1

This is it!

2

3

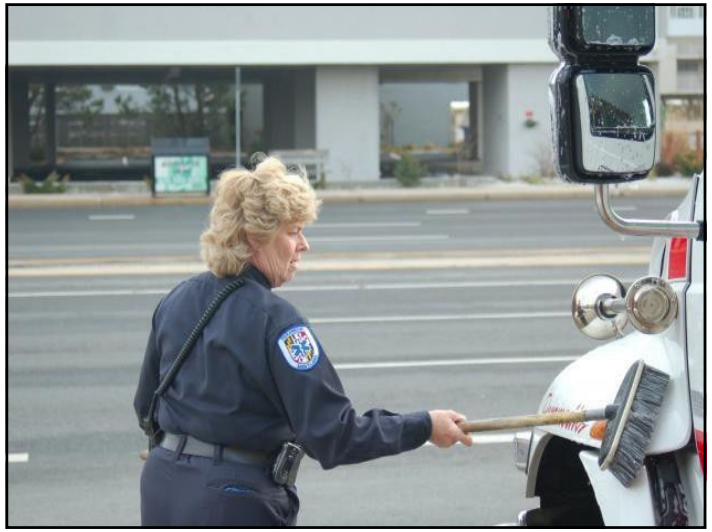
4

5

6

Wait…what..?

7



8

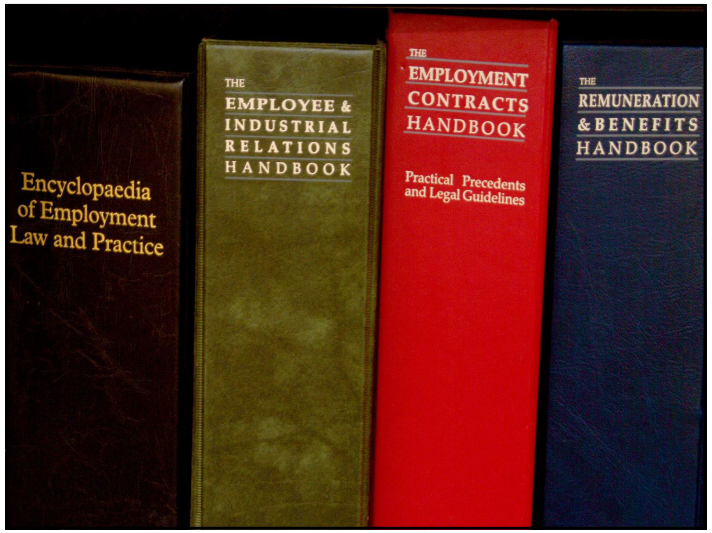
9

10

11

Monthly budget expenses
Actual
Budgeted
105.00
100.00
60.00
50.00
286.88
245.00
100.00
50.00
7,000.00
150.00
100.00
500.00
6,900.00
150.00
500.00
2,500.00
41.88 over
50.00 over

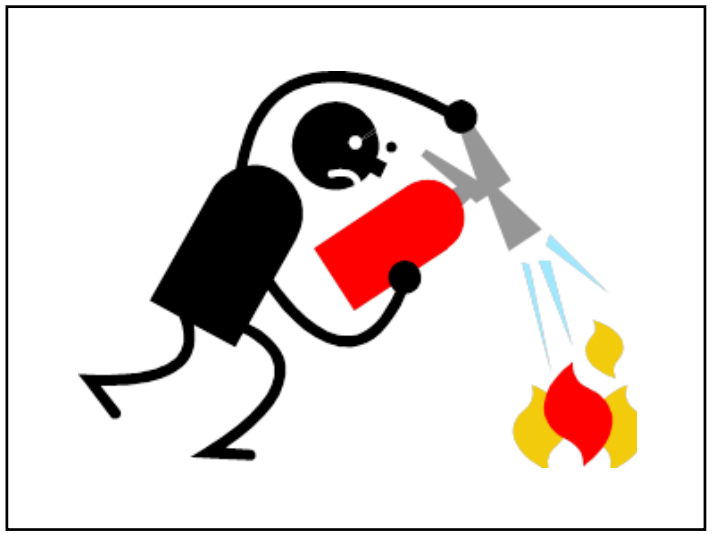
12


Encyclopaedia of Employment Law and Practice
THE EMPLOYEE & INDUSTRIAL RELATIONS HANDBOOK
THE EMPLOYMENT CONTRACTS HANDBOOK
Practical Precedents and Legal Guidelines
THE REMUNERATION & BENEFITS HANDBOOK

13

legislate
(fr.) to bring
from LEGISLATOR
legislation
laws; enactment
legislative
2. having the pow
assembly. 3. of
word for

14



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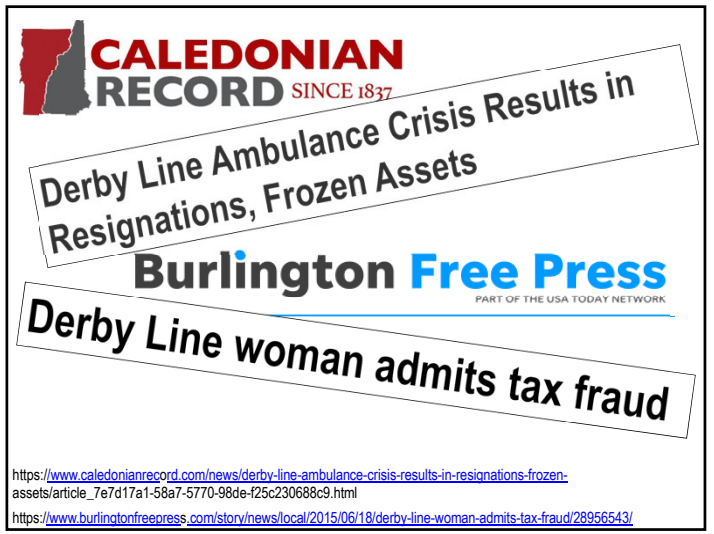

CALEDONIAN RECORD SINCE 1837
Derby Line Ambulance Crisis Results in Resignations, Frozen Assets
Burlington Free Press
PART OF THE USA TODAY NETWORK
Derby Line woman admits tax fraud
https://www.caledonianrecord.com/news/derby-line-ambulance-crisis-results-in-resignations-frozen-assets/article_7e7d17a1-58a7-5770-98de-f25c230688c9.html
https://www.burlingtonfreepress.com/story/news/local/2015/06/18/derby-line-woman-admits-tax-fraud/28956543/

16

What is your service's biggest problem?

