



Duanesburg Ambulance Newsletter

Volume 1, Issue 1

January 1, 2024

Reflecting on a Year of Resilience: A Look Back at Our Ambulance Corps' Journey 2023 in review

Dear Duanesburg Ambulance Community,

As we look back on another eventful and successful year, it is with great pride and gratitude that we reflect on the exceptional resilience and dedication displayed by Duanesburg Ambulance. In the face of unprecedented challenges, our team has risen to the occasion time and time again, reaffirming our commitment to serve our community with unwavering compassion and professionalism.

This year in review reveals many of the of moments that encapsulate the spirit of our Corps. From life-saving missions to community outreach initiatives, each endeavor has been a testament to the unwavering spirit that defines us. Let me take a moment to talk about the milestones and memories that have shaped our collective journey over the past year.

First, Community Impact: Our Corps initiated various community engagement programs, promoting health awareness by introducing the Yellow Dot Program and provided

safety education to our Duanesburg School District and for our community. In 2023, we started a Social Committee; a group of dedicated volunteers who hosted an open house and invited our community to the building to provide informative sessions and to introduce the community to our building and the services we provide. Our social committee also hosted other events to include a thank you breakfast for our communities first responders, which we hope to make a yearly event, an ice cream social and yes, even line dancing. We are looking forward to the upcoming year for more events.

Second, Operational Excellence: With a focus on continuous improvement, we enhanced our operational efficiency by implementing advanced medical technologies and optimizing our response protocols. Through rigorous training and skill development, our team has evolved to meet the evolving needs of emergency medical services for the residents of Duanesburg and our surrounding communities.

Third, Unwavering Commitment: Despite facing unprecedented challenges over the past year, our team displayed an unwavering commitment to our mission. From converting from a full-time volunteer agency to a hybrid system and now to having fulltime employees, Duanesburg Ambulance is now ready to respond to the medical needs of our community. Our volunteers and employees exemplified the courage and determination, standing firm in the face of adversity, and extending a helping hand to those in need.

Lastly, Collaborative Partnerships: Throughout the year, Duanesburg Ambulance fostered meaningful collaborations with local healthcare providers, emergency services, and community organizations, strengthening our network and expanding our collective capacity to serve the community effectively. We have hosted several workshops with our local fire departments, provided and attended multiple trainings throughout the year and have worked closely with our town officials to be able to provide the residents of Duanesburg the services they need during the most difficult times of their lives.

As we bid farewell to 2023, let us carry forward the lessons learned, the bonds forged, and the spirit of resilience that defines Duanesburg Ambulance. Let us look ahead with optimism and determination, knowing that together, we can overcome any challenge that comes our way.

I would like to extend our heartfelt appreciation to every member of Duanesburg Ambulance, as without their support none of this could have been possible; our employees, our supporters, and our community for their unwavering support and trust. It is your collective strength that propels us forward, and we remain committed to serving you with compassion and excellence in the years to come.

Here's to a new year filled with hope, healing, and continued service to our community.



Robert Cuttita
Chairman
Duanesburg Ambulance

Inside this issue:

Board Chair	1
Chiefs Corner	2 & 3
Dialing 911	17
Facilities	7
Finance Committee	4
Fundraising	11
Meet the Board of Directors	14
Schenectady County's Generosity	5
Social Committee	8 - 11
Vital Role of an Amb. District	19
Yellow Dot Program	13

Chief's Corner

Employee Profiles

ANDREW MILLARD ~ hired as an Emergency Vehicle Operator, Andrew has excelled in not only managing the vehicle on responses but more so in the support he has provided to his crew partner Emergency Medical Technician. A full time employee of the Town of Mohawk Highway Department, Andrew and his fiancé live in Johnstown while expecting their first child in January 2024.

MICHAEL BADGER ~ hired as an Emergency Medical Technician, Michael has proven highly capable

as a care provider and team leader as well. Michael strives to provide constructive suggestions and encourage fellow crew members to offer suggestions to improve the EMS system in the Town of Duaneburg.

Volunteer Profiles

RICHARD MEYER ~ a mainstay volunteer on Friday evening and Saturday overnight, Richard has been a constant not only on our schedule but also in his performance as an Emergency Vehicle Operator. A computer technical support specialist during the regular work week,

Rick's capabilities as an EVO are coupled with his ability to communicate not only with the crew members but also with the patient's family and friends. Rick has been a long-term fixture at the Corps and a pleasure to have as a crew partner.

