

TOWN OF ALLENTOWN AND PEMBROKE
Tri-Town EMS Board of Directors
311 Pembroke Street
Pembroke, New Hampshire 03275
Minutes of Regular Meeting
February 10, 2016

Call to Order.

The Tri-Town EMS Board of Directors Meeting for February 10, 2016 was called to order by the Chair at 3:30 p.m.

Roll Call.

Present on the Board: Harold Paulsen, Jennifer Abbott, David Jodoin, Mike Kelley, Shaun Mulholland, Dana Pendergast, and Bob Bourque.

Others Present.

Tri-Town Staff: Christopher Gamache, Director and Stephanie Locke, Assistant Director.

Other:

Public Hearing-Amend Fees for Services.

The Chair opened the public hearing.

Mr. Gamache explained they have a Paramedic Intercept fee of \$800 per call. He stated they want to keep it for Services who don't have a formal agreement with them. He stated they want to add a \$549 fee for Services they have an agreement with and are part of the Capital Area Mutual Aid Compact.

Mr. Jodoin asked why the fee is a strange amount. Mr. Gamache stated it is to be consistent with Concord Fire.

Motion. Mr. Bourque made a motion to approve the amended the fees for services effective today. Mr. Kelley seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Approve minutes of previous meeting(s).

Motion. Chief Paulsen made a motion to approve the minutes of January 13, 2016. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; David Jodoin- Abstained; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Approve expenditures.

Mr. Jodoin stated he didn't send these out because there was only one on the last manifest.

Motion. Mr. Bourque made a motion to approve the Accounts Payable manifest for Feb 8, 2016 in the amount of \$4,136.47 and January 28, 2016 in the amount of \$21.70 and Payroll manifest for February 4, 2016 and January 21, 2016. Chief Paulsen seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Discuss ComStar revenue report.

Mr. Jodoin stated they have a running balance of \$288,093.25. He stated they received \$56,000 between the three communities. He stated the other communities are starting to escalate and they are up to \$23,000 for other receivables. He stated Allenstown is at \$128,000 and Pembroke is at \$136,000. The Chair asked what the allowance was for last year. Mr. Jodoin stated he doesn't have it with him but he can send it to them. He stated they are a couple of months behind on the allowances.

The Chair asked when they plan on sending out the first quarter bills. Mr. Jodoin stated they usually wait until April and then they will send them out in November for the last quarter.

Mr. Gamache stated he has a hardship case Incident #15-0535. He stated the patient has one trip with a total charge of \$992.10. He stated Medicare adjusted it by \$425.56 and Medicare made a payment of \$451.39. He stated the patient would have been responsible for \$115.15. He stated the patient made three payments to ComStar totaling \$50.00. He stated the patient has Social Security monthly income of \$1098 and essential month living expenses of \$1032.84. He stated the patient receives \$106 in food assistance and has a \$137 bill a month with Elliot Hospital. He stated the

patient needs to replace their stove as well. He stated he thinks this patient does qualify for a hardship case. He stated the balance due is \$65.16.

Motion. Mr. Bourque made a motion to approve the hardship abatement. Mr. Kelley seconded the Motion. There was no additional discussion.

Mr. Jodoin stated there is an individual on the disposition list who shows up as Pembroke who is no longer alive. Mr. Gamache stated there are a few people who are no longer alive which he needs to get the proof. The Chair asked if there was an estate for any of them. Mr. Gamache stated he doesn't know if there were estates.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Discuss the status of mutual aid agreements.

Mr. Gamache stated Dr. Hirsh didn't have any concerns with the Mutual Aid agreement. He stated the component of Paramedic Intercept Agreement will be put on hold because Dr. Hirsh wants to make it more of a Capital area issue rather than just Tri-Town. He stated the next step is to step up a meeting with Chief Gilbert and get it through the Compact. He stated he will send out these versions shortly. The Chair asked if Chief Gilbert had any input so far. Mr. Gamache stated Chief Gilbert agrees Tri-Town is not covered on the RSAs.

