

TOWN OF ALLENSTOWN AND PEMBROKE  
Tri-Town EMS Board of Directors  
311 Pembroke Street  
Pembroke, New Hampshire 03275  
Minutes of Regular Meeting  
November 9, 2016

**Call to Order.**

The Tri-Town EMS Board of Directors Meeting for November 9, 2016 was called to order by the Chair at 3:30 p.m.

**Roll Call.**

Present on the Board: Shaun Mulholland, David Jodoin, Herald Paulsen, Mike O'Meara, Dana Pendergast, and Bob Bourque.

**Others Present.**

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

**Approve minutes of previous meeting(s).**

Motion. Mr. Bourque made a motion to approve the minutes for October 12, 2016. Mr. O'Meara seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the non-public minutes for September 14, 2016. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Abstained; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

**Approve expenditures**

Mr. Jodoin explained to Mr. O'Meara how the Right Signature works.

Motion. Mr. Jodoin made a motion to approve the November 4, 2016 manifest in the amount of \$8,566.12. Chief Pendergast seconded the Motion.

Mr. Bourque asked why they are buying a Class A uniform. Mr. Gamache stated they had ceremonies to go to and will continue to do so. Chief Pendergast stated he pays for Class A uniforms for his full-time staff. Chief Paulsen agreed with Mr. Bourque they don't need Class A uniforms. Chief Pendergast stated there are a lot of ceremonies which require something other than the regular duty uniform.

Mr. Jodoin asked if they were buying bottled water. Mr. Gamache stated they are. He stated when they buy the water there is a deposit and the town gets the credit for the deposit. He stated he orders under his credit card under the town's account but the town is getting the refund. He stated he is using the credit to buy the water since it is his money.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for November 10, 2016. Mr. O'Meara seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to approve the Payroll Manifest for October 27, 2016. Mr. Jodoin seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

#### **Approval of purchase orders**

N/A

#### **Receive nominations for Chairman, Vice-Chairman and Secretary for 2017 to take effect January 2017**

Motion. Mr. Bourque made a motion to nominate Shaun Mulholland as Chairman for 2017. Mr. O'Meara seconded the Motion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Jodoin made a motion to nominate Harold Paulsen as Vice Chairman for 2017. Chief Pendergast seconded the Motion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

Motion. Mr. Bourque made a motion to nominate David Jodoin as Secretary for 2017. Mr. Paulsen seconded the Motion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – No; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

#### **Review proposed policies: o Policy on Adherence to Law.**

Mr. Gamache stated this policy puts in writing the staff is required to follow State and Local laws as well as EMS rules and gives them repercussion if they don’t.

Motion. Mr. Bourque made a motion to approve the Policy on Adherence to Law. Chief Paulsen seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

#### **Review proposed Agency emblem**

Mr. Gamache stated looking at the current emblem, he felt something more professional would be appropriate. He presented a proposed emblem to be used as an alternative. He stated he would like the option to have two emblems and use it at his discretion. The Chair stated they would normally have one and could phase out the old one.

Mr. Bourque asked if they will use the new emblem for the patches, trucks, etc. Mr. Gamache stated the new emblem will be for business cards, mailings, and such.

The Board agreed the new emblem will be used for letterhead and documents until they exhaust the supply of the current symbol.

Motion. Chief Pendergast made a motion to move to the new Tri-Town emblem to be used for correspondences and business cards and will be phased in when they get rid of the old business cards. Chief Paulsen seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

### **Discuss proposed FTO Program.**

Ms. Locke stated the program was put together earlier this year and has been revised a little bit. She stated the new content is highlighted in yellow. She explained they are looking to use current employees within the organization as Field Training Officers. She stated if they were to develop an EMS internship program or apprentice program they would use the FTOs to help train them. She stated they would also use the FTOs in the monthly training they are doing.

Ms. Locke stated there is a specific process to assign someone as FTO. She explained the employee would have to submit a letter of interest, complete a pre-assignment examination which requires at least an 80 percent, interview with Director and Assistant Director, and then a recommendation to the Board.

