

(5)TB, Lisa, Barb, Micaela,
Amb, Public

Madeline Island Ambulance Service Report

January 20, 2021

In December we had three ambulance runs. Two of them were transports and one non-transport.

The students are all working hard on their EMT classes with virtual on-line training. Gloria Fennel has taken her CPR refresher and is now eligible to join the service as soon as her license is approved by the state.

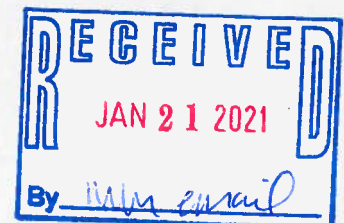
We held our regular monthly meeting at the town garage. We discussed the vaccination schedule. Everyone who is eligible to have the vaccination on the service, has had their first dose of the vaccine at Memorial Medical Center. We have one person who was out of town and will get vaccinated at the clinic. We are still following the protocols from our Medical Director to keep wearing full PPE on all Medical calls. We will be holding a training meeting the last Wednesday of the month.

We continue to hold the monthly council meetings on Zoom. the rise in cases in our area of COVID-19 has been the main topic of discussion. I feel we are prepared as we can be at this point. We have a good stock of PPE and good protocols in place. Our Medical Director is right in the thick of things in Duluth and continues to encourage to stay at home, distanced and masked. We signed a new coverage agreement among the members of the council. I have been working on updating our operational plan for the state and updating our computer programs with Image Trend and our billing company.

We are still working on details for the ESB. We will remain at the County Garage until we can move in completely. We do not want to be separated from our supplies, offices, etc. I want to thank everyone who has helped and approved our choices for the ESB. We are counting the days until we can move and settle in. I will be going to pick up the shelving, storage cabinet and workbench for the ESB from Home Depot next week if the ferry boats continue to run. I will confirm with Lynn Cornelius, the Bayfield Ambulance Service Director on our agreement with them to run patients to the hospital if we need to go across via windsled.

Respectfully Submitted,

Cynthia Dalzell Madeline Island Ambulance Service



(5) TB, Lisa, Barb, Micaela,
Amb, Public

Madeline Island Ambulance Service Report

February 17, 2021

We had just one non-transport in January and February remains quiet. We have discussed transports during wind sled season, and when there is an ice road. The Mercedes is light enough to be used on a good ice road. It is always our policy to contact Nate or Arnie if we are transporting over the ice road at night to get clearance or even an escort.

Gloria Fennel and Alex Nelson are just waiting for the last of their paperwork to go through the state and then they will be eligible to join the service. The other four students are all working hard to complete their class by May. We have a very generous donation of radios, batteries and chargers that will be shipping to us this week. We need them for our new recruits.

The big news is that we just received our LUCAS device. We took a good look at it at our regular monthly meeting. It looks quite straight forward but we will also be getting training from Stryker at our February training meeting. The Stryker rep will bring a mannequin and we can practice fitting the device onto a patient and see how to adjust it to the right strength. This device is a game changer with CPR. We are very grateful for the donations that we received as well as the town board's support in it's purchase. We are also setting up training for a new advanced airway approved by our Medical Director. Once we are in the new building, we will get an instructor here to sign us off on this new airway, the IGEL.

We held our regular monthly meeting at the town garage. We discussed the vaccination schedule. Almost everyone on the service now has had their second dose. There have been a variety of reaction's, but it only lasts a day or two. We are still following the protocols from our Medical Director to keep wearing full PPE on all Medical calls. We will be holding a training meeting the last Wednesday of the month. Sarah has something planned with the fire department.

I have been working on updating our operational plan for the state and updating our computer programs with Image Trend and our billing company. We are also going through supplies this time of year and updating our spreadsheets for inventory control and expiration updates.

We are still working on details for the ESB. We will remain at the County Garage until we can move in completely. We do not want to be separated from our supplies, offices, etc. We are now making lists of final touches and supplies that are needed so we are ready to move in as soon as possible. The first of the exercise equipment has been delivered. The furniture should be ready to be delivered and installed around the middle of March.

Respectfully Submitted,

Cynthia Dalzell Madeline Island Ambulance Service



Madeline Island Ambulance Service Report

March 17, 2021

We got through the awkward wind sled/pressure crack season with only one transport that we intercepted with Bayfield Ambulance. I have sent Lynn Cornelius a thank you for their help. She is the Bayfield ambulance director. It is nice to know that the ferries are running.

Of course, the big news this month is that the ambulances are parked in their new home at the Town of La Pointe Emergency Services building! The entire crew is so excited to finally have a new permanent home. On Saturday the 13th, we moved all of our supplies over and on Monday the 15th we moved the rigs into the new ambulance bays. The light and space in the new building really makes us all happy and we are so grateful for the professional space that the town has provided. There is still a lot of organization to do in the storage area but that will get done this month. Now I need to move out of the winter transportation building which has been my office for several years.

Sarah and Jay are working on details for the exercise equipment room. We will have posted rules and exercise incentives for the team. The Nordic Track is on order and should be delivered some time this month.