17

David Newton (david.newton@dph.ga.gov)

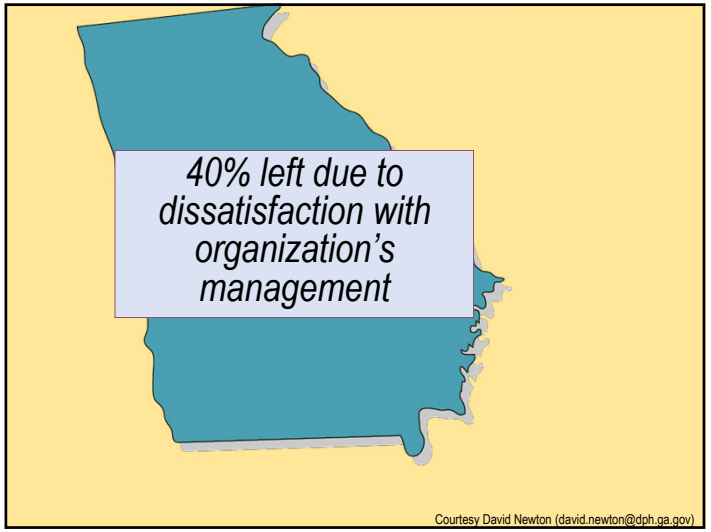
8,402 surveys to licensed and previously licensed providers:

- *Why did you enter EMS?*
- *Why might you/why did you leave?*
- *Why might you come back?*

18

David Newton (david.newton@dph.ga.gov)

19



20

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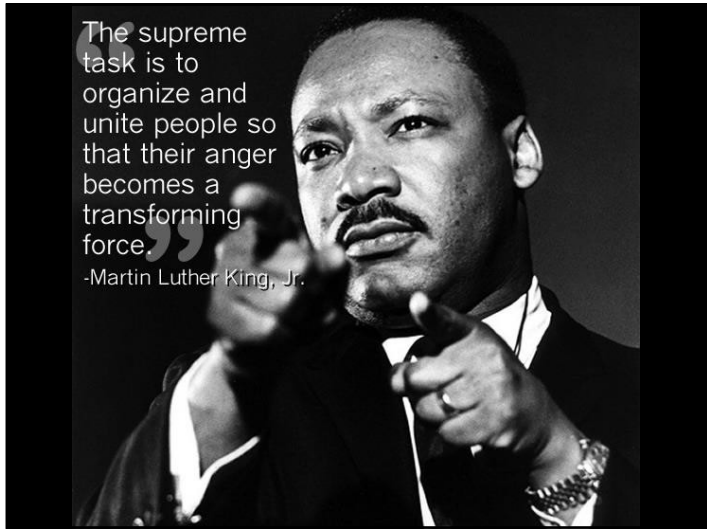
22


The supreme task is to organize and unite people so that their anger becomes a transforming force.
-Martin Luther King, Jr.

23

24

25

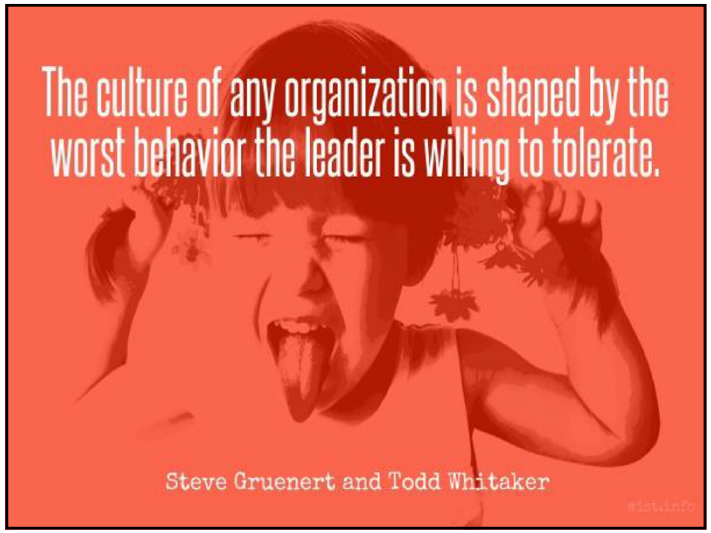
OKAY, BUT HOW?

26

27

What do you stand for?

28

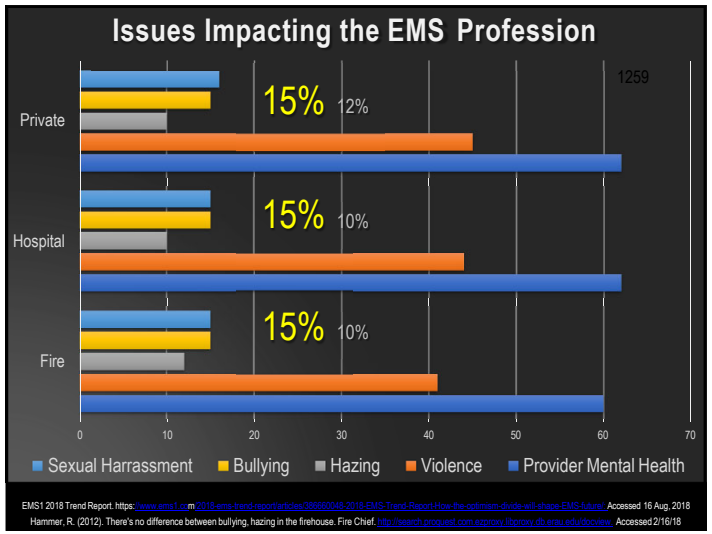

The culture of any organization is shaped by the worst behavior the leader is willing to tolerate.
Steve Gruenert and Todd Whitaker

29

30

A National Report Card on Women in Firefighting
54% "not treated equally"
32% verbally harassed
19% sexually harassed
Hulett, D. et al. National report card on women in firefighting. https://i-women.org/wp-content/uploads/2014/07/35827WSP.pdf Accessed 2/17/18

31


Issues Impacting the EMS Profession
Private
Hospital
Fire
15%
12%
15%
10%
15%
10%
1259
0
10
20
30
40
50
60
70
Sexual Harrassment
Bullying
Hazing
Violence
Provider Mental Health
EMS1 2018 Trend Report. https://www.ems1.com/2018-ems-trend-report/articles/386650048-2018-EMS-Trend-Report-How-the-optimism-divide-will-shape-EMS-future/ Accessed 16 Aug, 2018
Hammer, R. (2012). There's no difference between bullying, hazing in the firehouse. Fire Chief. http://search.proquest.com.ezproxy.libproxy.db.erau.edu/docview/ Accessed 2/16/18

32

How do your stands relate to the problems of the organization?