VIK SILVA ~ one of New York's youngest Emergency Medical Technicians, Vik has proven to be a dedicated volunteer with capability and determination. While Vik is completing her senior year of high school at SUNY Cobleskill, Vik is also active with the Delanson Fire Company and expanding her educational capabilities in service to the Community. Vik has been continuously supportive of the efforts to streamline technology at the Corps as well.

Medical Leadership Team

PETER BRODIE, AEMT, Chief ~ after completing 10 years as Captain, Brodie has assumed the inaugural role as the first Chief of the Corps and brings his passion about

emergency services background to managing the details of an emerging hybrid emergency medical services agency to prepare it for the challenges expected in an emerging rural agency.

ease while he provides care.

CHRISTINE ZAPOTOCKI, RN, Health and Safety Manager ~ Christine has been a versatile leader within the Corps having filled various positions settling into the role of Health and Safety working to insure that our employees are fitting appropriately to protect themselves while treating respiratory ailments, receive annual tests for Tuberculosis and be vaccinated for the flu as the cold and flu season starts. Zapotocki brings a long history as a registered nurse from a variety of types of facilities to her role promoting positive interactions with the medical response team.

JOHN MOLLEVIK, AEMT, Quality Manager ~ a dedicated AEMT living in Utica, John has remained connected to the Corps with his work reviewing all patient care documentation, collaborating with the Medical Director and the Medical Leadership team to suggest improvements in care, opportunities for training and growth in the care provided.

AIDAN ENDERS, AEMT-P, Captain (Supply Chain and Scheduling Management) ~ having grown in the town's emergency services programs, Enders was not only one of the first 17 year old EMTs in the State, he has expanded his education to become a paramedic ~ in his service to the Corps, he manages the crew scheduling and supply chain management. His efforts have continued to insure that our ambulances and leaders are well-equipped and schedule has the Corps ideally staffed for response.

OLIVER CHAIRES, EMT, Fleet Manager ~ Chaires hails from the Town of Rotterdam and maintains our fleet of ambulances and responds to emergencies as a leader within the Corps ~ Chaires manages all service for the vehicles and provides support for the inter-agency radios ~ he brings charm and ease of approach that puts patients and families at

The medical operation has answered over 400 dispatches both in the Town of Duaneburg and our neighboring agencies.

collaborating with the Town to ensure a locally led, locally driven emergency medical service with strong operational partners in our first response fire departments (Delanson, Duaneburg, Esperance, Mariaville and Quaker Street) as well as our contracted paramedic services (Guilderland EMS, Lake Valley EMS and Schenectady Fire). While transitioning to full time scheduling of Duaneburg Ambulance employees, Brodie is proud of the entire medical leadership team.

ADAM FINK, EMT, Deputy Chief ~ managing the day to day operations of the medical operation, Fink brings years of leadership experience, personnel management and

Chief's Corner continued

Medical Activities and Training

The medical leadership team has planned increased training opportunities for the medical responders to continuously improve the quality of care provided to the community. In addition to the standard on the job training, the Corps maintains a continuing medical education program

at no cost to the responders and is scheduling boot camp weekends and additional technical training to respond to tactical concerns.

In November 2023, the Corps hosted a Traumatic Emergency Casualty Care course over a weekend with specialized instructors offering classroom and hands-on instruction that benefited all of the participants. We opened the course to not only our members but also to members of the town fire departments and regional EMS agencies. The Corps plans to offer more technical training in 2024.

The medical operation has answered over 400 dispatches both in the Town of Duanesburg and our neighboring agencies. We have only missed 14 dispatches in 2023 with most of those being for simultaneous dispatches where the Corps was already answering a call. Our current staffing model, made possible by the support of the Town of Duanesburg, has improved our on-scene time significantly.

Peter Brodie
Chief
Duanesburg Ambulance

Duanesburg Ambulance

- * Locally Led
- * Local Response
- * Locally Driven
- *Quality Focused
- * 24/7 Response Ready

History of the Corps

Founded in 1971, Duanesburg Volunteer Ambulance Corps, Inc. (DVAC) was the only remaining 100% volunteer ambulance agency in Schenectady County until June 2021 when day time staff were contracted to strengthen the Corps' service to the Town of Duanesburg. Our volunteers are your neighbors, co-workers, family and friends on call to lead and insure coverage seven (7) days a week. Our ambulances 9381 and 9382 are ready for any emergency in our response area of Duanesburg and parts of Knox and Princetown.

Recently, with the change in volunteer status, the Corps was granted permission by the Department of State to operate



with a DBA as Duanesburg Ambulance. The Corps also provides mutual aid to surrounding communities and participates in the Schenectady County Mutual and Mass Casualty Incident response plans. Our crews also provide standby support for various sporting events and larger public gatherings in town; additionally the responders have staffed fire scenes with the six fire departments covering the Town of Duanesburg.