The furniture comes at the end of the week and the technical items are coming together. I am ready for an office to catch up on my paperwork. Our first training meeting is on the 31st when the team from Stryker comes to train us on the LUCAS device.

We held our last regular monthly meeting at the town garage. We worked on the move in schedule and introduced Gloria Fennel to the team.

I have been asked to serve on the group that is updating our state protocols. They have not had a full upgrade since 2011. I am honored to be asked to participate. We will be customizing them for our Northern Wisconsin services with our Medical Director's approval.

Respectfully Submitted,

Cynthia Dalzell Madeline Island Ambulance Service

(5) TB, Lisa, Barb, Micaela,
Cindy, Public

Madeline Island Ambulance Service Report

April 23, 2021

We have had one transport this month. We have spent a lot of time moving into the new building and getting trained in on its systems. Everyone is very excited and grateful to be in the new ESB.

Gloria Fennel is officially on the schedule and Alex is working out his last details. It looks like we will have up to 3 students attend their final training week in Minneapolis and be ready to take the National Registry exam in May.

We did receive our Lucas Training by the Stryker training representative. People had lots of questions and everyone attended. We are also setting up training for a new advanced airway approved by our Medical Director. Once we are in the new building, we will get an instructor here to sign us off on this new airway, the IGEL.

We held our first regular monthly meeting at the new ESB. We went through runs and trained on the building. We also did some re-organization in the new building and ambulances. Sarah and Jay did a tour of the exercise room and went over the rules.

I have been working on updating our operational plan for the state and updating our computer programs with Image Trend and our billing company. We are also going through supplies this time of year and updating our spreadsheets for inventory control and expiration updates.

The police chief, fire chief and ambulance director have been having a weekly meeting to go over building issues and plans. We are discussing the summer season, the open house, the donor wall and a fundraiser.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

RECEIVED

APR 23 2021

Initial: dg

(5) TB, Lisa, Barb, Micaela,
Amb, Public

Madeline Island Ambulance Service Report

May 12, 2021

We have had two transports this month so far. Everyone is feeling very comfortable in the new building. We are moved in and organized more and more each week.

We currently have three students doing their practical portion of the EMT class in the twin cities. They are there for an entire week doing intensive training and we all hope they are having a fabulous experience. It will be great for them to come back and get their testing done. We can hardly wait to hear their stories. They all finished their practical and passed those tests. Now onto the National Registry exam. We are all wishing them well.

We held our regular monthly meeting and our training meeting at the new ESB. We went through runs and trained on the building. We did training out in the field with both rigs and did some housekeeping in each ambulance. Memorial Medical Center is working toward becoming a level 4 trauma center. Their EMS director will be conducting training for our service soon.

I have been working on updating our operational plan for the state and updating our computer programs with Image Trend and our billing company. We are also going through supplies this time of year and updating our spreadsheets for inventory control and expiration updates.

The Police chief, Fire chief and Ambulance director have been having a weekly meeting to go over building issues and plans. We are discussing the summer season, the open house, the donor wall and a fundraiser. The Open House will be on the 3rd of July, the Saturday. We hope to have a great barbecue with sides from many local restaurants. We will begin our FILL THE BOOT Campaign in June but really kick it off at the event. The Fill the Boot funds raised will go to completing some of the furniture and equipment needs that we would like for all three departments. We took photos last Sunday morning of everyone on the services who could attend. The building is the highlight, but we wanted as many people there as possible. We will use it for the background of the donor appreciation wall poster that we will get printed and framed before the open house.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

RECEIVED

MAY 24 2021

Initial: dgj
e-mail: micaela

⑤ TB, Michela, Michael
Publin

Madeline Island Ambulance Service

Monthly report June 2021

Well, it is the busy season. In May and June, we have had twelve calls. We are prepared for a very busy summer. We have changed over to the larger box ambulance for the summer. It is more spacious and now that the roads are dry works well for a busy call schedule.

We have had our regular monthly meeting where we go over runs. We also invited Riley Kaiser who passed their National Registry Exam and has applied for his license. The other two students are waiting to finish up the exam process. We will take a break on training meetings until October.

The building is coming along. We need to go over the budget and the demands that the fire department is asking for before we complete some of these purchases. The Wilderness Preserve donated \$5,000.00 to the landscaping hoping that we would do some natural plantings. The town Foreman would like to keep the maintenance down, so I selected a group of shrubs that are native Wisconsin Plants the accent the building. I also purchased from Penny's Garden Center plants to enhance the flagpole. Arnie's crew has finished the seeding and is working on the gravel parking lot for the fire department. The town crew has done a nice job with the trimming, putting down filter cloth and gravel mulch. Please send us some rain.

I have been trying to hold regular meetings about building issues with the fire department and the police department. Over the last month the fire department has not attended.

Sarah has already begun the process to recruit new students for fall EMT classes. We have three people on indefinite leave and one person that is leaving the service. They have already stepped up and joined the service and done the work to do so. We are grateful for their contribution and understand that life takes us through many turns. It does leave us a bit on the short side but Sarah and I and making sure that all shifts are covered.