33

BENNINGTON RESCUE SQUAD

SAFETY•ETHICAL CONDUCT•SERVICE EXCELLENCE•COMMUNITY FOCUSED•PRIDE

DONATE JOIN OUR CREW LEARN REQUEST US PATIENT SERVICES ABOUT

ABOUT THE BENNINGTON RESCUE SQUAD

MISSION

The Bennington Rescue Squad is comprised of dedicated, skilled and compassionate professionals, whose mission is to provide quality emergency medicine and specialty services, while promoting a healthier community through patient care, education, and public service.

VISION

To become a regional leader in providing community-focused health care, medical education, and expanded innovative services.

34

Our mission, vision and values

Our Mission - Why we wear our badge.

Safe, effective and responsive care for all.

The pride we place in delivering our services marks us out as second to none in terms of reliability, professionalism and compassion. People rely on us for the responsive services we provide all day, every day, throughout the areas we serve.

Our Vision - Where our badge will take us.

Unmatched quality of care, every time we touch lives.

Even in the most challenging situations we will strive to perform to the highest professional standards in a spirit of collaboration and teamwork, no matter what the circumstances. We will be acknowledged as the leading specialist care provider when looking after the patients in our care.

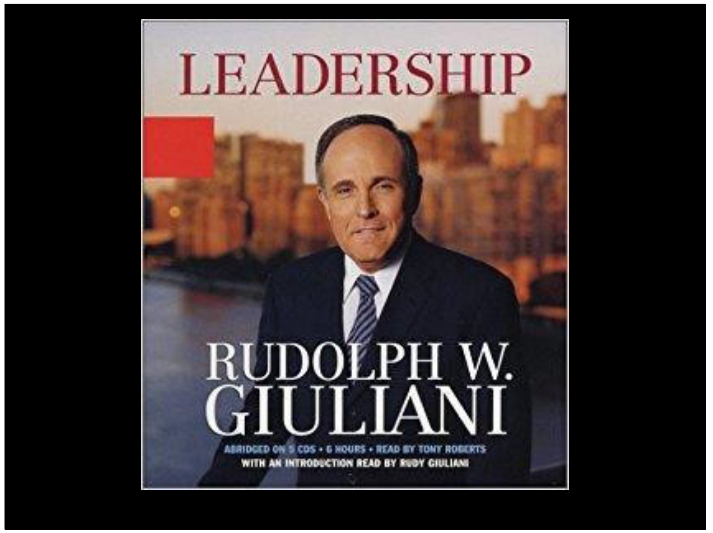
Northeast Ambulance Service (NHS) https://www.neas.nhs.uk/

35

36

People rise to the standards you set.

37



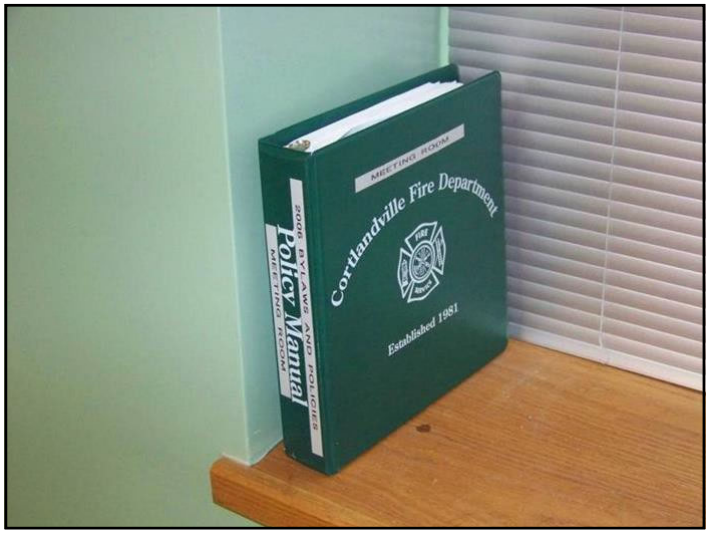
38

39

40

Inventory your policies

41

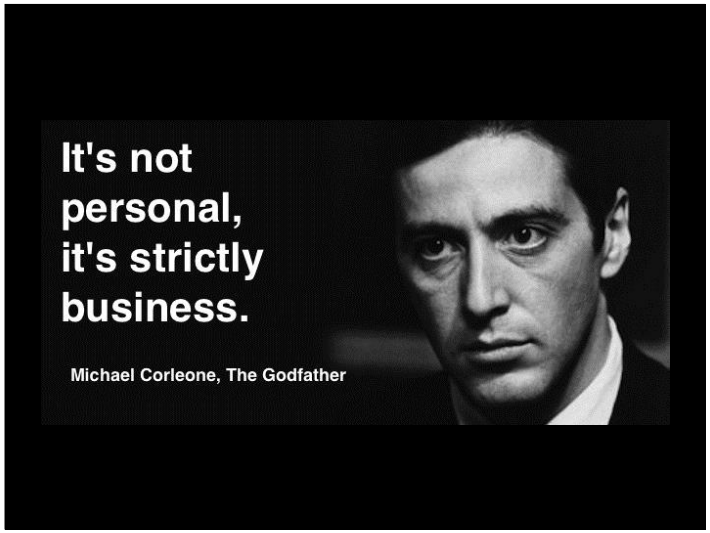


42

- ❑Are the guidelines clear?
- ❑Are the guidelines up to date?
- ❑Have the guidelines been published and distributed?
- ❑Are the guidelines enforceable?