New volunteers are always needed and New York State EMT training is provided to medical members at no charge. You never know when your training from Duanesburg Ambulance may save a family member, a friend, local neighbor or visitor.

News from our Finance Chairman

Commencing in March 2022, the Duanesburg Ambulance Chairman of the Board, Bob Cuttita, established a Finance Committee. This is a multi-disciplinary group of people that have the responsibility of overseeing the financial aspects of the Corps. A tremendous amount has been accomplished during the inception of the committee. Examples of our accomplishments are shown below.

- As required by the Town's contract with the Duanesburg Ambulance Corps, a cost center / line-item budget has been developed consisting of 20 different cost centers, with over 300 individual line items to manage all aspects of the Corps.

- The management of cost centers are assigned to Bob Simpson for Building and Grounds, Chief Peter Brodie for Medical, and Bob Cuttita for the Administrative such as Utilities, Insurance, Information Technology, and the employed staff. The high-level oversight of all bank accounts, expenses, budget etc. is the responsibility of both the Finance Chairman and the Corps Office Manager.

- The preparation and presentation of the quarterly updates which consists of all aspects of the Corps to the Town Board. The last quarter update was 66 pages in length.

- The publication of financial policies and procedures which serve as a one source reference document.

- Reduction of the number of checks being issued and eliminating late payments to our vendors by creating auto payments.

- In the past, there were instances that the volunteers would use their

own credit cards or revenue to purchase needed supplies and subsequently were reimbursed. This was addressed by securing bank debit cards for the applicable accounts whereby the authorized user would purchase the needed supplies / services. A detailed policy was composed detailing the entire process.

- At the time of a medical emergency, we are fully cognizant that the furthest thing from one's concern is medical insurance. We are cognizant of the fact the medical insurance is confusing. Our Office Manager is sending a letter directly to our patients, offering our assistance with the processing of their medical insurance for the services provided. The last thing we want is for a patient to receive a letter from our billing company, Cornerstone, that the patient is responsible for the payment.

- Commencing January 1, 2023, the Corps implemented QuickBooks for all banking accounts. A tremendous amount of effort and time was put forth in the development of the system to exceed the expectations of the Corps. By the end of April 2023, we were able to produce the first financial reports. As our knowledge base of QuickBooks increased, so has the reporting.

- Beginning in February 2023, the Corps began hiring staff to provide 24-hour coverage. The "on-boarding" was a little cumbersome.



It is the Corps objective to ensure the employees first interaction is a positive one. As a result, our Office Manager, Janice Vunk, working with our HR company, developed an on-boarding process whereby Janice, with the new employee, completes all the necessary requirements to ensure their first day on the job goes seamlessly.

- Brought the Corps taxes and the CHAR 500 for 2020 through 2022 current.

- The Corps received a \$10,000 grant from Assemblyman Angelo Santabarbara's office. That was the easy part. Completing the online grant processing took our office manager, Janice Vunk, a great deal of effort and with Janice's perseverance, the process was accomplished. We are now in the waiting phase for the funding to be received.

In closing, I would like to extend my sincere appreciation to everyone that grasped the new paradigm for managing all aspects of the Duanesburg Ambulance finances.

Any questions or concerns please do not hesitate to contact me.

Eric Unser

Board Member

Finance Chairman



*A tremendous amount
has been accomplished
during the inception of
the [Finance] Committee.*

Schenectady County's Generosity Shines: Donating Property to Duanesburg Ambulance

In a remarkable display of community support, Schenectady County has taken a significant step towards ensuring the well-being of its residents by donating property to Duanesburg Ambulance. This generous act not only showcases the county's commitment to public safety but also highlights the vital role that ambulance services play in the overall healthcare infrastructure.

The donated property, adjacent to the current Ambulance Corp marks a milestone in the collaboration between county government and local emergency medical services. This act of generosity is a testament to the county's recognition of the invaluable service provided by Duanesburg Ambulance.

The donated property not only serves as a practical asset but also symbolizes the strong bond between the community and its first responders. It reinforces the idea that the county is invested in the health and safety of its residents

and is willing to provide the necessary resources to ensure a swift and effective emergency response. The positive impact of this donation is far-reaching. Improved facilities for the ambulance Corps can lead to enhanced training opportunities for emergency medical personnel, fostering a higher level of expertise within the community. Additionally, the donated property could potentially serve as a hub for community education programs, promoting awareness about basic life support techniques, allow for a community drop-in center for blood pressure checks and diabetes control efforts to name a few.

