

Oakland and Wayne County Edition August 2008

New Command Post busy at summer events

HVA has a new 40-foot Mobile Operations Center (MOC). It is used for large-scale incidents such as disasters and special events such as U-M football games. It also serves as a station for the paramedic bike teams and a site to provide first aid. The unit is equipped with a communications center, patient treatment area, restroom, meeting room and first aid supplies.



Electronics for the MOC, which include computers and a self-contained radio dispatching system with multiple channel capability, were purchased with a Homeland Security Grant.

"Our new command center will also be available to any public safety agency during disasters or events involving large numbers of people," states Paul Hood, HVA vice president for Eastern Operations.

alarm users: Can paramedics reach you in your home?

Your elderly parent has a personal emergency response system, such as LifeLine® or HVA LifeLink. They may wear a button around the neck and can press it if help is needed. But if the person needs help and can't answer the door, how will the paramedics get in to check on them?

It is important that the alarm company have the location of a hidden key or contact information for neighbors who have keys and that you keep this information up to date. If there is no information about a hidden key or lock box combination, help may not get to the person who needs it.

Almost 95% of the medical alarms we receive are false alarms and often no one is home. Please don't assume that HVA can break down your door because we have no legal authority to do so. We must contact a police department to force entry, which is a difficult decision unless we are sure someone needing help is inside.

We encourage anyone with a personal medical alarm to call your alarm company and update your file with instructions on how we can enter your home if there is no answer when we respond.

HVA honors South Lyon Schools with Heart Safe award

HVA presented a Heart Safe Award to South Lyon Community Schools at our 2008 Emergency Medical Services Recognition Awards. The school district has met the following criteria for creating a "heart safe" environment:

- automated external defibrillators (AEDs) in multiple areas and buildings

- staff training in CPR/AEDs
- cardiac emergency response plan in place

High fuel costs challenge HVA fleet

Higher fuel costs (especially for diesel, which goes into our ambulances) are eating into the HVA budget. We budgeted \$739,000 for fuel last fiscal year but actually paid out \$1,118,000. In other words, we were \$378,000 over budget in FY '07. This current year (FY '08) which ends in June, we are on track to spend \$1,320,000 in fuel. Next year (FY '09), we have budgeted an even bigger increase.

There are no quick fixes for this problem. Our vehicles need to run to provide heat in winter and air conditioning in summer for both our patients and crews; to keep supplies and medications at the correct temperature; and to send battery power to the radios and other electronics. We are working with our ambulance manufacturers to see if they can help with the situation through better fuel efficiency and alternatives to keeping ambulances at the proper temperature without running the engine.

Our staff are doing their best to save fuel costs. When they sit at a post in mild weather, they turn the engine off for a while to conserve fuel. When they drop off patients at the hospital, they turn off the unit. Saving just 1 gallon of fuel a day per vehicle saves the company about \$75,000 per year.

Our struggling economy has also resulted in fewer people being insured and fewer reimbursements for EMS care. We continue to run our organization efficiently in order to meet the tough times ahead.

Thank you to HVA's 2008 Camp 911 sponsors

HVA hosted camps in Belleville, Lyon Township and Plymouth this summer. HVA offers these 2-day programs free of charge thanks to the generosity of the following sponsors:

City of Plymouth	Print-Tech
City of Ypsilanti Police Department	Sam's Club, Canton
Lyon Township Fire Department	Van Buren Township
Midwest Graphics	Wal-Mart, Belleville

Thank you also to these businesses who donated lunches and prizes for our campers:

700 Bowl	Mr. Pita, Ann Arbor Rd.
Armstrong's Funland	Papa Romano's, Ann Arbor Rd.
Baskin Robbins, Ann Arbor Rd	Papa Romano's, Belleville Rd.
Belleville Frosty Boy	Plaza Lanes
Dairy Queen, Pontiac Trail	Pump it Up, Canton
Jet's Pizza, Pontiac Trail	Rollerama II Inc, Brighton
Jungle Java	South Lyon Hotel
Kensington Valley Ice House, Brighton	Subway, Belleville Rd.
Lodge Lanes	Subway, Milford Rd., New Hudson
Maplewood Lanes	Target, Ford Rd, Canton
Milan Dragway	Zap Zone Laser Tag

To be put on the mailing list for Camp 911 next year, contact HVA Community Relations at 734-477-6782 or e-mail us.

News to Know

- HVA's bike teams provided coverage to many fairs and festivals this summer, including Art in the Park in Plymouth and Milford Memories. Team members respond to incidents and promote HVA to the thousands of people that visit these events.
 - The City of Wixom is now leasing a portion of its Fire Station #2 on Pontiac Trail to HVA. This provides us with paramedic quarters and an ambulance garage. HVA staffs a paramedic emergency ambulance there 24/7 to serve Wixom and the surrounding communities.
 - In 2007, Michigan had a 94% safety belt use. HVA reminds everyone to buckle up in their cars.
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Worried about a loved one who lives alone?

HVA LifeLink, HVA's Personal Emergency Response System, will allow your loved one to:

- **Summon help immediately.**
- **Remain independent at home.**
- **Be monitored locally by the HVA Call Center (no out-of-state operators).**
- **Call 1-866-824-4413, visit us [online](#) or e-mail [our LifeLink Coordinator](#).**



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