43

44



45

Leadership changes relationships

46

47

48

49

50

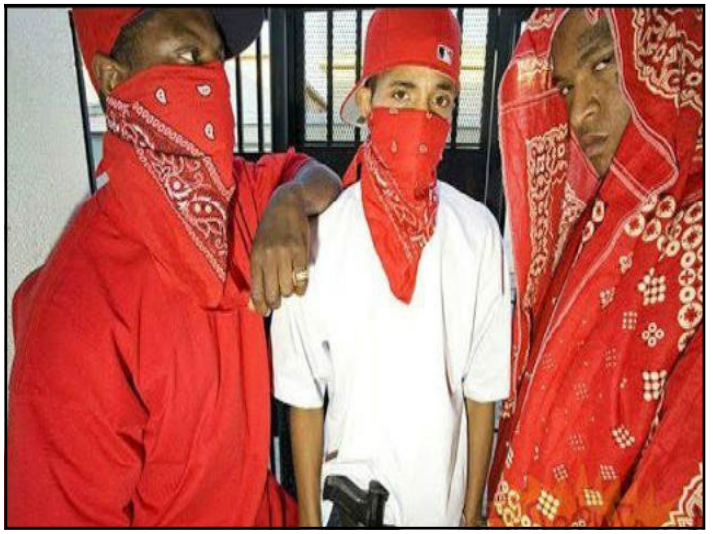
It's perception that matters

51

52

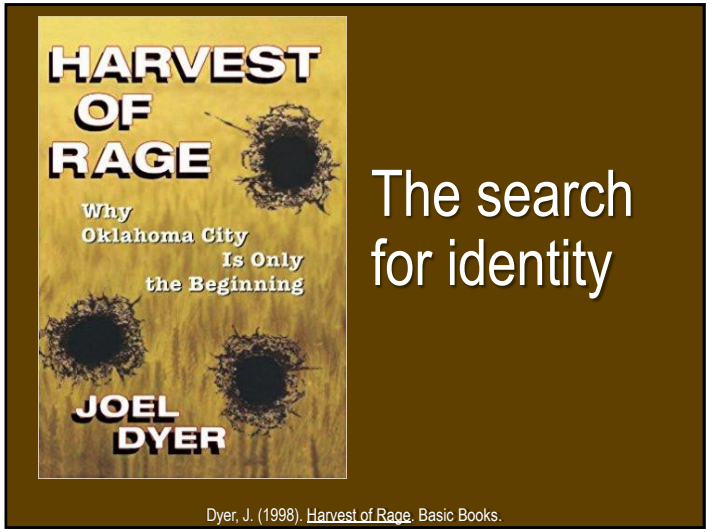
Why do people stay in an EMS organization?

53



54

55



The search for identity

Dyer, J. (1998). Harvest of Rage. Basic Books.

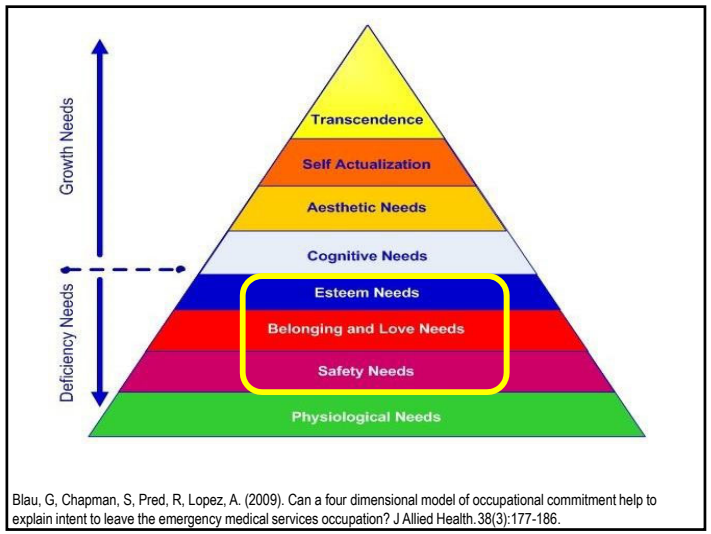
56

Blau, G, Chapman, S. (2011). Retrospectively exploring the importance of factors in the decision to leave the emergency medical services profession and their relationships to life satisfaction after leaving EMS and likelihood of returning to EMS. J Allied Health. 40(2):e29-e32.

57

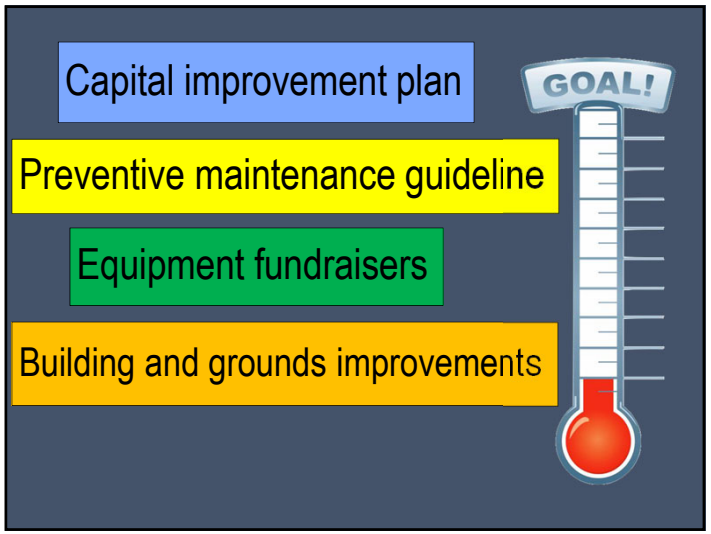
Chapman, S, Blau, G, Pred, R, Lopez, A. (2009). Correlates of intent to leave job and profession for emergency medical technicians and paramedics. Career Dev Int. 14(5):487-503.

58



Blau, G, Chapman, S, Pred, R, Lopez, A. (2009). Can a four dimensional model of occupational commitment help to explain intent to leave the emergency medical services occupation? J Allied Health.38(3):177-186.