Consider Policy-Controlled Substance Accountability, Inter-Municipal Agreement, Mission (in existence-reformatted into policy form), Record Maintenance and Mutual Aid

Chief Paulsen stated he was wondering if the policies should done by the Director without coming before the Board. Mr. Gamache stated it is in the original personnel plan. The Chair stated it depends on who is in the position. He stated if they were to go for accreditation, it is the governing body which approves them. The Chair stated he likes to look at them and if there are issues he will send them back.

Mr. Bourque stated last month they discussed the formats of the policies. He stated he thinks it would be better to put them in a book with the definitions up front and a table of contents. He stated he thinks it would be cleaner and easier to update. Mr. Gamache stated he got the feeling they were going to go with the current format.

Mr. Bourque asked if they get a new employee, do they get a list of all of the policies. Mr. Gamache stated they don't because they are all over the place. He stated the intent was to have everyone in one format. He stated they have started putting policy numbers. He stated he abandoned the book format because he got the impression it is not the way the Board want to go. The Chair stated it

shouldn't be in paper and should be given out electronically. Mr. Gamache stated they will end up putting it up on the town websites.

The Chair stated the advantage of putting on the website is someone can read the definitions for the policy without going through a bunch of policies. He stated it also makes it easier for people to review one policy at a time.

Chief Pendergast joined the meeting at 3:58pm.

Mr. Bourque stated if there are changes to policies, they would be in bold or highlighted so they know what the changes are. The Chair stated they could put them in track changes so they can see what changes are made and who made the changes.

The Chair stated the mission isn't usually in a policy.

Motion. Chief Pendergast made a motion to approve the Control Substance Accountability Policy. Mr. Kelley seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Inter-Municipal Agreement Policy as amended. Chief Paulsen seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Chief Pendergast made a motion to approve the Mission Policy. Mr. Kelley seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Chief Paulsen made a motion to approve the Record Maintenance Policy. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Chief Pendergast made a motion to approve the Mutual Aid Policy. Mr. Bourque seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Consider approval for Field Training Officer Position-Description and Criteria

Ms. Locke stated they put together a proposal for the Field Training Officer position. She stated it would be a promotion from within and could be a full-timer, per diem, or part-timer. She stated they are looking for approval today but are not implementing it right away. She stated they would have to be a paramedic for two years, be a good employee, doing the service requirements with the training and such. She stated there is a test of basic questions on policies and procedures as well as protocol procedures for each of the three license levels.

Ms. Locke stated the promotion process would include taking the exam and passing with at least an 80%, an interview with herself and Mr. Gamache and then a recommendation to the Board for the promotion. She stated the FTO duties are listed on the proposal. She stated the big thing they would be used is for training new hires. She stated they currently use an orientation manual which is provider level. She stated this outlines what they would need to do with each employee and then document it on a daily report.

Ms. Locke stated she put together the “Train the Trainer” which documents what the FTO would be doing with the full-timers, the evaluations and standards the FTO would be required to fill out, process of remediation of new employees and then EMS students. She stated there would be an evaluation on the FTO which would be done annually. The Chair asked Ms. Locke to forward a copy of the daily evaluation forms.

The Chair stated he was very impressed with what he sees. He stated he thinks it is a major step forward for them.

The Chair asked if it will cost some additional compensation. Mr. Gamache stated it will and this is why they are bringing it to them now. He stated they need to start laying the ground work now for this so they can get it in the budget for next year.

The Chair asked when they anticipate testing people to be FTOs. Mr. Gamache stated depending on what the finances are but it could be this fall. He stated they would get \$0.50 an hour more and work 24 hour shift.

Mr. Jodoin stated he thought when they put the Assistant position in it would take care of the need for an FTO. He stated it looks like they are creating another position and asked if this would turn into another full-time position. He stated Pembroke is very close right now with the small employer/large employer designation.