Ms. Locke stated there is a Daily Observation Report which would be filled out every shift on the employee who is part of the orientation or retraining process. She stated the intent was for the employee to receive immediate feedback on how they did on the shift, what components of the orientation manual were completed on the shift and what competencies were completed on the shift. She stated the FTO would use the form to write the monthly evaluations which will be required as part of the program.

Ms. Locke stated she put together a job description for the FTO. She stated in addition to job descriptions of a paramedic at Tri-Town the requirements would be a minimum of paramedic for two years, minimum of being an employees at the Service for two years and an employee in good standing, show self-motivation to complete the internal training, no lapse in licenses and certifications, be evaluated annually as a paramedic and as an FTO. She stated if the FTO received a one on the evaluation they would automatically be removed from the program.

The Chair stated he thinks it is great they come before the Board with the policy they are putting in place but he doesn’t think they need to get into the details of it. Mr. Bourque stated they already discussed this during the budget process.

Ms. Locke stated she did adopt the changes the Chair suggested and made the other document a formal job description. She stated there is another piece of goal for the next shift on the Daily Accomplishments Reports so if they are out for the next shift someone else can pick up where they left off.

**Consider appointment of new per diem EMT.**

Mr. Gamache stated David Trainer is a current EMT who is finishing his paramedic. He stated he has been in EMS for almost three years and everything checks out good. The Board determined to go into non-public to discuss this further.

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

Motion. Mr. Bourque made a motion to go into non-public session in accordance with the provisions of RSA 91-A:3,II(b) at 4:02pm. Chief Pendergast seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Chair called the meeting back to public session.

**Receive resignation of a per diem paramedic.**

Mr. Gamache stated as of October 14, 2016 Robert Johnson resigned his position as per diem paramedic. He stated Mr. Johnson has not worked since May and has a job in North Carolina.

Motion. Chief Pendergast made a motion to accept the resignation of Robert Johnson. Mr. Bourque seconded the Motion. There was no additional discussion.

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O’Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

**Discuss ComStar revenue report.**

Mr. Jodoin stated at the end of September they had a total receivable for \$397,000 and at the end of October the receivable increased to \$421,000. He stated he is not sure how they compare to the other communities. He stated he hears the other communities saying they collect about 70-80

percent and they are only collecting about 50 percent. He stated he thinks the \$421,000 is a high receivable. He asked where they are with the collections.

Mr. Gamache stated he sent an email requesting for the services in NH ComStar covers what their collection rate is. He stated he received a response it is private information they do not share. He stated he has never heard of an 80 percent collection rate for medical billing. Mr. Jodoin asked if they are going after those with supplement Medicare. Mr. Gamache stated they are. He stated he is sending out a number of bills next week which have gone past the 30 days from when he has notified the accounts. He stated there is a list of accounts and there is no activity. He stated he can assume the older ones are because they don't have the social security numbers.

The Chair asked if they can find out the status of the First Financial piece. He also asked they check with other Services and what their collection status is. He suggested Mr. Jodoin ask the Service the question. Mr. Gamache stated he finds it odd other municipalities are saying they collect 80 percent. He stated next year he has created a spreadsheet to track what they are getting, what the balance is per account and other information so he can tell the Board what their collection rate is. He stated he has never heard of an 80 percent collection rate for an ambulance service.

Mr. Jodoin stated their Budget Committee may ask what was billed, collected, and written off. He stated he needs to be careful how he words things because saying if it was private sector they would go for it doesn't sound good. He stated there are over 148 people on the list. The Chair stated they need to make sure they are doing their due diligence to collect as much as they can. He stated they should be able to say where they are at and why they are there. He stated if something is not being done by ComStar or First Financial then they need to address it.

Mr. Gamache stated he was trying to explain private companies do their own billing and watch the accounts individually. Mr. Jodoin stated they are paying ComStar six percent so they should be motivated to do it. Mr. Gamache stated private ambulances services charge three times what the Service charges but their percentages are lower. He stated they have a lot of Medicare patients and it will bring the percentage way down. He stated there are five patients who collected the insurance check and two of them said it was pay for the services or eat. He stated he is doing what he can. He stated half of the list is going to collections and it is a time consuming process.