59



60

61

Coca-Cola
CLASSIC

62

3M 1860
NIOSH N95

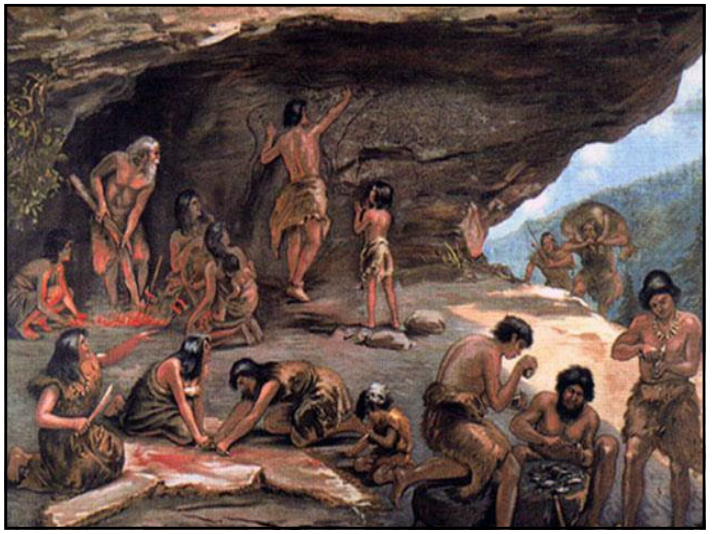
63

80% reported that they were issued ill-fitting equipment
FIRE
Hulett, D. et al. 2008 National report card on women in firefighting. https://i-women.org/wp-content/uploads/2014/07/35827WSP.pdf Accessed 2/17/18

64

STOP THIS.
¡GRACIAS A DIOS!
Leaders make people feel safe
Simon Sinek. (2014). Why Good Leaders Make You Feel Safe. Ted Talk.

65



66

67

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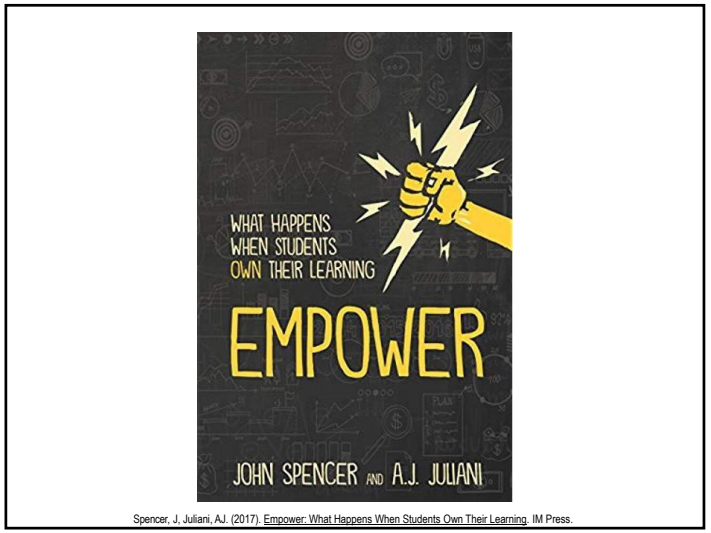
69



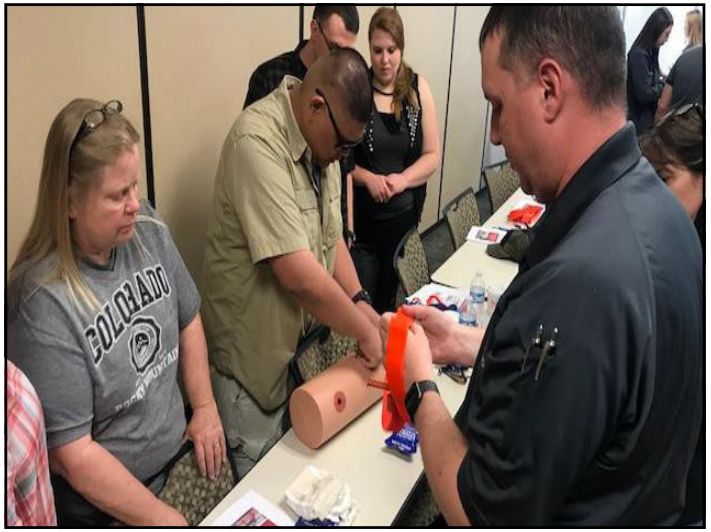
Spencer, J, Juliani, AJ. (2017). Empower: What Happens When Students Own Their Learning. IM Press.

70

A leaders success can be defined as the maximum utilization of the abilities of those under them.

Maxwell, J. Developing the Leaders Around You. Nelson Business, Nashville, Tn, 1995

71



72

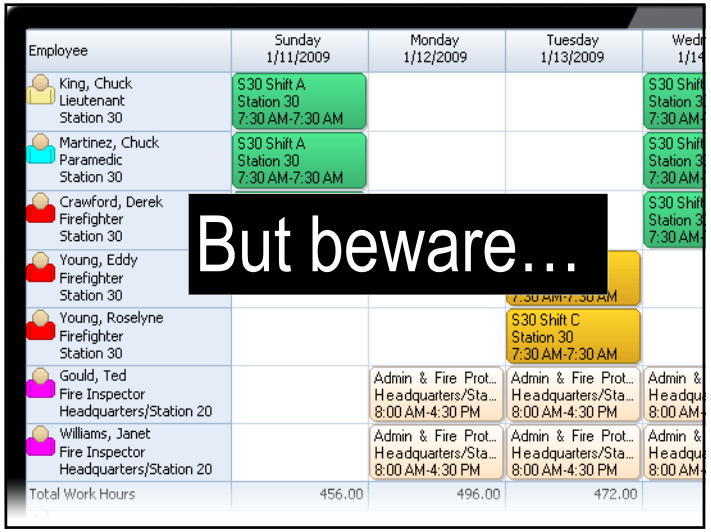
73

HEART Safe
1
Community
HEART Safe
Community

74

Investing in your people

75


But beware…
Employee
Sunday 1/11/2009
Monday 1/12/2009
Tuesday 1/13/2009
King, Chuck Lieutenant Station 30
S30 Shift A Station 30 7:30 AM-7:30 AM
Martinez, Chuck Paramedic Station 30
S30 Shift A Station 30 7:30 AM-7:30 AM
Crawford, Derek Firefighter Station 30
Young, Eddy Firefighter Station 30
Young, Roselyne Firefighter Station 30
S30 Shift C Station 30 7:30 AM-7:30 AM
Gould, Ted Fire Inspector Headquarters/Station 20
Admin & Fire Prot... Headquarters/Sta... 8:00 AM-4:30 PM
Williams, Janet Fire Inspector Headquarters/Station 20
Total Work Hours
456.00
496.00
472.00

