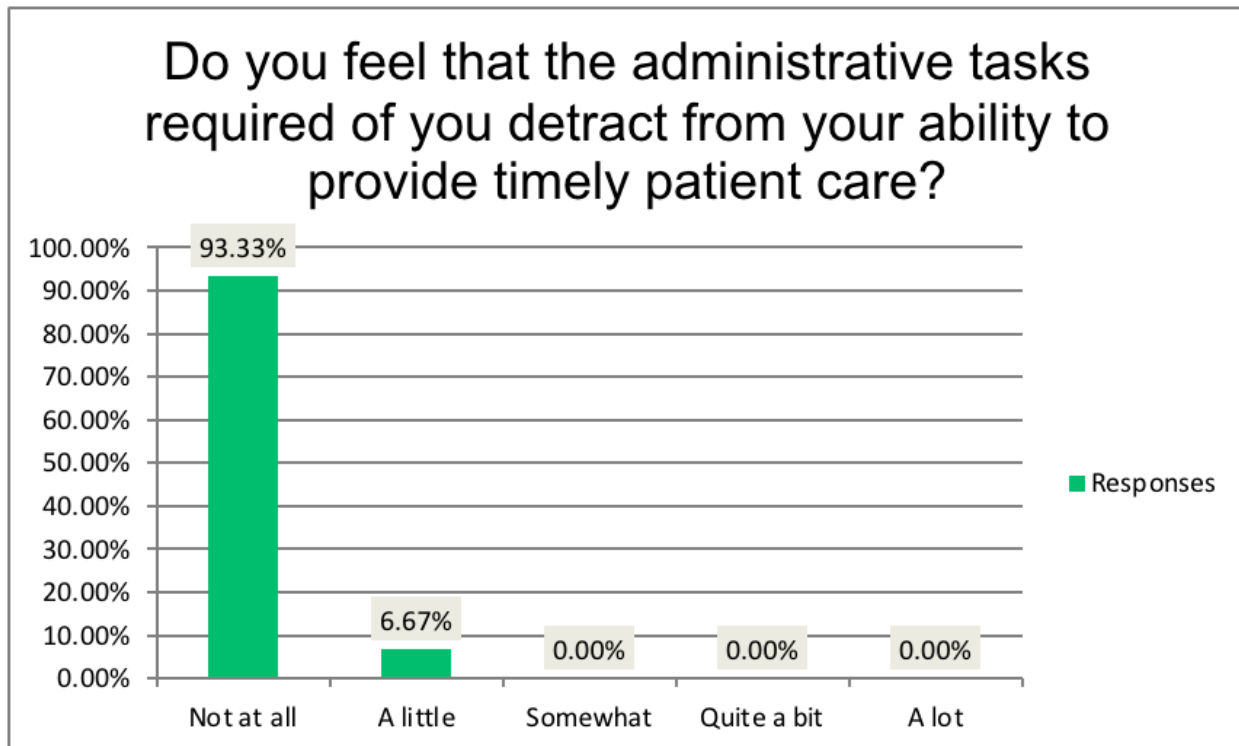
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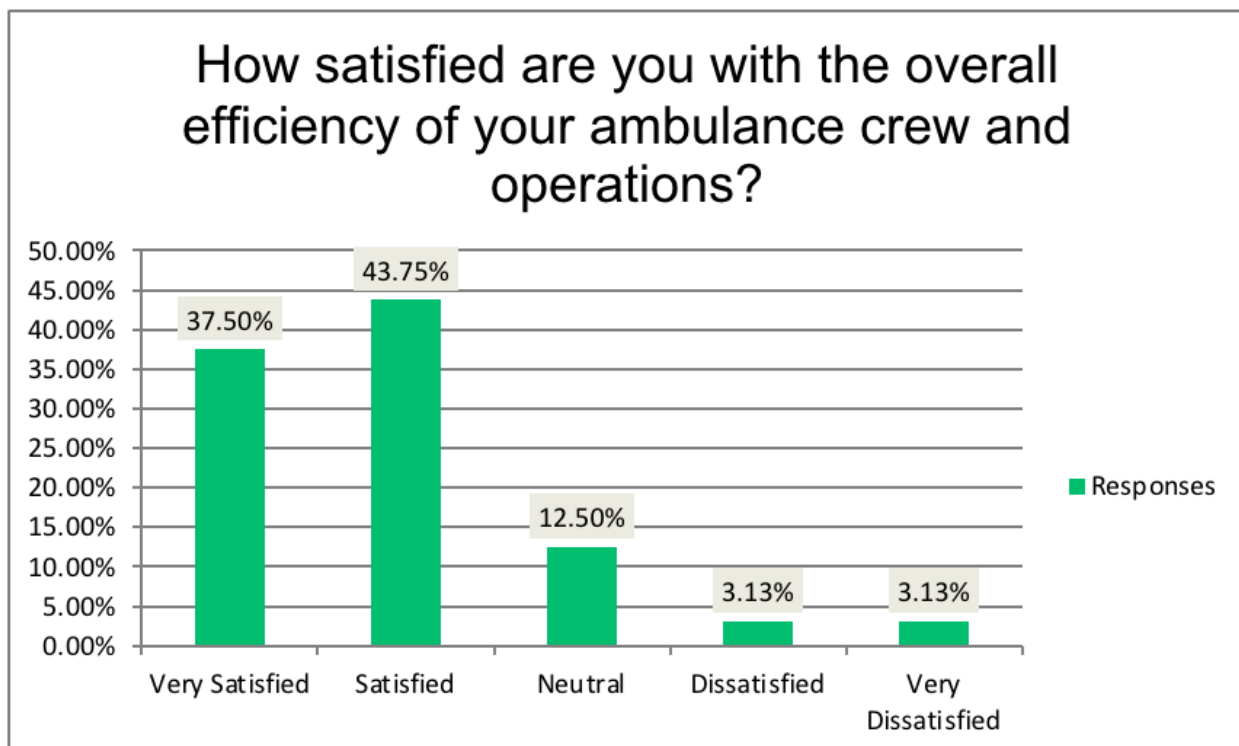
