

# Memorandum

**To:** All CEMS Employees  
**From:** Chuck Kearns, Vice President /Chief Operating Officer  
**Date:** September 11, 2009  
**Re:** Bi-weekly Memo

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**In Memoriam:** Today is the eighth anniversary of the terrorist attacks on our country. Please take a moment to remember all those who - as either innocent victims or honorable rescuers, lost their lives that day.

**IMPORTANT Paycheck Reminder:** We will begin sending out paychecks via US Mail for the September 11th payday. Now is be a good time for you to set up direct deposit, so your money is deposited directly into your financial institution account(s). Please see Human Resources / Payroll to file the appropriate paperwork.

**2009, Swine Flu Concerns:** The following is from the Center for Disease Control (CDC) – “During week 34 (August 23-29, 2009), influenza activity increased in the United States. Since mid-April to August 30, 2009, a total of 9,079 hospitalizations and 593 deaths associated with 2009 influenza A (H1N1) viruses have been reported to CDC . . . “

You can go to the CDC H1N1 Swine Flu Site to view updates at any time. It's called the "What's New on the H1N1 Flu" site: <http://www.cdc.gov/h1n1flu/whatsnew.htm>

Another site is [www.flu.gov](http://www.flu.gov). This site includes videos to help teach small children how to avoid getting the flu.

**Worldwide, most patients infected with the pandemic virus experience typical influenza symptoms and fully recover within a week (seven days), even without any form of medical treatment.** There is generally a two day incubation period and then the flu symptoms last about five more days. The majority of the flu sufferers are young, healthy people between the ages of five (5) and 55 years old. Children pose the greatest threat for spreading the virus.

Remember to wash your hands often, sneeze into your sleeve, wear a mask near symptomatic patients and press elevator buttons with a knuckle or your elbow. These simple practices can greatly reduce your chances of getting sick.

**Anonymous Hotline:** If you have concerns about billing practices or patient privacy issues call (877) 471-2422. This number goes directly to the Corporate Compliance Officer. There is no need to give your name.

**Upcoming CAAS Site Reviews:** Next week, a review team from the Commission on Accreditation of Ambulance Services (CAAS) will arrive to inspect Healthlink (September 17 & 18). Everyone has been working hard to make this review as successful as the recent inspections of REMS & CEMS. Good Luck to everyone at Healthlink!

**Upcoming CAAS Applications:** Both Community Ambulance Service of Ohio and Beaumont Medical Transportation Service's (BMTS) accreditation applications have recently been filed with the Commission. We expect site reviews for both CAS and BMTS before the end of this year.

## **From the Operations Manager**

**Upcoming Mandatory Paramedic Training :** The GCMCA will be conducting classes on Pediatric care. It is mandatory that REMS Paramedics participate in this training if you possess a GCMCA badge and are licensed at the Paramedic level. We will be posting a sign up sheet and requesting your first three choices for participation. Again this training is being conducted by GCMCA and participation is not optional.

**It's cookout time:** We will be holding two cookouts the week of September 20, 2009. The first will be at Station 30 on Monday September 21, 2009 and the second at station 39 on Thursday September 24, 2009. Watch for flyers and other postings on eCore for further details. It's our way of saying thanks for all you do.

**New Hires:** We have hired approximately six new employees over the past week and will be working quickly to get them into the FTO process. Please extend a hand and introduce yourself to these new staff members as you meet them. Make them a welcome part of the REMS family.

**REMS Employee Survey:** Several of you have participated in the survey conducted by the corporate HR office. Thank you for your time and input. The survey is being tabulated and will be shared with you in the coming weeks. From the survey, it is our intent to identify those are in the survey that suggest we need to work with our staff. Persons interested in participating in any of the identified committees may drop a line to me through eCore.

**Cold weather is coming:** As most of you have noticed, the temperature in the evening is beginning to drop and we are preparing for the changing season. Very soon you will be supplies with the new Cot Quilts for your patients comfort as well as extension cords and heaters for your trucks and even bags of rock salt for your stations and window scrapers. Yes, winter is coming and we will be working to supply you with the items needed in advance of the weather.