In conclusion, Schenectady County's decision to donate property to Duanesburg Ambulance is an unbelievable stride towards fortifying the local healthcare infrastructure. This act not only en-

ures the efficiency of emergency medical services but also underscores the county's dedication to the safety and well-being of its residents. It serves as a shining example of how collaborative efforts between local government and emergency services can significantly impact the community, making it a safer and healthier place for everyone.

Thank You Schenectady County and all the Legislators for your

continued support to the Duanesburg residents and to Duanesburg Ambulance.

*Schenectady County's
decision to donate property
to Duanesburg Ambulance is
an unbelievable stride
towards fortifying the local
healthcare infrastructure.*

Robert Cuttita
Chairman
Duanesburg
Ambulance



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all the generous
contributions to our
recent fundraising
campaign!**



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Facilities Year in review 2023

It has been a busy year continuing with many building upgrades from 2022. In addition to regular ongoing maintenance items, we have made several physical upgrades and added safety items to accommodate increased building usage.

New water treatment system installed: Replaced our aging chlorine-based system with a more modern and safer peroxide system along with a matching water softener. This system works very well and provides good, consistent water quality. The water softener reduces mineral buildup in our plumbing pipes, fixtures, toilets and appliances. We no longer have to purchase, handle or mix chlorine.

Added keypads to entry doors: We added numeric key pads to the entry doors facing Cole Road, and the rear garage/basement hallway entrance to allow flexibility for volunteers and employees when entering the building. This allows for reduced expenses and greater control of building access.

Upgraded lighting to LED bulbs and added motion sensors: Our electrician and crew converted our old florescent lights to LED bulbs. Motion sensors were added to hallways, stairwells, and all office spaces for maximum energy savings.

Kitchen Hood Inspection: Kitchen hood was professionally cleaned, inspected and recertified for 2023-24. The fire suppression system had its annual inspection and recertifica-

tion.

AED added to the Community Room: We installed an AED in the community room. This is a future code requirement and was done before the mandate.

Pressure washer purchased: A new electric pressure washer was purchased for building maintenance and washing ambulances on-site. Purchased an attachment for washing ambulance undercarriages to reduce salt accumulation in the winter.

Basement Air Conditioning: We installed air conditioning in the basement of the building. This will provide a more comfortable work environment and help control humidity. We also replaced the old thermostats with modern programmable thermostats throughout the building.

New conference room furniture: We purchased a "built-for-us" 4x10 foot conference room table with matching printer cabinet along with two movable fold-down tables and refurbished task chairs. A snack bar was also added to the conference room. This allows us to have a single serve coffee maker, a built-in microwave, counter space for food service and storage of paper goods. It adds much needed space for hosting training sessions for employees and meetings with local fire departments and vendors.

Old paint and bulbs recycled:

Old paint, florescent bulbs and ballasts were taken away for proper recycling.

Added heated entrance mats for winter: Purchased heated sidewalk mats for all entrances. These mats make entering and exiting the building safer in winter weather conditions.

Purchased new youth high chairs: The new chairs are compliant with the newest safety codes and will be used for dinners and rentals.

New dishwasher: The old commercial dishwasher in the kitchen was beyond its life cycle and was replaced by a new unit. This new unit is very efficient and built to wash, rinse and sanitize. We expect it to provide many years of service.

Rockscaping completed: Removal of weeds along the north end of the building was done and replaced with pea stones to match the rear of the building.

Upgraded storage: We had shelving installed in the community room storage closet to better organize and store paper goods, take-out containers and other building related items. A new Closet Maid storage system was installed in the cleaning closet to allow for more efficient storage of cleaning supplies and restroom supplies.

Bob Simpson

Facilities Manager



The Social Committee 2023 Year-End Update

The Social Committee was formed in March by the Co-Chair Ladies, Yvette Cuttita and Chris Unser to promote relations with all communities and Duaneburg Ambulance in a social setting:

—Participation in the social committee is open to residents of all communities of the Town of Duaneburg, Village of Delanson and hamlet of Mariaville.

—Encouraging ideas for event(s) that everyone, whether a member or not, may participate in.

—Meetings are schedule for the last Monday of each month, at 6:30 p.m. at Duaneburg Ambulance headquarters.

2023 Social Activities:

—**MARCH:** Balloflex, a seated chair fitness program carefully designed to provide fun group interaction using low-impact movements set to music.



Open House



Open House



—**APRIL:** Open House: BBQ, with a junior membership drive to add to the growth of the Corps.

—**MAY:** EMS appreciation breakfast.



