



PULSE



New Operations Initiative Approved

Allen Scalise and Michael E. Pollock

At the October Annual Meeting, BVA members voted to authorize a change in our By-Laws and the reorganization of the Operations Division. This organizational evolution is the next logical step to meet the changing needs of BVA and to serve the Community more efficiently.

The current volunteer Director of Operations working with members of the Operations Dept. developed this plan. The plan was then presented to the BVA Board of Directors for their review and input. The jointly created final plan was presented to the membership for approval.

The purpose of this initiative was to create a model, similar to our Administrative side at BVA. Last year, we created a career Business Manager position to provide greater consistency with daily business operations.

As our call volume
(continued on page 3)

Inside this Issue

New Ops Initiative	1
Tourney Benefit	1
Calendar	2
Election Results	3
Zack Foundation	4
Membership	5
Career Staff	6
CPS Committee	6
Training/H&S	7
ALS	8
Rig Committee	8
PR Committee	9
Business Mgmt	10
PR Includes You	11
Holiday Party	12

3rd Annual Zack Tournament

Michael E. Pollock, Public Information Officer

On July 10, 2004, the sun shone down on the friends and colleagues of Zhe "Zack" Zeng gathered at the La Tourette Golf Course in Staten Island. Now, an annual event, this tournament started in 2002 as a special remembrance in memory of their friend and co-worker at the



Bank of New York – ADR
(continued on page 4)

Above: "Team Zack" pictured here at the tee at La Tourette Golf Course in Staten Island.

Calendar of Events

Annual Membership Dues

Submit note with your name and \$3 annual dues (cash or check) to Ann Louise Rydzewski, Secretary, no later than January 31, 2005

BVA Annual Banquet

Saturday, March 5, 2005—Location: TBD

BVA Open House

Sunday, May 15, 2005

BVA Base

EMS Week

May 15—21, 2005



"I would like to personally thank each and every one of you for your continued time and effort."

Dennis Mietz,
President BVA

From Dennis Mietz, President, BVA

I would like to take this opportunity to wish all of you and your families a Happy Holiday Season and a prosperous New Year. All of your efforts are appreciated as always by the Board of Directors of BVA.



Late Breaking News

Visit the BVA Web Site for the latest news. Michael E. Pollock, PIO, has been busy updating its format and information. BVA's website contains up to date news, calendar of events and useful links.

www.brightonambulance.org



Photos from Member Holiday Party

See Page 12

(Photo courtesy of Michael E. Pollock)

General Membership Meeting November 2004

New BVA Executive Officers Elected Michael E. Pollock, PIO

At the Board of Directors meeting, immediately following the General Membership meeting on November 17, 2004, the Board elected its new officers for 2005.

The new officers are:
 President - Dennis Mietz;
 Vice President - Eric Morrie;
 Secretary - Ann Louise Ryzdewski and
 Treasurer - Paul Fredericks.

These officers will take their respective offices on January 1, 2005.

On November 17, 2004, at the General Meeting, three members were elected to fill three-year terms on the Board of Directors. The newly elected include two members that have previously been on the Board, Bob Brody and Michael E. Pollock. New to the Board is Allen Scalise.

Joan Cohen will retire from the Board, on January 1, 2005, as her term ends.

Joan has been a member for 20 years. She will remain a Support member and continue to manage the annual fund drive, a vital source of revenue for BVA. We extend our appreciation to Joan for her work and dedication.

Operations Initiative (continued from page 1)

increased, so did the increased demand on volunteer and career operations staff. The same need for consistency and availability became evident. Following the election, the career positions of EMS Operations Manager, along with Advanced Life Support Chief/Training Director became part of our structure. Applications for the position were posted and preliminary applicant interviews are now completed.

The EMS Operations Manager will be responsible for the Operations Division. This Division

includes all "road" crews, both volunteer and career; as well as its own departments such as Advanced Life Support, Basic Life Support, Drivers, and Communications. They will also serve as the primary liaison for meetings with the Town and other public safety agencies. The Advanced Life Support/Training Director will replace the current position of Deputy Director of Operations. They will oversee Advanced Life Support personnel (Paramedics and Critical Care Technicians) and their related equipment. They will also coordinate the training of all BVA personnel, ensur-

ing that all members' training is up-to-date and that we meet all NYS Dept. of Health, as well as OSHA training. Additionally, they will coordinate training of Brighton Police and Fire Dept. and town personnel in their annual Automated External Defibrillator, as well as CPR/AED training for the public. They may also serve as the EMS Operations Manager during absences.