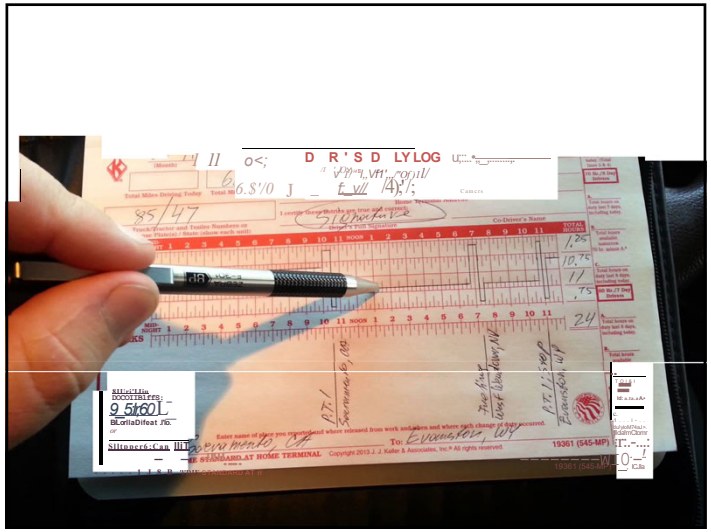
76

Patterson, P, Suffoletto, B, Kupas D, et al. (2010). Sleep Quality and Fatigue Among Prehospital Providers. Prehosp. Emerg. Care. 14(2): 187–193.
119 surveys
• 34.2% reported employment at multiple agencies.
• 44.5% reported experiencing severe fatigue while at work

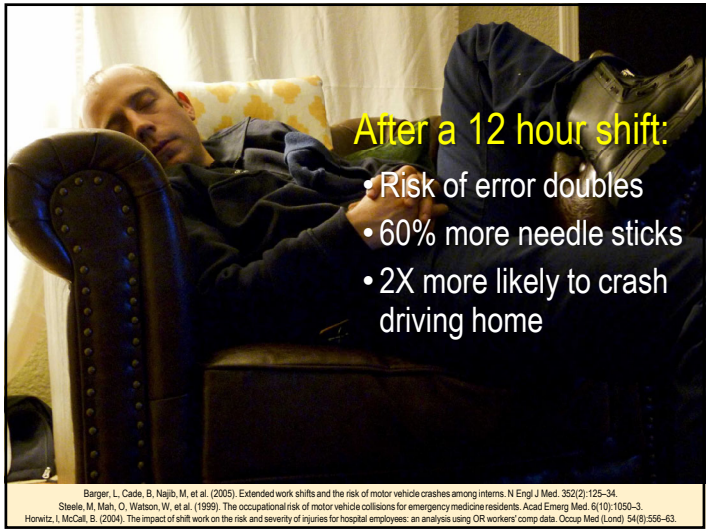
77

"High Reliability Organization"

78


DRIVER'S DAILY LOG

79


After a 12 hour shift:
• Risk of error doubles
• 60% more needle sticks
• 2X more likely to crash driving home
Barger, L, Cade, B, Najib, M, et al. (2005). Extended work shifts and the risk of motor vehicle crashes among interns. N Engl J Med. 352(2):125–34.
Steele, M, Mah, O, Watson, W, et al. (1999). The occupational risk of motor vehicle collisions for emergency medicine residents. Acad Emerg Med. 6(10):1050–3.
Horwitz, I, McCall, B. (2004). The impact of shift work on the risk and severity of injuries for hospital employees: an analysis using OR workers' comp data. Occup Med (Lond) 54(8):556–63.

80

Blau, G, Chapman, S. (2011). Retrospectively exploring the importance of factors in the decision to leave the emergency medical services profession and their relationships to life satisfaction after leaving EMS and likelihood of returning to EMS. J Allied Health. 40(2):e29-e32.

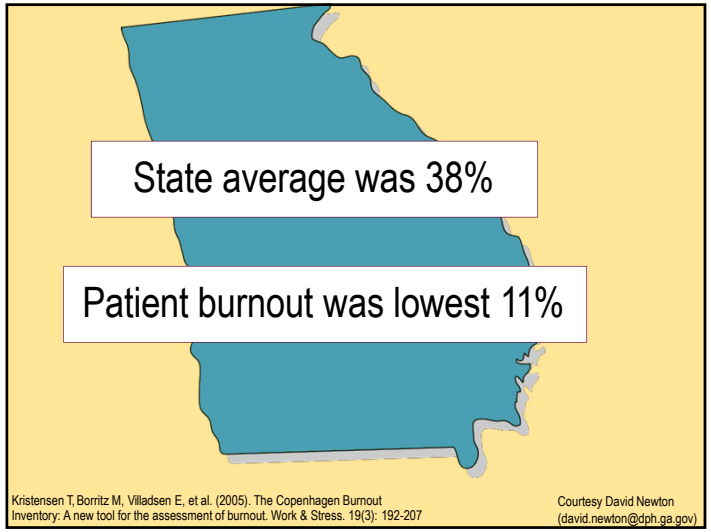
- 127 respondents who left the EMS profession
- Being stressed/burned-out and lack of job challenges were the most important factors in the decision to leave EMS
- Desire for better pay and benefits was the least important.

81

Assesses burnout levels associated with:

- Personal
- Work
- Clients (patients)

82



Kristensen T, Borritz M, Villadsen E, et al. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work & Stress. 19(3): 192-207

Courtesy David Newton (david.newton@dph.ga.gov)

83

"Anything goes bad, I did it.
If anything goes semi-good, then we did it.
If anything goes real good, they did it."