*EMS appreciation breakfast cooks
Tony Casso, Gerri Casso*



EMS appreciation breakfast servers Whitney Kantrowitz, Amy Jo Simpson, Erin Zink, Debbie Peters



Ice cream social face painting

—AUGUST: Ice cream socials: Two evenings in August, an ice-cream social was hosted. The event was well attended and town neighbors from other communities took the opportunity to meet one another, and everyone enjoyed a summer evening.



Ice cream social servers Gerri Casso and Sue Weakley



Ice Cream servers: Co-Chairs, Yvette Cuttita and Chris Unser along with Gerri Casso and Sue Weakley



Board Chair, Bob Cuttita



Finance Chair, Eric Unser

Membership Appreciation Dinner





—**OCTOBER:** Membership appreciation dinner. See photos on page 10

—**DECEMBER:** Christmas food donations for the Our Lady of Fatima Food Pantry. The Our Lady of Fatima Giving Tree.



Yvette and Chris would like to thank all our committee members for a successful first year.

If you would like additional information on how to become a member of the social committee or have questions, please send an email to:

socialcommittee@duanesburgambulance.org



Upcoming Fundraising Plans for 2024:

Duanesburg Ambulance continues to hold fundraisers to benefit the Corps. For the upcoming 1st quarter of year 2024, two fish dinners are expected to be held as sit-down, in-house dinners (takeout available). Fish dinner dates are scheduled for March 22 and 29, 2024. Past fish dinners have shown these to be enjoyed by the community.

2 Coin drops - May 24, 2024 (Memorial Day weekend) and August 30, 2024 (Labor Day weekend), weather permitting.

Turkey dinner - October 25, 2024 sit down dinner (with option to change to drive thru).

Fish dinner dates are scheduled for March 22 and 29, 2024.



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YELLOW DOT PROGRAM

Yellow Dot is a free program designed to help first responders provide life-saving medical attention during the first “golden hour” after a crash or other emergency. A Yellow Dot in the driver’s side rear window of your vehicle will alert first responders that vital medical information is stored in the glove compartment.

HOW YELLOW DOT WORKS

The Yellow Dot kit contains a personal information card and a Yellow Dot decal. Complete both sides of the personal information card as fully as possible, in pencil. Attach a recent photo of yourself and place it in a visible location in your car’s glove compartment.

Complete one card for each person who regularly occupies the vehicle.

Place the Yellow Dot decal on the rear driver’s side window to alert first responders to look in the glove

compartment for your medical information.

Update the card annually yourself or bring it to your annual medical check-up. If you sell your car, remove the Yellow Dot sticker.

USE YELLOW DOT AT HOME

A Yellow Dot kit can also be used to alert those who respond to an emergency in your home. Simply place a Yellow Dot decal on or beside your front door and place a completed card for each occupant in a clear plastic freezer bag and place it in a visible location in the freezer compartment of your refrigerator. Update the card annually yourself or bring it to your annual medical check-up. If you sell your car, remove the Yellow Dot sticker.