Michael Murphy was asked by the Board to remain in place for a period to provide training for the new personnel and ensure a smooth transitional period.



"The personnel were great. Made me feel comfortable, at ease and less worried."

Brighton Resident
 Center Street

Crew:

Grigg, Jarz



"The service was fast, professional courteous and reassuring."

Brighton Resident

Bellevue Drive

Crew: Corl, Corl,

Rydzewski,

Rydzewski

Tournament *(continued from page 1)*

Division. Zack was killed during the 9 – 11 World Trade Center Attack in NYC. He was performing lifesaving first aid on the victims, when the first tower collapsed.

Each year, proceeds from the event are donated to Brighton Volunteer Ambulance to help us in carrying on our essential EMS services to the people of Brighton. Perry E. Parma Gill, who has coordinated the golf outing each year for BNY – ADR Division said, "Zack learned his lifesaving



skills, while at Brighton Volunteer Ambulance. He used them to try to help others during the tragic events of 9 – 11. This is our way to honor Zack's memory, as well as the work of the organization that taught him his EMS skills."

Above: Michael Pollock presented Zack's mother and brother with the medal and the U.S. flag that had flown over the United States Capital in Washington D.C. that were presented to him as he represented Zack's family at the National EMS Service in Roanoke VA on May 29, 2004.

Zack Zeng Foundation to Benefit BVA

Michael E. Pollock, Public Information Officer

The friends and co-workers of the Bank of New York – ADR Division wanted to make certain that their late friend, Zack was never forgotten. They also wanted to develop new ideas for fundraising to increase the monies they could donate to BVA in his memory. Working with their employer, they created the Zack Zeng Foundation.

The first non-golf event to raise money for the Foundation was a "Happy Hour" held at the opening of a new Manhattan bar. All the tips during the Happy Hour were donated to the Foundation by the bar staff.

The foundation is a non-profit corporation that works to gather the funds and distribute them to BVA.

By becoming a tax-exempt organization, it enables them to make certain that all the monies possible go to BVA. The Board of Directions of the Zack Zeng Foundation includes three of Zack's former co-workers at BNY-ADR Division: Perry Palma Gil, Michael Curran and Robert Martello. BVA's Michael E. Pollock is the fourth member of the Foundation board.

Road Cleared Volunteer Member Listing

Steve Wexler, Membership Director

The following volunteer members are recognized for their dedication and commitment to BVA:

- ◆ *Robert Brody*
- ◆ *Nathan Clark*
- ◆ *Christina Corl*
- ◆ *Anthony DiMattia**
- ◆ *Lisa Engstrom*
- ◆ *Paul Fredericks*
- ◆ *Ken Gordon*
- ◆ *Jim Gumer*
- ◆ *Ken Hazlett*
- ◆ *Bo Jefferies*
- ◆ *Tony Katsetos*
- ◆ *Beth Ann McNeill*
- ◆ *Dennis Mietz*
- ◆ *Eric Morrie*
- ◆ *Michael Murphy*
- ◆ *Ira Platt*
- ◆ *Preethum Prithviraj*
- ◆ *Matt Quinn*
- ◆ *David Raz*
- ◆ *Ann Louise Rydzewski*
- ◆ *Adam Smotrich*
- ◆ *Maurice Soucy*
- ◆ *Tracy Soucy*
- ◆ *Duncan Ververs*
- ◆ *Richard Wersinger*
- ◆ *Steve Wexler*

**Recently cleared*

Thank You!



Total Road Cleared
Volunteer Time
July–September
2004
1,745 Hours

Membership Recruitment Update

Steve Wexler, Membership Director, membership@brightonambulance.org

The BVA Membership Department is taking steps to bolster new membership.

The BVA Membership Committee plans to schedule an orientation to be held once a month on a regular night to host those persons interested in applying for membership at BVA. This is one way of helping qualify inquires and get them on their way to becoming new members. If you've taken calls from public asking for more in-

formation or to join BVA, in the near future, you'll be able to simply suggest they attend a session.

This event will include a tour and brief overview. In addition, the Membership Committee will take applications and schedule interviews. Look for an upcoming announcement from Steve Wexler and Duncan Ververs.

Questions can be directed to Steve Wexler at the email address noted above.



Welcome New Members!