84

85

86

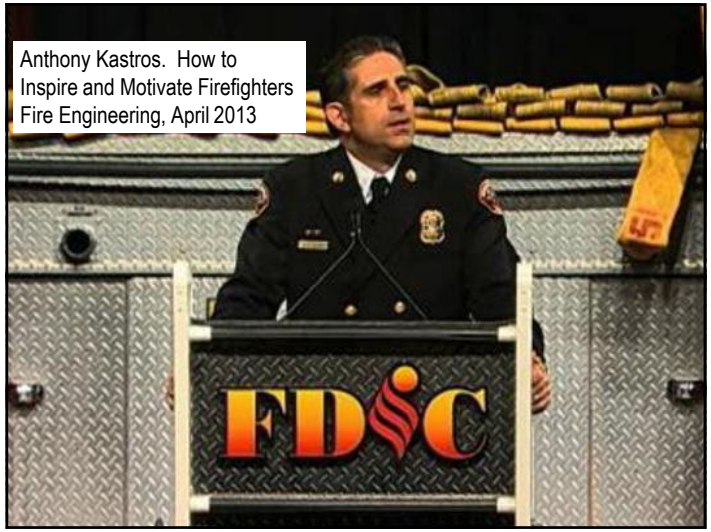
87

88

89

"But why?"

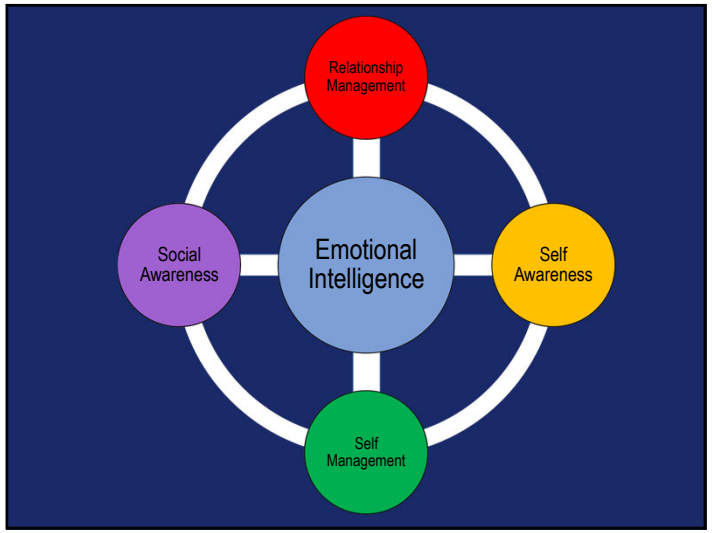
90


Anthony Kastros. How to
Inspire and Motivate Firefighters
Fire Engineering, April 2013
FDIC

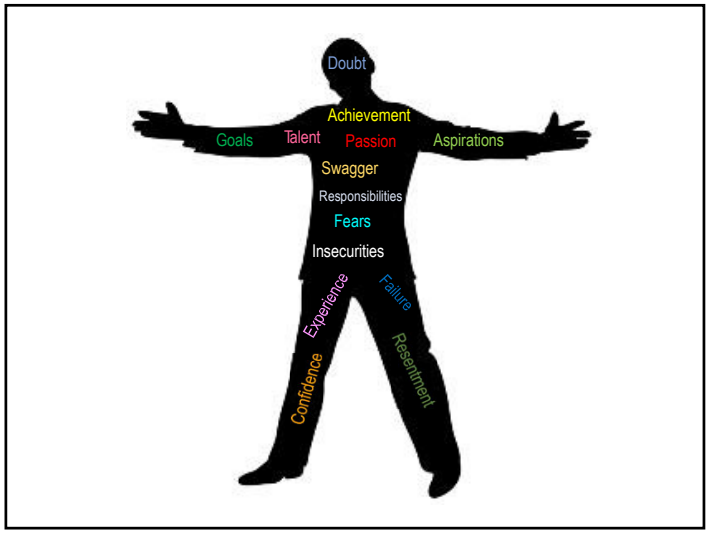
91

Inspirational
leadership

92

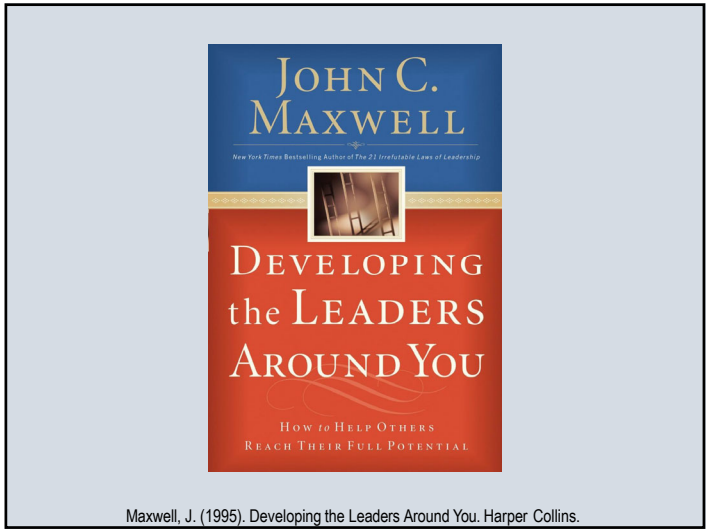

Relationship Management
Social Awareness
Emotional Intelligence
Self Awareness
Self Management

93


Doubt
Achievement
Goals
Talent
Passion
Aspirations
Swagger
Responsibilities
Fears
Insecurities
Experience
Failure
Confidence
Resentment

94

95


JOHN C. MAXWELL
New York Times Bestselling Author of The 21 Irrefutable Laws of Leadership
DEVELOPING the LEADERS AROUND YOU
How to Help Others Reach Their Full Potential
Maxwell, J. (1995). Developing the Leaders Around You. Harper Collins.

96

Top performers keep score, and they want their managers to keep score too.

Shaffer, T, (2018). Bad EMS Manager Mistakes That Make Good People Quit. https://flightsafetynet.com/bad-ems-manager-mistakes-make-good-people-quit/

97

98

99

100

No one succeeds alone.

