

TRI-COMMUNITY AMBULANCE SERVICE, INC.

Prospective Members Informational Guide



Prospective Member

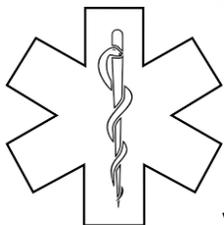
First and foremost, thank you for your interest in our organization. Tri-Community Ambulance Service, Inc. has a rich history of giving back to others in their time of need. Tri-Community was founded by people, much like yourself, that had a desire to give back to others. While our history is rich, we truly believe the best is yet to come!

Making the decision to give back to others is an honorable decision, and one that should not be made lightly. This informational guide will help you understand what it takes to become a member, and what monthly expectations we hold our members to, to ensure our company operates smoothly and effectively.

Once you are a member, the help doesn't stop there. Our company officers and members will guide you through a new member orientation to ensure your understanding in our operations prior to taking your first call or scheduled duty shift! Our members are always willing to help with any questions even after the orientation period. Tri-Community operates on the team concept.

We hope to see you within our ranks in the near future. Thank you, once again, for your interest in helping those in need!

Tri-Community Members and Officers



visit us on the web at www.tricomcommunityambulance.org

Message from the President

Throughout the years we have been able to grow as an agency. From our humble beginnings in 1956 as the Sanborn-Pekin Ambulance Service with only 3 calls in our first month of service and running ambulances out of the local fire halls, to our present day centralized operations with three ambulances and an ALS flycar with over 1,400 calls last year. We remain focused on providing quality ambulance service to our community. We take great pride in doing whatever it takes to provide the best patient care and I feel this is the direct result of the outstanding and dedicated volunteers that we have. I also contribute our success largely to those members who have volunteered for us in the past, who each helped move us to where we are today. There is no other factor than that of our dedicated members that has had such a direct bearing on the success we have had as a company.

The volunteers of Tri-Community Ambulance Service, Inc. are the "best of the best" and are the most important asset we have. In addition to the full time jobs, collegiate studies for our younger generation members, families and personal lives, our members still find the time to provide countless hours of time to our company through scheduled duty hours, training, drills, certification and recertification classes, meetings and committee work.

As the President, I am proud of our entire organization, and personally thank each and every one of you for all your hard work and dedication. I also would like to thank the officers and members of the Bergholz, Pekin, Sanborn and St. Johnsburg fire companies for allowing us to provide ambulance service in your fire districts. I'm excited to see what the future holds for Tri-Community Ambulance Service.

Amanda Ohlson, President

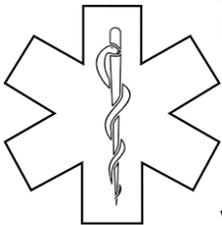


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Our station

Tri-Community operates 1 station, located at 6276 Ward Road in the Town of Wheatfield, New York. We operate our 3 ambulances and 1 Advanced Life Support fly-car out of this building. From this station, we respond and serve our residents within the Bergholz, Pekin, Sanborn and St. Johnsburg fire districts.

While on duty, our members enjoy the comforts of home with our “dayroom” that has couches/recliner, full kitchen, 2 computers that can be used for personal business, TV, WiFi access, and Netflix! Our station also includes 2 bunkrooms (one male, one female) that can accommodate 3 persons per room. Our bathrooms also include shower facilities and lockers (must supply your own lock) for on-duty personnel to securely store their belongings.

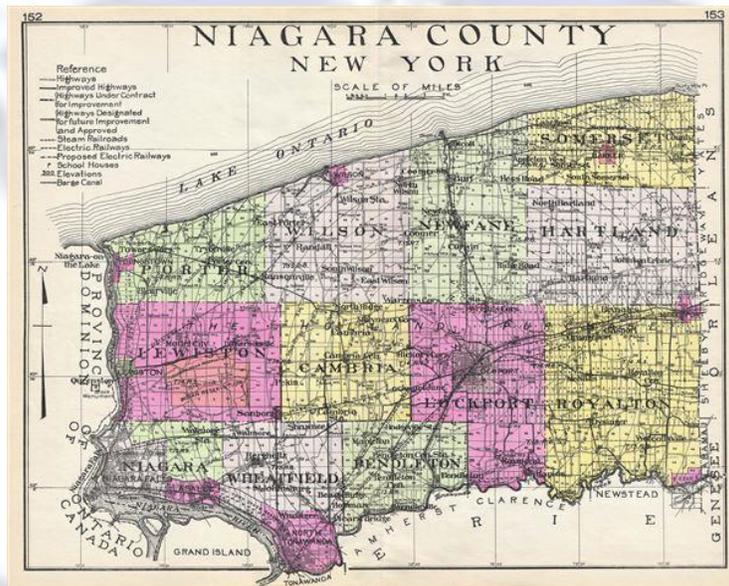


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Our response area

Tri-Community Ambulance Service, Inc. proudly serves the residents of the Bergholz, Pekin, Sanborn and St. Johnsburg fire districts. Our response area includes portions of the Town of Wheatfield, Town of Lewiston, Town of Cambria and the Tuscarora Indian Reservation; all within Niagara County, New York!