- Billie Jo Yelle**
- Amos Chen**
- La'Kita Munden**
- Billy Sauer**
- Vicki Field**
- Shawna Rizzi**
- Matt Cummins**

Career Staff Update

Michael McMahon, Career Staff Supervisor, DDO, Acting ALS Chief, EMT-P



Here is the Career Staff Department Update:

☞ Does the statement "status quo" mean anything? We are working hard to maintain our staffing levels and finish the year strong. On a sad note, we have accepted the resignation of Donna Bailey due to her other commitments. She will be sorely missed, thank you Donna. We

are looking forward to Todd Costanza clearing as an ALS Tech with BVA, as well as Ron Norton now in the EMT-I class.

With the upcoming change in organizational structure here at BVA, I look forward to all the changes and moving BVA forward in quality of care and service.

Please accept my deepest wishes for a safe and

happy New Year. See you in 2005!!!!



"Your care was excellent. Thanks to your quick response."

Brighton Resident

Washington Street

Crew:

McMahon, Norton, Ververs

Career Staff Committee

Ann Louise Rydzewski, Career Staff Committee Chair

Thanks to the 2003-04 Committee members: Paul Fredericks, Mike McMahon, Dennis Mietz, Mike Murphy, Richard Wersinger, and Terry

Yount. Special thanks to Barb Sforza for her help.

Next CPS Committee meeting is Monday, January 6, 2005 at 1700 hrs.



Submit your articles to bvapulse@brightonambulance.org
Next Issue Deadline is March 1, 2005

Training / Health & Safety

Darrell Grigg, AEMT-P, MICP, Deputy Director of Training, training@brightonambulance.org



As we enter the new year, the Training Department is abuzz with things coming up. We are currently doing our annual HazMat training and shortly will begin OSHA required Bloodborne Pathogen training.

If there is a subject you'd like to see to re-familiarize yourself, please place a note in my mailbox. I recently posted a request for input on training/retraining to solicit members on additional training/retraining. I have developed a monthly calendar that will list available classes. It will include two or three pieces of equipment/techniques that will be discussed. Classes will be kept to 1-2 hrs. We can always do an informal retraining if needed.

The Training Dept is also going to post classes so members can maintain their skills. We're going to introduce each member to our new training dummy, so we can run ALS and BLS scenarios. Any skills/procedures we cover/practice, can be signed off for your Pilot Recertification.

That brings us to our big announcement. Yes, the Pilot Recertification Program is officially off the



Above : BVA Members listen as Scott Fitch, Lieutenant, BFD, leads HazMat refresher training on December 6 held at BFD Station #1. (photo courtesy of Michael E. Pollock)

"...the Pilot Recertification Program is officially off the ground!"
Darrell Grigg
training@brightonambulance.org

ground!!! This program allows practicing EMTs to take courses monthly as opposed to taking a full recertification course. This program is offered as an option to sitting in a recertification class and having to take a test and practical exam. All levels of EMTs are eligible. You can now sign up to take part in the program, which allows you to use CME credits, class credits (BTLS, ACLS,PALS), videos, magazine articles to add up credits towards recertifying.

If you are interested in participating in this program, please contact me and I will arrange to meet with you. This Pilot program takes time to get all your credits and cannot be done in a month or two. Please plan accordingly if you need to recertify in the next 6 months.

Additional projects planned for the upcoming months include CPR classes, EMS topic related classes, and an introduction to new equipment being placed in service.



"Excellent Service."

Brighton Resident

Hahneman Trail

Crew:

McMahon, Jarz

ALS Michael McMahon, Acting ALS Chief

It will be a busy time come the turn of the year for the ALS Department. We will be continue our efforts to secure narcotics and the related benefits for patient care. There are many steps to this tumultuous process like paperwork required by the State of New York, Monroe County, as well as the Drug Enforcement Agency. As is always the case our techni-

"...our technicians continue to carry themselves to the highest standards."

Mike McMahon

cians continue to carry themselves to the highest standards and demonstrate some of the best advanced care seen anywhere in New York State.



"They were there promptly and were very friendly."

Brighton Resident
Lansglow Street

Crew:

Fidele, Wexler

Rig Selection Committee, Paul J. Fredericks, Committee Chairperson

New Rig specifications were completed by an outstanding committee group and submitted to the BOD.

The selection Committee gathered relevant information from several ambulance manufacturers as well as collected input from the idea sheet. The general request was to lean towards a smaller rig. Through the research completed the selection Committee determined that we

would continue with a Ford E-450 as a result of weight concerns. The Committee is recommending a shorter modular configuration. The



height of the modular configuration will be a compromise of all of the member recommendations.