REQUEST A YELLOW DOT KIT

Please note that if you request one

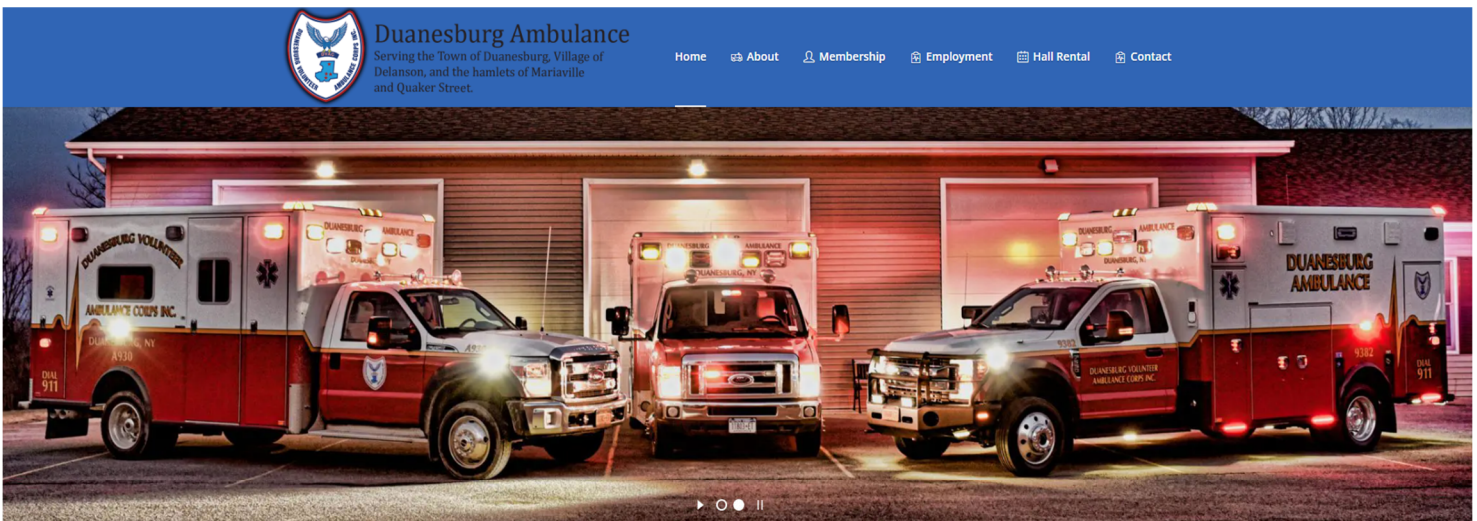


kit, we will send you two Yellow Dot cards and two decals in the mail, one for your home and one for your car. Also, to conserve mailing costs,

we ask that you please pick up your kit at the Duanesburg Ambulance station located on 130 Cole Ave, Delanson, NY M-F 8 a.m. -3 p.m.

Yellow Dot Program is Sponsored by the New York State Sheriff's Association and the Schenectady County Sheriff's Office.

Visit our website! Duanesburgambulance.org



Give us a Call
1-518-895-2200

Visit our Location
130 Cole Rd. Delanson NY,
12053

Make a Contribution



MEET THE BOARD OF DIRECTORS

ROBERT (BOBBY) CUTTITA, Chair ~ as the chair, Bobby is the Chief Executive Officer of the Corps and represents the Corps in public, provides support to the medical leadership team and support membership. Bobby has an extensive history in service both as a public servant working for both the Schenectady County Sheriff's Office and the NYS Commission on Corrections. A long standing member of the Mariaville Civic Association and the Conservative Party, Bobby brings a wealth of knowledge, experience and service to the Corps and to the Board of Directors.

ERIC UNSER, Finance Committee Chair ~ the newest member of the board of directors also stepped into the role of Finance Committee Chair capitalizing on his many years in the finance industry with a local large health care system. Eric

brings a wealth of knowledge, foresight and determination to the board of directors.

JEAN FRISBEE, board member ~ Jean has a long history of service to the Town of Duanesburg. In her more than 30 years of residency in the Town, Jean has served as Chair of the Town Park Commission, a former member of the Duanesburg Town Board and a current commissioner for the Quaker Street Fire District.

CHRISTINE ZAPOTOCKI, board member ~ Christine brings a solid history in healthcare and service. Her passion for being present in the community, attention to detail and a determination to continue to advance the Corps has made her a solid voice on the Board of Directors.

AMY JO SIMPSON, board member ~ Amy Jo is a long standing member of the board of directors having previously served as Secretary for the board of directors. Additionally, Amy Jo previously served as an EMT Crew Chief and Driver responding to many calls in her history with the Corps. Amy Jo's entire family is included in the membership of the Corps; her husband Bob manages the buildings and grounds, and her two sons, James and Brian are both support members of the Corps.



Watercolor
 Classes with
 Lorraine Dewey,
 Wednesday evenings from
 6:00 – 8:30 p.m., January 24th
 (skipping February 14th)
 with the last class to be held on
 February 21st

All are welcome, from beginner to intermediate, to join us four Wednesdays at 6:00 p.m. beginning January 24th, 2024 (skipping February 14th) with the last class to be held on February 21st 2024, at the Duanesburg Ambulance Hall for two and a half hours of painting each night with instruction by Lorraine Dewey. The cost for a seat in the class with materials will be \$25 each class per person (if you bring your own supplies with you), \$35 each class per person needing supplies furnished, paid in advance to hold your place. If you plan to attend, please email the Social Committee social@duanesburgambulance.org. Spots are limited, so please make your plans to attend before **January 15th**.



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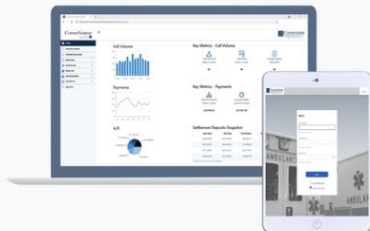
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Duanesburg Volunteer Ambulance Corps

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Dialing 911 ~ What to Do Before and After You Call

If you must call 911, you may feel panicked or anxious, and you may not know exactly what to do. After all, you, or someone near you is having a medical emergency or accidental injury and needs immediate medical attention. Your emotions may be strong. Trying to keep yourself calm can help you manage the situation as well as possible.