Mr. Jodoin cautioned Mr. Gamache with how he words things because the Budget Committee is going to see an \$800,000 budget and only half of it collected. The Chair stated the reality is they need to do their due diligence to collect what they can. He stated the Budget Committee is going to want to know they are doing everything they can to collect the money. Chief Paulsen stated a Selectman may say something about it being so low. He stated he has heard a Fire Chief in Epsom they are making money off of it which is not true but the Selectmen hear it. Mr. Gamache stated he will speak with the other Services and find out what their collection rates really are.

## **Director's Report.**

Mr. Gamache stated for October they did 112 runs which is the second busiest month since the Service was created. He stated it is also the fourth month this year they were at 100 or more and the sixth month busiest spread of the Service. He stated they had a transport rate of 63.5%, received mutual aid seven times and gave it six, average time out the door is a minute and four seconds and average time on the scene is a minute and fifty-nine seconds. He stated last month they provided coverage to Pembroke Friends of Football as well as the Ameskeag Regatta Club.

Mr. Gamache stated they finally got through to the USPS to set up a business reply mail account. He explained they need it to do surveys. He stated they are also tying it into their HIPPA requirement notice. He stated one of the full-time employees will be tasked with doing mailers and every patient will receive a survey and privacy practice notice. He stated the survey will be on a half sheet of paper with a blank side they can use to put announcements on.

Mr. Gamache stated he has been speaking with Chief Gilbert about the mutual aid concern. He stated the Fire RSA for mutual aid is rigid but the EMS RSA is not. He stated the Capital Area Mutual Aid Compact was created amongst communities and not Fire Departments. He stated they incorporated the EMS calls for the communities within the compact themselves. He stated it is a mutual aid agreement between the towns not the departments. He stated Tri-Town isn't specifically represented because it covers Allentown and Pembroke. He stated the EMS calls are covered under the mutual aid compact.

Mr. Gamache stated at this point they can either be good with how things are or try to do a mutual aid agreement as a whole. He stated if they want rigid agreements they would have to go to each individual community for an agreement. He stated the potential issue is the town won't want to sign another mutual aid agreement if their wording is different. The Chair stated he thought they already discussed this and issued a directive to have either something worked out with the Compact or pursue agreements with the other towns. Mr. Gamache stated he will move forward with discussing a mutual aid agreement between Tri-Town and the Capital Area Mutual Aid agreement.

Mr. Bourque asked the question of the RSA can be put to town council. The Chair stated yes but someone has to pay for it. The Chair suggested putting it before NHMA and see if they respond to it.

Mr. Gamache stated Ms. Locke attended training in Texas last month.

Mr. Gamache stated the new ambulance is slated to be completed by January 30, 2017. He stated part of the purchase there is a medication vault. He stated it allows them to give each paramedic a specific and unique pin number so they will know who accessed the vault. He stated it will also send an email out when the parameters are exceeded.

Mr. Gamache stated they had to order CO detectors are at the end of their life span and are on order now. He stated they have been having issues with their keyboards for their tablets. He stated they spoke to other departments to find out what they are doing and it seems everyone is going away from the Panasonics because of the issue. He stated they ordered two Surface Pros in hopes these work out better.

### **CAG Update**

Mr. Jodoin stated the lawyer wants him to go through December 2014. He stated he is working with the bank to get more detail information. He stated he has gone through January 2013-December 2013 and has January tied except for a deposit and some smaller ones in February. There was further discussion of the schedules and going through each month.

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

A Roll Call Vote was taken: Mr. Mulholland-Yes; Mr. Jodoin – Yes; Mr. Paulsen – Yes; Mr. Pendergast – Yes; Mr. O'Meara – Yes; and Mr. Bourque-Yes. The Chair declared the Motion passed.

The Chair adjourned the meeting at 4:45pm.



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SHAUN MULHOLLAND