101

NATIONAL EMS MANAGEMENT ASSOCIATION

AMERICAN AMBULANCE ASSOCIATION
REPRESENTING EMS IN AMERICA

IAFC INTERNATIONAL FIRE CHIEFS ASSOCIATION ORG 1873

102

103

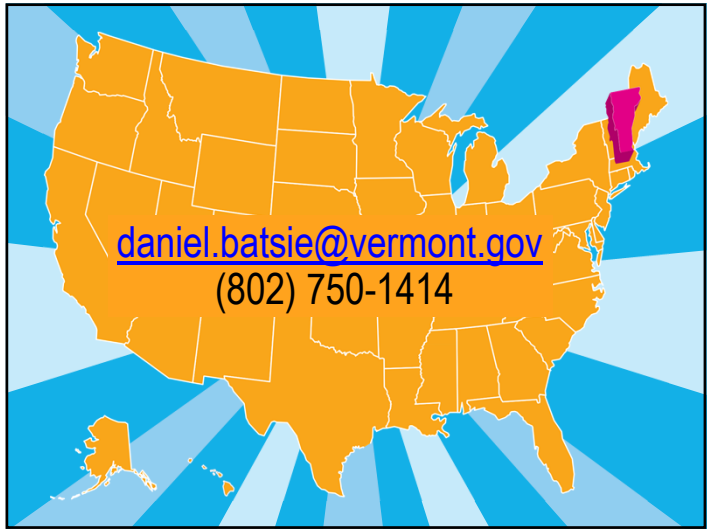
"1ARN f ROM1Hc M1)1AK1)
o=0HcR.10U (AN NtVt
1lY[1ONGfNOUGH10
MAK1HtMA1lYOUR)1f."

Groucho Marx

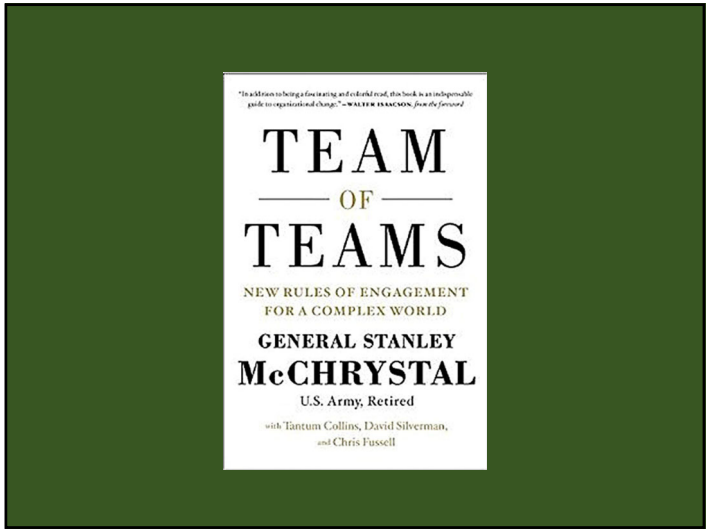
104

105

106



107



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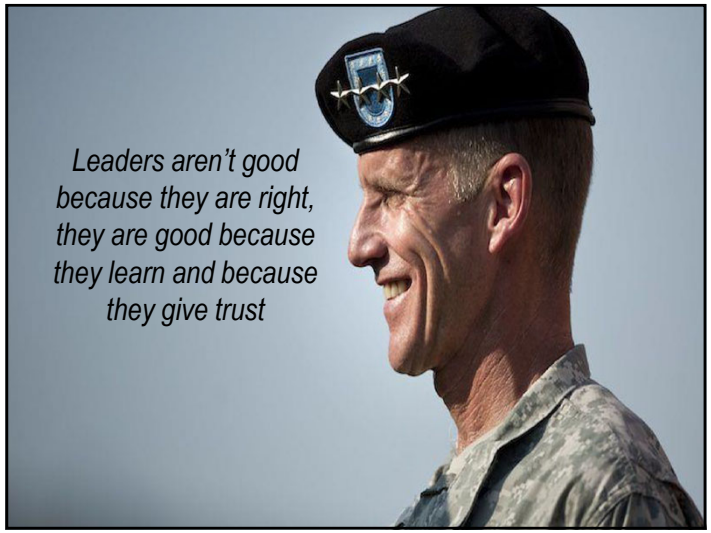
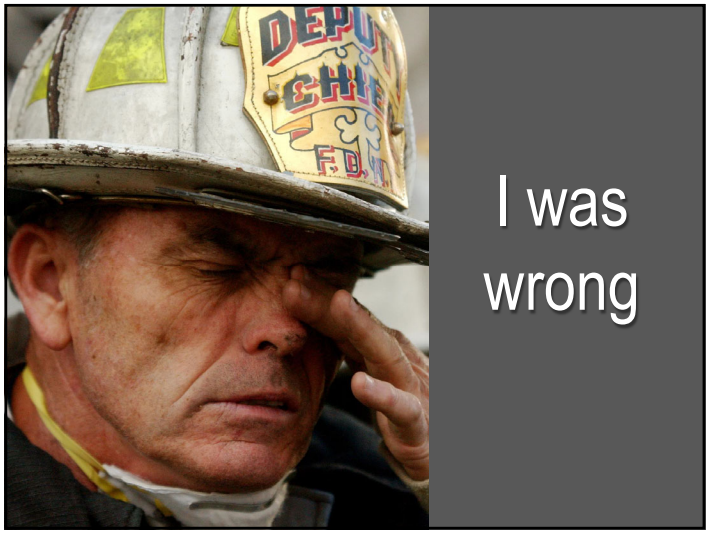
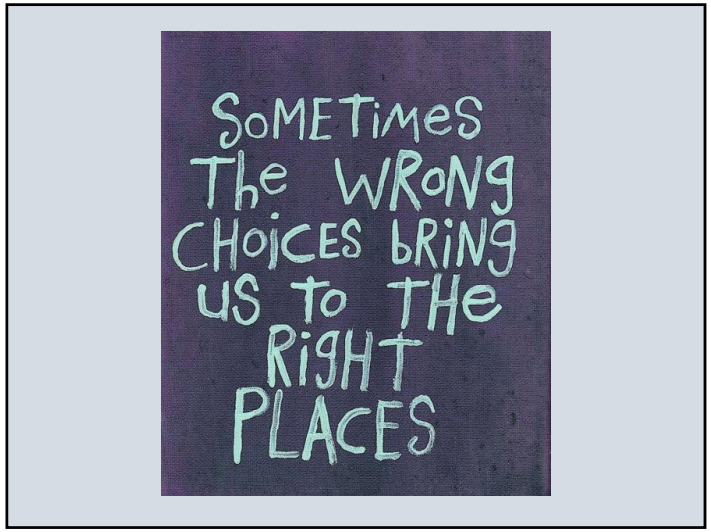


109



110



111

112