The Committee specification has the support of the Operations Department. A specification document was submitted to the Board with minor changes at the December 8 meeting.

The plan calls for 3079 to be retired from duty next year and be replaced by the new rig. The BOD will vote in January then meet with Brighton Town officials. If the plan moves forward, a new rig will be in place by the end of 2005.

Trick or Treat on Safety Street Allen Scalise, Newsletter Chair

BVA's Public Relations Committee members participated in the Town of Brighton Recreation Department's Trick or Treat on Safety Street held from 9:00—12:00 October 23 at the Brighton Recreation facility. The Rec department hosts this Spooktacular event each year before Halloween to provide a safe and fun way for children (up to grade 5) to trick or treat.

BVA BOD approved sponsorship since the event matches our mission to promote the quality, safety and health of our community.

Sponsors host a house in the "street" of door to door decorated houses that fill the small gym. BVA committee members and their families handed out Halloween safety pamphlets, BVA's *Be Prepared for Child Medical Emergencies* brochure, and band aid dispensers to promote BVA and safety in our community. Thanks to Allen, Ellin, Victoria and Madison Scalise as well as Michael and Emma Pollock. Family friend Nina Kegelmeyer helped too as all volunteers



traded shifts over the morning hours.

Rebecca Cotter, Assistant Director at Brighton Recreation, said this year's event exceeded attendance expectations. Over 75 children attended with an estimated 125 parents, siblings and friends. This event was an excellent way to promote BVA.

Above: Trick or treater (or future Member?) visits BVA's decorated house.

[ed. Wex, do you want his name?]

(Photo courtesy of Allen Scalise)



EMS Fact

"A formalized ambulance surfaced in the late 15th century, when Ferdinand and Isabella of Spain took an unprecedented interest in their troops. Surgical and medical supplies were brought together in special tents for the wounded called ambulancias."

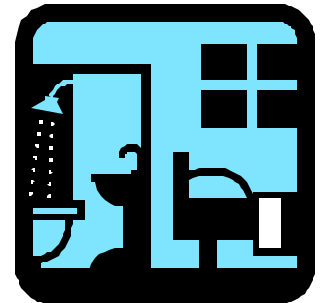
rescuehouse.com

What's New at the Base? Barb Sforza, Business Manager

BVA has allocated monies to renovate the bathroom off the first floor kitchen. This will include repairs of the walls, replacement of the fixtures and sliding shower door.

BVA awarded the con-

tract to a Brighton firm. Besides price for basis of the contract award, BVA considers the Brighton business community when possible. This as an effort to show support to our Town and its economy.



"Please accept our sincere appreciation for your efforts to care for our son."

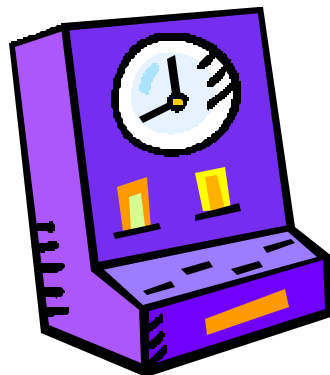
Brighton Resident

New Time Clock Software Barb Sforza, Business Manager

BVA has decided to replace EMFOTEC and the temporary Paychex software time clock. After conducting a review of many programs, BVA has selected a custom solution created by John Corl, a current member, who is also an IT professional. BVA experimented with two other software programs and after an evaluation period, selected John Corl's product.

Members are asked to clock in and out for each and every shift beginning in November 2004. Every active member of BVA is registered by name and the last 4 digits of your SSN. If you SSN is not on file, you will need to contact John Corl to

obtain a temporary number.



Career staff have been using the software and if need be they can answer a quick question or two. If you have detailed questions please contact John Corl for more information.

If you forget to log in or

out, please leave a note in Barb's mailbox with your name, the date of your shift and time in and out. We will have to log in the data manually, so please allow up to one week for this to be entered into the system.

As an initial quality measure, Barb asks all members to contact her within the first 10 days in each of the coming months through February to verify your hours.

In the long term, this new software program will help us properly track and report on member hours.