The Chair stated Ms. Locke is probably going to be doing a lot of this but she can't be there 24 hours a day. Ms. Locke stated the Chair was correct. She also stated if there are more than one hires at a time she can't train more than one. The Chair stated usually the employee starts with a primary FTO, go to others and then finish with the original FTO. Mr. Gamache stated there is no intent to make it a full-time position. He stated the intent is to use the staff they already have. He stated the extra money is more of an incentive and thanking them for doing a great job training the new employees.

Chief Paulsen stated this is not a huge organization and he doesn't know of any plans to add another crew. He stated it seems like the level of management they currently have is adequate enough. He stated to him the administrative side is doing the things they are saying the FTO would do.

Mr. Gamache stated if they had people they could pass this off to, it would make things easier. He stated there is a lot of work which goes on besides training. He stated this would be a tool they would use and give people an ability to be more active in the service. He stated it is not a promotion or a position they are going to hire out for. He stated they want a certain procedure they can establish which they can bring them up and test. He stated it is a non-authoritative person for new hires and other staff to go to.

Chief Paulsen asked how many full-time employees they have now. Mr. Gamache stated they have three. Mr. Jodoin stated they have another one coming. Chief Paulsen asked why the responsibility for FTO can't be part of the job description for a full-time employee. Mr. Gamache stated it could be but just because they become a full-time employee they are not necessarily going to meet all the criteria.

Mr. Kelley stated when he was on a service which did not provide field training, it was very confusing. He stated this sets the standard of how to train the new person. He stated people need to be able to go out and work with other FTOs because they are not always going to be able to work with Ms. Locke and Mr. Gamache. Chief Paulsen stated he agrees with the function however it sounds like they are adding another position. Mr. Kelley stated he doesn't see this as an additional responsibility. The Chair stated it is an additional responsibility not an additional position. He stated there is extra work which needs to be done when training another employee.

Mr. Bourque asked if they are going to be adding extra hours for those doing the FTO work. Mr. Gamache stated no and it is on the job training. He stated they are not going to have FTO teach a class. He stated they are going to be on shift to meet the needs of others on the service. He stated tasks will take longer to do because they will be explaining why they do things this way.

Mr. Jodoin asked why they wouldn't keep it with the full-timers. Mr. Gamache stated they have some very good full-timers. Mr. Kelley stated if they make it a full-timer responsibility then the mentality will be "you're the full-timer so you do it." He stated he thinks it should be for those who want to do it.

Chief Pendergast stated not everyone wants to be an instructor. He stated he thinks it will make the training more consistent if they have the same people doing the FTOs. He stated the Allentown Police Department does the same thing and it works very well. Mr. Jodoin stated he doesn't have a problem with the FTO position however he thinks it should be the full-time people to show consistent training. Chief Pendergast stated the FTO will have to take a test and follow their policies.

The Chair stated he thinks they need to give Mr. Gamache some further direction and not wait until next year to get this implemented. Mr. Kelley stated he would like to see this sooner rather than later. He stated this will standardize the training and put it on the few individuals to maintain the standard training.

Mr. Jodoin asked the Chair if they pay the police officers extra. The Chair stated they get paid extra because they get calls non-stop and have to stay longer to do the after action report.

Motion. Mr. Bourque made a motion to direct the Director to continue with his program and bring it back to the Board with a finalized plan. Mr. Kelley seconded the Motion.

Chief Paulsen asked if they were approving the \$0.50 an hour increase. Mr. Gamache stated they are not. He stated we will propose reimbursement to some degree with next year's proposal. The Chair stated he thinks people should get paid for it and he is not interested in waiting until 2017.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Director's Report.

Mr. Gamache stated himself and Ms. Locke completed the ICS 400 course in January. He stated Ms. Locke has been working on the two year plan for continuing education for the Service. He stated she has done a commendable job with developing a training program and coming up with

what is needed to meet the NCCP (National Continued Competency Program). He stated other area Services has asked for help with their programs and the Medical Director is very impressed with the work.

