

**BOARD OF DIRECTORS MEETING  
TRI-TOWN EMS  
Wednesday, June 9, 2021  
Pembroke Town Hall  
311 Pembroke Street  
Pembroke, New Hampshire 03275**

**Call to Order**

The Tri-Town EMS Board of Directors Meeting of June 9, 2021 was called to order at 3:30 pm by Chair, Michael O'Meara.

**Roll Call**

Present on the Board: Robert Bourque (Pembroke), Paul St. Germaine (Allentown), Paul Gagnon (Pembroke), Michael O'Meara (Allentown), David Jodoin (Pembroke). Derik Goodine (Allentown) arrived at approximately 3:35 pm.

Also present: Chris Gamache, Director Tri-Town EMS

**Approval Minutes of Previous Meeting Dated May 12, 2021**

Chair O'Meara said they do not have the minutes available from the previous meeting.

**Approve Expenditures**

Mr. Jodoin said there is the Accounts Payable Manifest dated June 9, 2021, in the amount of \$4,196.66.

He also said there is the Payroll Manifest for June 3, 2021, and May 20, 2021.

Mr. Bourque made a Motion to approve the Manifests dated June 9, 2021, June 3, 2021, and May 20, 2021, which was seconded by Mr. Jodoin.

Roll Call vote was taken.

Robert Bourque – Aye, Paul St. Germaine – Aye, Paul Gagnon – Aye, Michael O'Meara – Aye, David Jodoin – Aye.

Motion was approved by unanimous vote.

**Old Business**

None.

**New Business**

- Review of Service Policies and Procedures, Part 2

Mr. Bourque said starting on p. 82, there was a question about the ambulance not being able to drive into certain areas, and who recovers the patient. Mr. Gamache said the goal is if the ambulance gets stuck, you would carry people out, find an off-road vehicle, patient ambulates out. He said that Bear Brook State Park is a good example of this where people hike several miles on a trail. He said that Deerfield comes in mutual aid sometimes with their Gator, and they've brought smaller pick-up trucks, the range rover.

Mr. Bourque said p. 83, Item 17 "Only employees of Tri-Town Ambulance, Pembroke Police or Fire Department, Allenstown Police and Fire Department may drive or operate the vehicles." Mr. Gamache said no one may drive or move the vehicles because they are not covered by insurance. He said there are a few exceptions where this may be problematic.

Mr. Bourque said p. 85, Item 6 regarding ambulances parking and emergency scene at the hospital and other locations with ambulances left unattended, for this reason the service provides each staff member with a set of ambulance keys. Mr. Gamache said the practice nationally is that you lock the truck up. He said on those keys are also access to the hospitals to get through the doors. He said it is not unheard of for an ambulance to be stolen from the hospital. Mr. Bourque asked if loss of keys from an employee has happened? Mr. Gamache said it happened once and the employee brought the keys home with him.

Mr. Bourque said p. 103, Item 3.16.8 regarding the service animal handler, and No. 1 was left blank. Mr. Gamache said the whole service animal policy is going to get rewritten. He said when they were working on it, and the recommendation was to reiterate the law. He said his philosophy when it comes to policies, it's an operating document intended for the staff to read and understand what the policy is. He said when it comes to service animals, it falls under ADA which is restrictive and the disabled person rights and when you start working in emergency settings, in confined spaces, and chaotic scenes, you are putting a lot of people at risk. Mr. Gamache said if the animal escapes, they are liable. He said it is his intent to by harnesses for the service animal to be transported with his owner. He said hospital staff are not obligated to take care of the animal and the law does not address what needs to happen to it. Mr. Bourque said the ambulance staff should have the right to decide whether they transport the animal at all. Mr. Gamache said the problem with that is the reunification between the owner and the animal will fall on them and the police to figure it out.

Mr. Bourque p. 119 under EMS Licensing Courses, Item 3.b.3 under "employees" regarding requesting the employee to repay any prepaid if the employee fails to complete the course. He said that he thought that it should be repaid. Mr. Gamache said this is an existing policy. He said how do you get return on your investment and one way to do this is to put a time commitment and if you fail the course you repay. He

said you are more apt to lose the employee over this then get your money back. Mr. Bourque said let them pay for it and then when they pass, they get reimbursed which is the usual way that companies do it. Mr. O'Meara said they should only have one policy with regard to tuition reimbursement. Mr. Gamache said the intent of the policy is they are the ones teaching the course, not an outside agency and they are

not going to charge their staff to take the course and that is why the tuition reimbursement policy is written the way it is.