Helpful hints:

- Take a deep breath to calm yourself
- Make sure you are ready to answer questions by thinking clearly
- Stay focused on the call and your surroundings

Provide your location and make sure access is clear

Once you call, make sure you can share the address of your current location. If you are someplace where you don't know the address, give the 911 operator the closest cross streets or nearby landmarks. You should be able to find your address quickly on Google maps. Your location should show up as a blue circle, and the street name and number appear if you zoom in.

Be sure doors are unlocked so the EMS team easily enter the building. If you feel you can leave the side of the person having the emergency, or someone else is present who can help, you or the other person should go outside to flag down the ambulance as it arrives.

If you have pets, put them in crates or behind closed doors. Otherwise, they could get underfoot when help arrives or escape when the door is open. And if you need to, clear a path so the paramedics can reach the person easily. Young children should also be kept away from the person needing care so as not to interfere with patient assessment.

If possible, get a list of the medications the person having the emergency is taking, or gather the pill bottles so the EMS team and emergency department staff can review them. Some areas use the Yellow Dot pro-

gram (see page 13 in this newsletter) or a Vial of Life program.

Listen carefully to the 911 operator

The 911 public safety dispatcher will almost always stay on the phone with you. Let the dispatcher do the talking; listen carefully to the dispatcher's instructions and questions as you need to manage with a clear mind. The dispatcher will guide you through the steps you need to help the person. Try to stay calm and follow instructions until help arrives to take over.

The 911 dispatcher has a series of questions to ask you. Your candid and honest answers allow the dispatcher to help you take the best care of someone until EMS arrives.

Be honest with the 911 operator. Sometimes, people don't disclose things like alcohol or substance use. Providing all the necessary information is crucial for ensuring appropriate information is shared with the responders. The dispatchers are trained to notice sensitive situations and can work with you to obtain essential information in a non-threatening manner.

Step aside and give the EMS team space to work

When EMS, first response and law enforcement arrive, they will probably ask you to step aside. It's crucial for you and any other people on the scene to stand back and let the responders do their work. Many medical emergencies and accidental injuries require rapid interventions with the intent of saving life and limb.

Prepare for the next emergency

If you have handled an emergency in the past, you probably learned from that experience and thought of ways to be more prepared should you need to handle a new emergency.

• **Teach children how to call 911.** Even if they know the numbers, they should understand how to call 911 from a cell phone or land line that isn't their own — most phones have a way to make emergency calls from the lock screen. They should also know how to call from a

landline — younger children don't always know to listen for the dial tone before initiating a call.

• **Have your address posted someplace easy to find**, such as on your refrigerator at home or in a break room at work. That way, someone who doesn't live or work there can find the location information.

• **Learn CPR**, the most effective way to save someone whose heart is not beating or whose airway is obstructed is by deploying CPR ~ take a class and participate in the chain of survival.

When EMS Transports the Patient

If the ambulance crew transports the patient, a couple of reminders for you to consider before leaving the house to travel to the hospital:

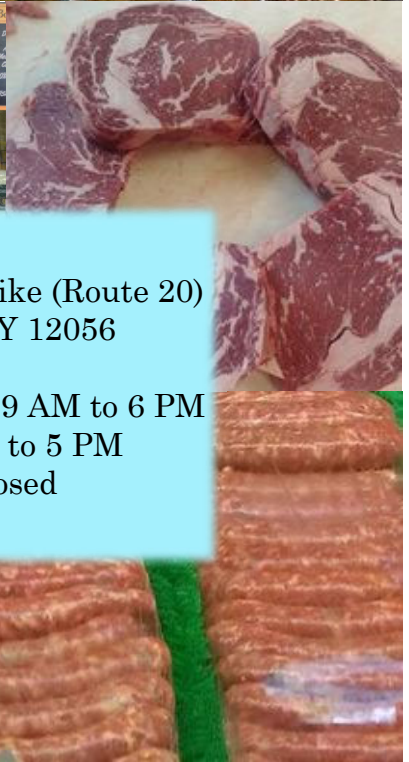
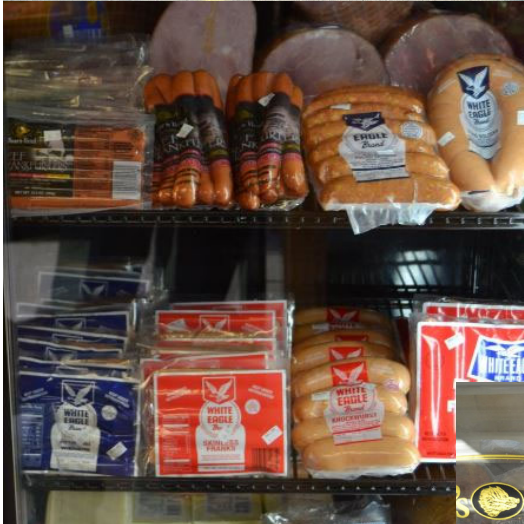
- Check the stove for any burners or the oven left on to be sure the entire stove is turned off and not cause problems if left unattended
- Blow out any candles and contain any fireplaces that may be lit to control any flames that may cause problems if left unattended
- Make sure all doors and windows are closed or secured; you don't want any uninvited guests (human or otherwise) welcomed into your house to cause you further issues before you return.