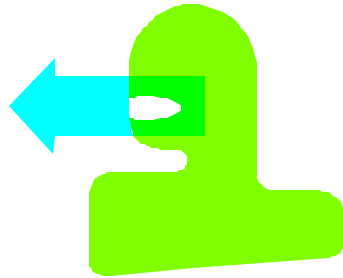
Public Relations is Everyone's Job

Michael E. Pollock, Public Information Officer

Good public relations is every member's job. Projecting a positive image of our organization not only enhances how we, as EMS professionals, are perceived in the community, but also influences the trust our patients put in us in providing the best possible health care for them or their loved ones.

First impressions are important. They can set stage for your encounter. Is your uniform clean and neat? Is your hair brushed and face clean-shaven? Are your boots/shoes clean? All these may not be possible if you have been running back to back calls for an entire shift or awakened in the middle of the night. However, you should at least start your shift looking fresh. All these items affect how our community perceives us.

Members should use caution about their conversations concerning BVA in front of others. Even though



you did your rig check, on a call if you suddenly find a piece of equipment not in place, mentally note it. Do not make negative comments in front of non-BVA personnel. Follow-up can always be addressed once you get back to the base. In restaurants, "shop" talk is common. Always remember about patient confidentiality and HIPAA. Internal organizational issues are best kept internal. Do not talk about them when you are finishing your paperwork in hospitals. In either case, you never know who is listening. You never know who knows whom.

How do you talk about BVA in front of your family? This really hit home with

me recently. A relative was in one local hospital following a major medical incident. They needed to be transferred by a Critical Care Transport to another hospital for surgical care. My 10-year-old daughter's first question was, "Can BVA take them?" She did not say it so much as a question, but rather as a request. When I told her we really needed an ambulance with very special equipment and another agency was going to do the transport, her response was, "Well can someone from BVA be on that ambulance with them?" She trusted BVA to care for a family member she loved very much.

Everyone needs to remember that they are a part of the BVA public relations team. You are all ambassadors to our community. Make your community proud of you and your organization. Let them know that their trust in us is well founded.



"I would like to thank BVA for responding so promptly and especially the three volunteers who very carefully got my husband downstairs into the ambulance and to the hospital."

Brighton Resident

Member Holiday Party Allen Scalise, Newsletter Chair

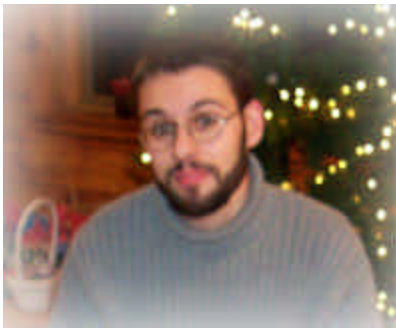
BVA's 2004 Member Holiday Party was held Friday, December 3, 2004 at the Lodge at Brighton Town Park off Westfall Road. Thanks to Amy Mietz and the Social Committee for a successful event! Over 40 Members and their families at-

tended the event and enjoyed an outstanding, catered dinner. Kids had fun and games. A warm fire at the lodge created a nice relaxed environment. Thanks to the Members that stayed in service during the evening's event.



*Above: Brighton Town Lodge
(Photo courtesy of Town of Brighton)*

Photos courtesy of Michael E. Pollock



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Board Member - Joan Cohen

Board Member - Paul Fredericks

Board Member - Ira Platt

Board Member - Michael E. Pollock

Board Member - Steven Wexler

bvapulse@brightonambulance.org

Board Appointed Positions

Business Manager - Barbara Sforza

Career Staff Chair -

Ann Louise Rydzewski

Career Staff Supervisor - Mike McMahon

Development / Grants -

Michael E. Pollock

Fund Drive - Joan Cohen

General Counsel - Kenneth W. Gordon

HIPAA / Privacy Officer - Dennis Mietz

Medical Advisor - Joseph Rube', MD

Medical Director -

Charles L. Maddow, MD

Medical Supplies - Dan Fox

Member Benefits - Paul Fredericks

Membership - Steve Wexler

Public Information Officer -

Michael E. Pollock

Recording Secretary - Patti Brody

Social Committee - Amy Mietz

Operations Staff

Director of Operations - Michael Murphy

Deputy Director of Operations -

Mike McMahon

Training Director - Dennis Mietz

Interim ALS Chief - Mike McMahon

BLS Chief - Adam Smolrich

Driver Supervisor - Ken Hazlett

K-9 / Disaster Services - Bob Brody

Base Operations - Steve Wexler

Communications Supervisor -

Michael E. Pollock

Health & Safety / Training Assistant -

Darrell Grigg

Vehicle Maintenance - Jeremiah Shufelt

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