Mr. Gamache stated himself and Ms. Locke have been accepted into the NH Fire Standards and Training Instructors II course which will be in Dover for all the Wednesdays in March. He stated they will not be here for the next meeting.

Mr. Gamache stated they took delivery of the training mannequin and are finalizing the education for it. He stated every provider, based on their license level, will have to perform the skills on a monthly basis. He stated all of these things have been presented to the Medical Director and have been improved.

Mr. Gamache stated there was an issue with the wasting of the Controlled Substances with another ambulance service. He stated they were instructed by Concord Hospital to make sure all their medics took the training which they completed in just over a week.

Mr. Gamache stated they are in the final steps of completing the surgical chirothyrody application to NH EMS. He stated there are a few protocols they have to get the Medical Director to improve. He stated they presented all of the information to the Medical Director yesterday who will be writing the letter of recommendation and they should receive it soon. He stated they will be the first ambulance service in the Capital Area who will receive a letter from the Medical Director.

Mr. Gamache stated they are currently developing the training for the myrographic endoscope. He stated once it is passed to the paramedics it will go on the ambulance.

Mr. Gamache stated they are going to add ryglon, decodron, and liophed to their med bags. He stated they are within their protocol now but are not provided by Concord Hospital. He stated Dr. Hirsh approved these and they will be the only ambulance in the area with the medications.

Chief Paulsen asked if they will get more intercepts if the other Services find out they have the medications. Mr. Gamache stated not with those medications. He stated if they got RSI then intercepts would increase.

Mr. Gamache stated he is working on finalizing the ambulance specifications. He stated as soon as the budget is finalized they will put it out to bid. He stated they intend to order the ambulance by June and hope to have it by the fall. The Chair stated they need to follow Pembroke's RFP process for this.

Mr. Gamache stated they did 86 EMS incidents in January and 5 calls were mutual aid. He stated 36 were in Allentown and 43 were Pembroke. He stated the reaction time is an average of one

minute and eleven seconds. He stated the average response time is four minutes and thirty-one seconds.

Mr. Gamache stated Ambulance 3 was taken out of service a couple times this month. He stated there are electrical problems unfortunately they are unable to determine why they are drawing power. He stated they changed all the fuel filters as well.

Non-Public Session in accordance with the provisions of RSA 91-A:3,II(e).

Motion. Mr. Bourque made a motion to go into non-public under RSA 91-A:3,II(e) at 4:41pm. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Kelley – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Board came back into public session at 4:47pm.

Non-Public Session in accordance with the provisions of RSA 91-A:3,II(a).

Motion. Mr. Bourque made a motion to go into non-public under RSA 91-A:3,II(a) at 4:47pm. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Board came back into public session at 4:50pm.

Motion. Mr. Bourque made a motion to hire Jake Poulin at the rate of \$13.50. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to hire Kyle Haas \$12.50 as a per diem EMT. Chief Pendergast seconded the Motion.

Mr. Jodoin asked when they are going on the schedule. Mr. Gamache stated he will stop by Friday to get the process going.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Non-Public Session in accordance with the provisions of RSA 91-A:3,II(a).

Motion. Mr. Bourque made a motion to go into non-public under RSA 91-A:3,II(a) at 4:51pm. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Board came back into public session at 4:54pm.

Motion. Chief Paulsen made a motion to terminate Leanna Fisher effective immediately. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to terminate Christine Frost effective immediately. Mr. Jodoin seconded the Motion.


Chief Paulsen suggested having Ms. Frost send a letter for resignation. Mr. Gamache stated he can do it.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to adjourn. Chief Paulsen seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Paulsen – Yes; Ms. Abbott – Yes; Mr. Mulholland-Yes; Dana Pendergast – Yes; David Jodoin- Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Chair declared the meeting adjourned at 4:56 pm.



SHAUN MULHOLLAND, Chairman