Traveling to the Hospital

The ambulance crew can travel in one of two modes (emergency with lights and sirens or non-emergency and in traffic without lights and sirens); despite the anxiety that may come along with a family member being transported, you need to remain focused and aware of your surroundings. Do not try to keep pace with the ambulance or try to follow too closely as it may bring the patient to a different entrance than you will enter. Don't talk on hand-held devices and remain focused on the drive to the hospital. You need to arrive safely at the hospital to be most helpful for your family member, keep that in mind.

The Bottom Line

It can be stressful and scary when you need to call 911. Doing your best to stay calm can help the 911 operator and paramedics provide their medical attention.



Save Time Call Ahead

CALL AHEAD
ORDERS ARE
WELCOMED!

518-895-1031



4919 Western Turnpike (Route 20)
Duanesburg NY 12056

Monday thru Friday 9 AM to 6 PM
Saturday 9 AM to 5 PM
Sunday Closed

The Vital Role of an Ambulance District: A Lifeline for the Duanesburg Community

In a rural community such as Duanesburg, access to timely and effective emergency medical services (EMS) can be a challenge. Thanks to the support from our local town board Duanesburg Ambulance has been able to obtain the funding needed to support our current operations and to provide 24-hour staffing of our ambulance building. Forming an ambulance district is a proactive step toward addressing the future needs of the town's emergency medical services (EMS) while guaranteeing a transparent process.

Transparency is a cornerstone of effective and accountable governance in any public service, and the creation of an ambulance district is no exception. A transparent ambulance district not only instills trust within the community but also ensures that the district operates efficiently and is responsive to the needs of our residents. Although our current town board is extremely supportive of our local ambulance services, creating an ambulance district for the town of Duanesburg will ensure the longevity of transparent guaranteed funding that is specifically allocated for the ambulance service in Duanesburg for years to come. Once created, future town boards cannot reallocate money the taxpayers approve for the district to be moved to other areas of the town's budget.

The creation of a Duanesburg Ambulance District ensures the residents of Duanesburg will have a separate line item on their town tax bill which shows the amount of money being spent on ambulance services. This line on your town tax bill is not mixed in with any other items and is right there for

everyone to see. In the event there is a tax increase you will know exactly what the cost is. This district is intended

to protect the residents and ensure current and future members of Duanesburg Ambulance will be operating with clear fiscal responsibility.

Creating an ambulance district also provides for community engagement. Duanesburg Ambulance currently holds monthly membership meetings. Once a district is formed, our intention is to open these meetings to the public to discuss operations, challenges, and future plans. These monthly meetings don't stop there, we will be discussing technology and communication concerns, staffing recruitment and personnel issues to include information about the qualifications and trainings each staff member needs to have and how we get there.

In conclusion, transparency is

essential for building and maintaining public trust. By openly sharing information about finances, operations, compliance, and personnel matters, our request to create an ambulance district demonstrates our commitment to serving this community with accountability and integrity.

Transparent practices contribute to a collaborative and informed relationship between the future ambulance district and the residents of Duanesburg.

"...transparency is essential for building and maintaining public trust."

Should you have any questions or concerns about creating a Duanesburg Ambulance District please contact me at :

Chair@duanesburgambulance.org

I will get back to you as soon as possible.

Thank you.



Bob Cuttita
Chairman
Duanesburg
Ambulance

GIBBY'S DINER



Happy New Year!!!

*Happy New Year from Gibby's
Come and join us Tuesday thru Sunday
Tuesday & Wednesday 7 a.m. to 3 p.m.
Thursday and Friday 7 a.m. to 7 p.m.
Saturday 7 a.m. to 3 p.m.
Sunday 7 a.m. to 2 p.m.*

Please contact Duaneburg Ambulance with any questions with regard to advertisements, email subscriptions or submissions:
Let's support those who support us!

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