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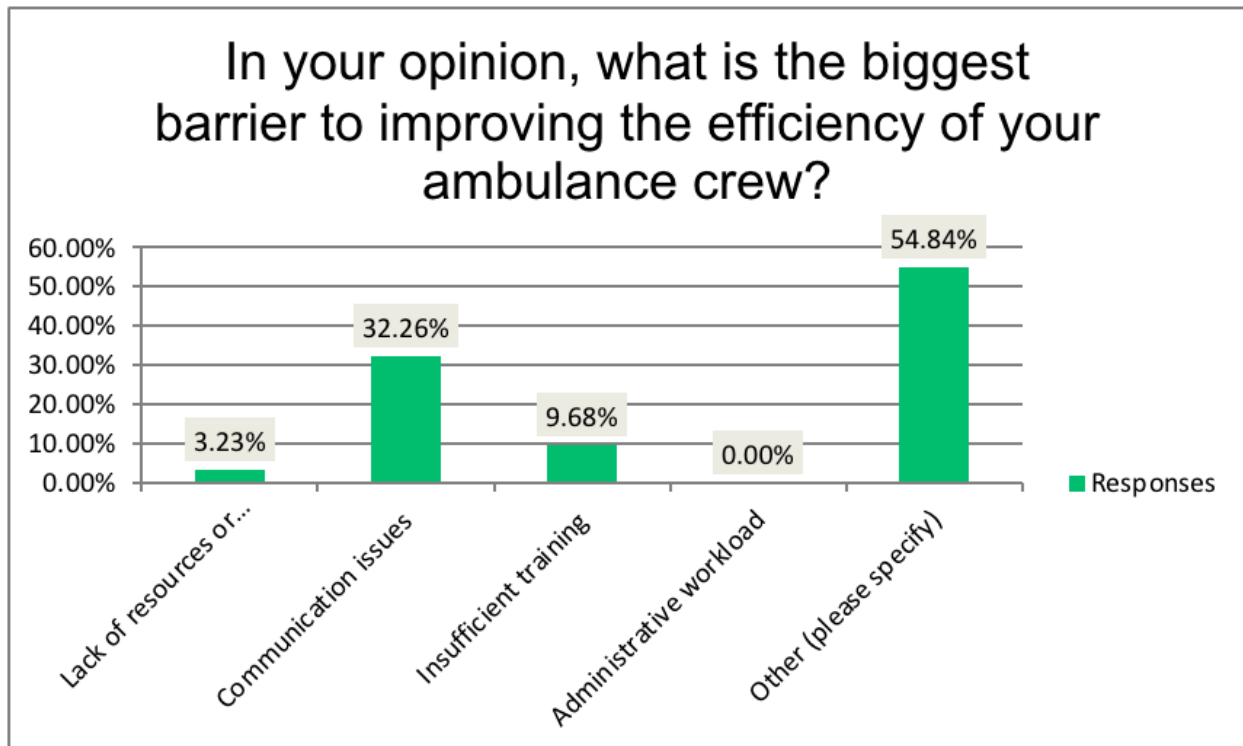
Question 21:



Question 22:



Question 23:





EAST HAMPTON AMBULANCE ASSOCIATION INC.

4 Middletown Avenue, P.O. Box 144
East Hampton, CT 06424
Neighbors Helping Neighbors Since 1953

Chief of Service Job Description

Reports to: Board of Directors
Supervises: Operations Team
Salary: \$26 per hour

Hours: Work up to 38 hours weekly on average when combined with Assistant Chief's hours. It is agreed that the Chief of Service is at all times either on duty or subject to call and available to respond as needed to carry out their responsibilities as the COS.

Benefits: None

General Statement of Duties

As Chief of Service, you will supervise and direct the delivery of emergency medical services (EMS). In this role, your responsibilities include finance, human resources, quality assurance, public relations, billing, training, management, and supervising all aspects of operations.

Essential Duties and Responsibilities

- Hiring, supervision, problem resolution, discipline, and termination of personnel.
- Oversees scheduling, time, and attendance.
- Ensures Operations Team completes daily tasks as assigned and/or required.
- To oversee all training of probationary members and ensure their progression throughout the program.
- Perform annual personnel reviews with non-volunteer Operations Team members.
- Ensures all Operations Team understand applicable federal, state, and local laws and policies; and patient care standards.
- Develop, educate, implement and enforce all policies, procedures, standard operating procedures and administer in a consistent and equitable manner.
- Coordinate all meetings per EHAA Policies and Procedures.
- Work with Town Departments and local towns to plan EMS coverage for large public gatherings.
- Actively participates in the safe delivery of patient care and maintains a safe

environment for all

- patients, using basic life support (BLS) scope of practice.
- Respond to calls as a backup when necessary to ensure service area coverage.
- Maintain and oversee fleet and building maintenance, budget, and planning.
- Compliance with CT OEMS, OSHA standards, reporting, and submissions.
- Attend monthly Board of Directors meetings and provide monthly reports.
- Review and report call-based data trend analysis.
- Provide full transparency for all revenue and expenses.
- Obtain, review bids and approve purchase of supplies and equipment as needed.
- Coordinate training for all new and current Operations Team members under the provisions of regulatory federal, state, and local requirements, as well as HIPAA compliance.
- Review, investigate and address incidents and patient compliments and/or concerns.
- Participate in town, regional, and state meetings pertaining to EMS and/or East Hampton Ambulance Association Inc.
- Other duties may be periodically assigned.

Knowledge, Skills and Abilities

- Thorough knowledge of general management and supervisory principles.
- Working knowledge of Microsoft Office Suite (i.e. Word, Outlook, Excel, PowerPoint) and other software such as payroll and electronic patient care report systems.
- Possess excellent written and verbal communications skills.
- Comprehensive knowledge of HIPAA compliance.
- Demonstrate experience in interacting collaboratively with multiple agencies.
- General familiarity with Federal and State laws and regulations pertaining to human resource administration.
- Experience responding to emergency calls while in a leadership capacity to assist in times of higher call volume.
- Experience with preparing and monitoring budgets.

Preferred Qualifications

- Bachelor's degree preferred.
- Three years of experience as an EMS provider.
- Two years of experience as an Emergency Medical Technician (EMT).
- Three years of professional leadership experience in similar duties.
- Valid CT driver's license.
- Connecticut Emergency Medical Services Instructor (EMS-I) certification.

Certifications

- Basic Life Support (BLS) Instructor Certificate, issued by the American Heart Association (AHA).
- Connecticut EMT certification.
- National Registry EMT-B (NREMT-B) certification.
- ICS 100, 200, 300, 400, 700 and 800.
- Certifications must be maintained for continued employment.