Mr. Bourque said at the back there is a per diem EMT job description and asked if that was going to be the only job description there. Mr. Gamache said they only have EMT, AMT, Paramedic and there will be an add on for FTO and Full Time and Part time.

#### **Discuss preparations & schedule for 2022 EMS Budget**

Chair O'Meara said he liked the way it was done last year, and it seemed to work out. He said they should plan at least two sessions for the budget. Mr. Goodine said they usually start the process in September. He said it won't get to the Budget Committee until mid-October. Chair O'Meara asked if Mr. Gamache would be able to come to the Board in July with a back-up of August with a goal to be done by the August meeting.

#### **Comstar Billing Report**

Mr. Jodoin said the May report reflects there was \$69,114.00 worth of billings, and the revenue was \$36,000.00, and write-offs were \$37,000 and there is an uncollected balance as of the end of May was \$890,000.00. Mr. Jodoin said the write-offs are because Medicare only pays x, Medicaid pays y, and insurance companies only pay 70% of the bill. He said June should spike up. Mr. Goodine asked if April is typically a busier month. Mr. Jodoin said historically is not a busy month, but they are seeing a return to pre-Covid volume, and the number of call volume and transports are back up. He said it does fluctuate back and forth. He said because of the pandemic, it was a gamble to stick to \$445,000 for revenues this year and from this point forward it is the busy part of the year, and right now they are only \$1,000 shy.

Mr. Bourque asked about increasing the fees, and Mr. Jodoin said that will happen this fall and Comstar will give a report of what the average top rate of the 50 billers are and then have it effective January 1st. He said when you are looking for revenue per transport, you are seeing any real movement.

#### **Director's Report**

Mr. Gamache said the month of May data shows 123 EMS runs, which he believes was the busiest May they had, and they transported 75. He said they had 17 calls which required mutual aid to come into the area and they provided mutual aid 8 times.

He said he average time out the door was 55 seconds, which is historically where they have been. He said both the overall turnaround time for a call and turnaround time at the hospital were significantly up. He said the worst that he has heard was a 35-minute wait and it is something that hospitals are aware of.

Mr. Gamache said Ambulance 8 failed to start twice last month. He said they put something out to the crews to make sure they see the double lights on the side of the truck to know that it is plugged in. He said last week, Ambulance 8 went in for oil and filter service and brakes, and he thought the overall cost for that was just shy of \$1,400.

Mr. Gamache said for the per diem employees they recently hired, they are finishing off their orientation so they will be on the schedule at the end of this month and next month. He said they are processing one more application.

Mr. Gamache said Brittany LeMontagne passed her paramedic course and licensing exams, and he has pay roll form to change her rate of pay from an EMT to a Paramedic at \$21.99 effective at the end of the month on June 27th.

Mr. Bourque made a Motion to approve the rate increase for Brittany LeMontagne as a per diem paramedic contingent on driving recorded and criminal record, seconded by Mr. Jodoin.

Roll Call vote was taken.

Robert Bourque – Aye, Paul St. Germaine – Aye, Paul Gagnon – Aye, Michael O’Meara – Aye Derik Goodine – Aye, David Jodoin – Aye.

Motion was approved unanimously.

Mr. Gamache said Hearshell VanLuven resigned his position yesterday because he moved out of the area.

Mr. Gamache said that Katherine Sevigny made facemasks for everybody on her own time and wanted to publicly thank her.

#### **Purchase Orders**

None.

#### **Other Business**

None.

#### **Non-Public Business if Required**

Not required.

Mr. Bourque made a Motion to adjourn the meeting at 4:13 pm, which was seconded by Mr. Jodoin.

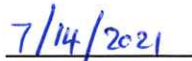
Roll Call vote was taken.

Robert Bourque – Aye, Paul St. Germaine – Aye, Paul Gagnon – Aye, Michael O’Meara – Aye, Derik Goodine – Aye, David Jodoin – Aye.

Motion to adjourn was approved by unanimous vote.



Michael O’Meara, Chair



Date