Chances are you have been in our area, or at least near it! Within our response area, we cover the Niagara Wheatfield Senior High School, Errick Road Elementary School, West Street Elementary, Niagara County Community College, Smokin Joes on Saunders Settlement Road (Route 31), Elderwood at Crestwood Health Facility, Niagara Falls International Airport, The Summit Park Mall, Bonds Lake Park, and the Boy Scouts of America Camp Stonehaven, just to name a few landmarks!



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Why volunteer?

Tri-Community Ambulance Service, Inc. proudly serves the residents of the Bergholz, Pekin, Sanborn and St. Johnsburg fire districts. Our response area includes portions of the Town of Wheatfield, Town of Lewiston, Town of Cambria and the Tuscarora Indian Reservation.

Tri-Community, like most volunteer fire and EMS organizations, was founded to address a growing need for ambulance service to our rural community. In the United States, roughly 70% of all firefighters are volunteer! Roughly the same percentage goes for EMS personnel!

As of 2014, NFPA found that out of the 1,134,400 firefighters in the United States, 788,250, or 69%, were volunteer! The CDC found in their "2011 National EMS Assessment a total of 826,000 licensed and credentialed EMS professionals in the United States." The CDC also found in their 2015 "Current Population Survey estimate for full-time employed EMT's and paramedics was 241,600."

Today, the need for fire and EMS services continues to grow! Tri-Community is always recruiting and looking for new talent to help continue our mission of helping others!



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So, why volunteer?

- **Have you ever witnessed an emergency and wished you could help?**
- **Have you ever witnessed an accident and wanted to do more than just call 911?**
- **Are you looking to help people in what is their greatest time of need?**
- **Have you ever wanted to get involved in your community?**
- **Have you ever wanted to give back to others for no other reason than to make a difference?**
- **Do you want to make life-long friendships?**
- **Do you want to be part of the emergency response team and be part of the proud 70%?**

If you answered "yes" to any, or all of these, Tri-Community Ambulance has a position for you!

What can you expect to see?

Unfortunately, like most things in life, EMS is a world of the unknown. One call may be a lift assist/good intent call, and the next call may be a motor vehicle accident with numerous trauma patients. Our agency can be dispatched to any type of emergency situation that could arise.

For some, the idea of rushing to a scene where another fellow human being is hurt, or worse, is not their desired calling. For others, this line of work brings great satisfaction. Knowing that you made a difference in someone's life, or responded and gave your all in the attempt to save a fellow human being's life. This line of work is not for everyone.

At Tri-Community, we truly believe it takes people from all walks of life to make our company a success. From active responders, to supporting members who help with fundraising, it takes a team approach to keep this company moving forward!

What is required of me on a scheduled duty shift?

When you report for your duty shift, you will be required to do a "pre-trip" inspection on the ambulance you are assigned to that shift. We check our vehicles prior to the start of each shift to ensure we have the proper stock of EMS equipment at the ready; and to ensure our fuel levels and mechanical portions of the vehicle are ready for the first call.

When on duty, you must either be at the station, or within a designated radius to our station. Whether you are in our dayroom, or out on the truck with your crew getting a meal, our crews are expected to be available and respond when dispatched.



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What should I wear?

At your new member orientation, we will supply you with a shirt with our company insignia on it. We will discuss the “probationary” period all new members go through, and at the completion of this, you will be given a voucher for a complete uniform from our supplier. In the interim, we ask that you wear dark dress pants, sturdy dark shoes and the uniform shirt we provide. Tri-Community maintains a strict uniform policy as we are called to people’s homes and businesses all hours of the day and night to assist. We want to have clear identification on who we represent for security purposes.

What is expected of me monthly?

We understand you are busy. We are the same as you. Careers, family, schooling and friends. To remain as an active member of the ambulance service, we require that you pull 12 hours of scheduled duty time each month. All of our scheduling is done on our electronic scheduling system, IAMRESPONDING, which you can schedule your own shifts from any computer world-wide, or on your smart phone’s mobile app (which is free!).