Physical Demands

- Work is delivered in all conditions, including severe and extreme weather.
- Work involves exposure to infectious diseases, bodily fluids, blood, or tissue.
- Must be able to successfully operate all equipment when tasked.
- Aptitudes required for work of this nature are good physical stamina, endurance, and body condition that would not be adversely affected by frequently having to walk, stand, lift, carry, and balance at times.
- Must be able to lift, drag, hoist, and carry different types of equipment and other objects in accordance with expected industry accepted EMT standards.
- All requirements from the EMT Job Description.

Other Requirements

- Must submit to a criminal and motor vehicle background check.



EAST HAMPTON AMBULANCE ASSOCIATION INC.

4 Middletown Avenue, P.O. Box 144
East Hampton, CT 06424
Neighbors Helping Neighbors Since 1953

Assistant Chief Job Description

Reports to: Chief of Service
Supervises: Operations Team
Salary: \$26 per hour

Hours: Work up to 38 hours weekly on average when combined with Chief of Service's hours. It is agreed that the Assistant Chief is at all times either on duty or subject to call and available to respond as needed to carry out their responsibilities as the Assistant Chief.

Benefits: None

General Statement of Duties

As Assistant Chief, you will supervise and direct the delivery of emergency medical services (EMS). In this role, your responsibilities include finance, human resources, quality assurance, public relations, billing, training, management, and supervising all aspects of operations.

Essential Duties and Responsibilities

- In the absence of the Chief of Service, will act as the Chief of Service and assume all responsibilities as such.
- Hiring, supervision, problem resolution, discipline, and termination of personnel.
- Plan, organize, coordinate, and implement onboarding for all new members of the Association.
- To oversee all training of probationary members and ensure their progression throughout the program.
- Verify members' work hours and submission of hours through the payroll system.
- Maintain personnel records, including but not limited to, certifications, licenses, training checklists, etc.
- Maintain records relating to patient care.
- Creates and maintains an effective quality control and review process that improves documentation and reporting, and is up to date with the regional and

state guidelines and policies.

- Ensures Operations Team completes daily tasks as assigned and/or required.
- Perform annual personnel reviews with non-volunteer Operations Team members.
- Ensures all Operations Team understand applicable federal, state, and local laws and policies; and patient care standards.
- Develop, educate, implement and enforce all policies, procedures, standard operating procedures and administer in a consistent and equitable manner.
- Coordinate all meetings per EHAA Policies and Procedures.
- Work alongside the Chief of Service with Town Departments and local towns to plan EMS coverage for large public gatherings.
- Actively participates in the safe delivery of patient care and maintains a safe environment for all
- patients, using basic life support (BLS) scope of practice.
- Respond to calls as a backup when necessary to ensure service area coverage.
- Work alongside the Chief of Service with budget and planning.
- Compliance with CT OEMS, OSHA standards, reporting, and submissions.
- Attend monthly Board of Directors meetings and provide monthly reports.
- Obtain, review bids and approve purchase of supplies and equipment as needed.
- Coordinate training for all new and current Operations Team members under the provisions of regulatory federal, state, and local requirements, as well as HIPAA compliance.
- Review, investigate and address incidents and patient compliments and/or concerns.
- Participate in town, regional, and state meetings pertaining to EMS and/or East Hampton Ambulance Association Inc.
- Other duties may be periodically assigned.

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- Possess excellent written and verbal communications skills.
- Comprehensive knowledge of HIPAA compliance.
- Demonstrate experience in interacting collaboratively with multiple agencies.
- General familiarity with Federal and State laws and regulations pertaining to human resource administration.
- Experience responding to emergency calls while in a leadership capacity to

assist in times of higher call volume.

- Experience with preparing and monitoring budgets.

Preferred Qualifications

- Bachelor's degree preferred.
- Three years of experience as an EMS provider.
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- Must be able to lift, drag, hoist, and carry different types of equipment and other objects in accordance with expected industry accepted EMT standards.
- All requirements from the EMT Job Description.

Other Requirements

- Must submit to a criminal and motor vehicle background check.

Vehicle Engineer

Reports To: Chief of Service

Oversees: n/a

Job Description: Oversees and maintains all vehicle maintenance, repairs, updates, and improvements. Maintains and schedules routine maintenance and repairs for all EMS vehicles. Does minor vehicle repairs such as replace lightbulbs, top off fluids, jumpstarting etc.

Monthly Expectations:

- Make repairs or schedule repairs as needed
- Advise Chief of Service of any repairs expenditures
- Review work orders and completion of work
- Advise Chiefs of repair work status
- Check and top off all vehicle fluids
- Visually check interior and exterior of vehicles for damage
- Sends vehicles out for maintenance as needed
- Responsible for registration of vehicles and inspections

Safety Officer

Reports to: Chief of Service and Assistant Chief

Oversees: n/a

Job Description: Develops plans to ensure the safety of all personnel, maintains compliance with labor laws and OSHA regulations, and assists personnel with work-related injuries and illnesses. Collect and maintain data relating to quality assurance of EHAA's infection control and OSHA programs.

Monthly Expectations:

- When needed, schedule and conduct new Member or refresher OSHA class, or designates to qualified individual
- When needed, schedule and conduct new Member or refresher Mask Fit, or designates to qualified individual
- When notified, decontaminate crew uniforms or equipment
- Complete a building walkthrough and visually inspect both internal and external building structures and facilities, ensuring that the facility is up to current OSHA standards. If anything is found that needs to be addressed, if able to, correct the issue or notify the appropriate Chief Officer
- Handles any questions / assists with cleaning of bloodborne or other pathogens
- When needed, assist with work-related injuries or illnesses
- Attends town safety meetings and reports back any info as-needed.
- Maintains records of Mask Fit Testing, or designates a qualified individual.
- Ensures SDS is updated regularly and reviewed annually.

Special Events Coordinator

Reports To: Chief of Service and Assistant Chief

Oversees: n/a

Job Description: Plan and coordinates events

Monthly Expectations:

- Create flyers and sign up sheets as needed for upcoming events
- Relay information pertaining to new events to the Chiefs and membership
- Maintain records of personnel who attended events throughout the year
- Send out messages and alerts as needed

Equipment Coordinator

Reports to: Chief of Service and Assistant Chief

Oversees: n/a

Job Description: Ensures that EMS operations have all supplies, equipment, oxygen and uniforms needed for operations, in compliance with OEMS standards. Oversees and maintains all medical equipment used on the ambulances and order supplies as needed. Obtains, tracks, and distributes uniforms to Members.

Monthly Expectations:

- Oversees all operations within the Supply Department
- Coordinate with O2 vendor if tanks are needed
- Places uniform orders at uniform vendor
- Maintains an inventory of uniform stock
- Reports to Chiefs any problems or issues
- Monitors and tracks equipment, including radios and pagers.
- Inspects equipment on a regular basis to comply
- Sends out or repairs any damaged or broken equipment
- Order and maintain medical supplies as needed
- Maintain an inventory for all medical supplies in stock
- Coordinates reimbursement requests with Treasurer
- Issues and tracks EMS Backpacks/O2 Duffles to select members who respond to scene as approved by Chief of Service.

Training Coordinator

Reports to: Chief of Service and Assistant Chief

Oversees: n/a

Job Description: Oversees all training programs, including EMS programs and ongoing Member training. Administrate the medical control requirements and is responsible for assisting members with their recertification process.

Monthly Expectations:

- Schedule and conduct monthly Regular Member training
- Schedule any needed trainings outside of regular training
- Maintain member training records and provide records to the Assistant Chief for members' personnel files.
- Meet with members as needed for remedial or refresher training
- Assist with the training of Probationary Members and ensure their progression throughout the program

EMS Coordinator

Reports to: Chief of Service, Assistant Chief

Oversees: Probationary Members

Job Description: To plan, organize, coordinate, and implement emergency medical services (EMS) program. To oversee all training of Probationary Members and recommend appropriate Probationary Members for Regular Membership.

Monthly Expectations:

- Analyze and interpret relevant legislation, regulations, and local protocols that impact local and state EMS programs. Make written recommendations as necessary.
- Provide coordination and guidance related to EMS training programs for department personnel and/or public in conjunction with the Training Coordinator.
- Perform quality improvement audits of pre-hospital documentation.
- Observe patient care provided by department personnel and ensure performance standards compliance.
- Supervise Probationary Members.
- Train Probationary Members and ensure their progression throughout the program.
- Recommends appropriate Probationary Members to the Chief of Service for Regular Membership