Members are required to pull 12 hours of scheduled duty per month. Scheduling is made easy on our electronic scheduling system and mobile app, courtesy of IAMRESPONDING.COM

The nice thing about volunteering for Tri-Community is that our business is open 24 hours per day, 7 days per week. There are no specific times like other organizations which makes it easier to serve our company for those with difficult schedules! Tri-Community is willing and able to respond at anytime for our residents. We are always looking for help, across all shifts.



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Also, unlike employment settings or other organizations, we don't tell you when to work, you get to schedule yourself! Once you complete your new member orientation class, you will be given access to our scheduling program and shown how to navigate through it!

Pre-populate with scheduling defaults, when members have them? Yes No

SELECT MEMBER TO SCHEDULE: Richardson (EMT/Driver) Philip

Add a shift for Philip Richardson (EMT/Driver)

ON DUTY LOCATION: Station 1 ON DUTY FOR: Unit 1

START DATE: 10/13/2016 START TIME: 03:30

END DATE: 10/13/2016 END TIME: 09:30

Recurrence

ENTER

Scheduled shifts for Philip Richardson (EMT/Driver) are

Start date	Start time	End date	End time	On duty location	On duty for		
10/15/2016	09:00	10/16/2016	00:00	In Response Area	Unit 1		
10/16/2016	09:00	10/16/2016	17:00	In Response Area	Unit 1		
10/20/2016	10:00	10/20/2016	12:00	In Response Area	Unit 3		

PAST SHIFTS PRINT FUTURE SHIFTS

With our electronic schedule, you will get to schedule when you start, stop and what date you work!

How do we respond?

Tri-Community is one piece to the emergency response chain in Niagara County. The first chain are the 911 dispatchers who receive the call. Once the call is received and it is identified that EMS services are needed, the area fire company and Tri-Community are dispatched to the call. We respond with the local fire companies for many reasons. First, it is their district. More importantly, Tri-Community could be considered more of a "regional asset". Not all fire stations have an ambulance in them, that's where we come in. Being a provider for more than one district, there may be times we are leaving a scene of another call and dispatched to another incident, or responding from the local hospital and to the next call. The fire company



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will respond and start patient care, and once on scene, Tri-Community will receive the verbal report from the first responders and assume patient care responsibilities and transport the patient to the hospital.

Don't worry about memorizing alert tones! Tri-Community's station is equipped with a tone receiver system, that once our unique combination of tones are transmitted, the station will alert and red flashing lights will alert you to an incoming call. For those that live in our response area, tone/voice pagers are issued so calls can be received and monitored from a members house so they know when someone needs help!



Motorola Minitor 6 Alert Pager

How do I get trained to help others?

Tri-Community will guide you through the process on how to get signed up for formal training classes to both drive the ambulance and to become an EMT. You don't need to be an EMT or have prior EMS experience prior to joining! Before you are "cleared" to be on your own and in charge of patient care, Tri-Community will ensure you are properly credentialed and able to provide such services. As an added benefit, there is no cost to you for EMT-Basic through Advanced EMT-Critical Care courses with your affiliation with our company!



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Local colleges and universities host the Emergency Medical Services curriculum both in the fall and spring semesters. Traditionally our members go to either Niagara University, Niagara County Community College or Erie Community College for their EMS courses. There are other courses that are held at other community colleges in the area, and at times hosted out of local fire departments and emergency management offices. Our training board in the station and our website will be updated with information as we get it!

Ok, you sold me...I'm ready to sign up, now what?

We are glad you got to this point! Now, all you will be required to do is fill out an application and submit to us. Our application can be requested direct from our station or via our website. Once we have your application, one of members will be in contact to conduct a brief phone interview. After that, your application will be presented before the general membership at our monthly meeting, which occurs on the third Tuesday of each month; with the exception of December, which is the second Tuesday of the month (to ensure we are not impeding on holiday celebrations!).

Once voted in, you will receive a letter in the mail with information on the next New Member Orientation meeting. This meeting will go over company history, guidelines and policy, as well as get all required forms and paperwork completed for your file. Additionally, we will get you completed with your HIPAA and OSHA courses that night so you are ready for your first shift! By the time this session is over, you will be ready to take your first shift.

Don't worry, you won't be alone! To respond, our ambulance will need to have at least a driver and 1 technician. For each call you respond on, you will have 2 fellow team members there to guide you through what is needed to help those in need.



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We look forward to you joining our proud history!

Thank you for your interest in our company and interest in helping our community. You are joining a company with a rich history and an even brighter future! Tri-Community prides itself on working as a team, and creating a family atmosphere. We look forward to meeting you!



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