Thank you,

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service Director

RECEIVED
JUN 18 2021
BY: B. emailed

Madeline Island Ambulance Service

Monthly report July-August 2021

The busy season is upon us and in July we had 16 runs and already 6 in August. We are very fortunate to have two new licensed EMT's that have now officially joined the service. Alex Nelson and Riley Kaiser are fully licensed with the state of Wisconsin and all of their paperwork with the town is complete. Marty Curry has also passed his National Registry and we are working to get all of his licensing completed as soon as possible. It is a good time to jump into the service. This is a good time to get some experience.

We have had our regular monthly meeting where we go over runs. We discussed possibilities for fall and winter training meetings. We also went over the Open House and hope to make it an annual event. We are planning a recruitment get together on Tuesday August 10th. Anyone interested in starting the class and joining the service is invited to attend and tour the facility and ask questions.

The building is working well, and we are all pleased to be working from this great new location.

We are busy putting together wants and needs for the upcoming budget season. There has been lots of re-stocking and organizing to do. I have been working with AMB to stream line our billing with our intercepts with Ashland Fire and Paramedics.

We got the donor wall mock-up done before the open house and now I am going through it to make sure we have it complete. I will add the crews from all three services to the list and then get a final copy made and formally framed for the building.

We had a good meeting with the three departments after Michael Kuchta called a meeting and attended as facilitator.

We have not changed our protocols in regards to COVID on the ambulance service. Our medical director wants all precautions to remain in place. We are well stocked with PPE for the time. We are remaining on high alert and will monitor the CDC guidelines on a regular basis.

Thank you,

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service Director

(5)TB, Michael, Bomb, Micaela,
Cindy, Public

Madeline Island Ambulance Service Report

September 8, 2021

We had twenty runs in the month of August and four so far in September. It has been a very busy summer and we are all hoping that our run volume subsides this fall.

The new crew members Riley Kaiser, Alex Nelson, Gloria Fennel and Marty Curry are all now on the roster and are doing very well. We look forward to the time when they are comfortable to take full charge of a call. It will not be long for any of them. John Carlson has graciously offered to go back on the schedule this fall. His license is good until 2023 and he knows we need his support. We are so glad to welcome him back. His experience is invaluable.

We held our regular monthly in August and will begin training meetings in September. Our meeting in early September is a pizza party held by the Bell Street Gallery to thank all members of the Emergency Services for our volunteer work with the Town of La Pointe. We will hold our regular meeting next Thursday night to go over the many runs that we need to discuss.

We received a lovely donation from the Levitsky's, and the crew voted on using the funds to start our education with twelve lead EKGs. It is an eight-hour class, and we hope to complete it this fall. I hope to add the equipment needed into our capital equipment plan in this year's budget. We also need to do our train the trainer class on the new airway approved by our medical director. I didn't schedule the training last year due to COVID concerns but very much hope to get it done this fall.

I plan to attend a course at the end of October on Operational Plans. I hope to also start working on ways to improve our collections. It is budget time so that is taking up quite a bit of time. It will be interesting to see how the new building affects our budget.

In addition to our meetings, we have gone back to having department head meetings and, also a meeting with Michael Kuchta with the ESB department heads.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

RECEIVED

SEP 9 2021

Initial: dy

Madeline Island Ambulance Service Report

October 6, 2021

September stayed a busy month with twelve calls. Six of the runs were transports to Ashland. October has been quiet except for a call this morning. Hopefully fall will slow down and let us concentrate on training and organization.

We have been including our new recruits on many of the calls and they are rapidly gaining experience. We are still facing the difficulty of having four members with the most experience being on every call and taking up any shifts that are not covered by other members. Sarah and I make sure that we have a full schedule unlike many other small towns that we hear on the radio being unable to respond to calls. We are drafting a new compensation package to encourage more members to sign up on the difficult shifts which are mostly weekends. We are also looking at other retention incentives. These ideas may include health insurance packages, better retirement plan or at least a larger contribution by the town to the existing plan. Sarah and I met with Michael Kuchta to draft a first plan to start with this process. It is being added into the budget files for 2022 and will be discussed at our Ambulance Budget meeting on the 18th. The budget for the ambulance service is ready for the first perusal by the town board supervisors.

We would like to thank the Bell Street Gallery and all of the folks that held a pizza party to thank the emergency services. It was very well attended and received.

I am working on the FAP state ACT 102 grant that is due October 17th. Those funds are available to be used for training and new equipment. I am working on the plan for the EKG and seeing what options we might have to add this protocol to our service. We are also looking to have training on the new IGEL airway device approved by our medical director.

This morning I heard from Kevin Pomasl, and he informed me that he has sold the older used ambulance that we purchased right after the fire. This will help with our payments on the Mercedes ambulance. It is really good news. It has taken quite a bit of time, but we got a fair price for it. I just heard from Paul Schilling at the state, and he is coming to the island on October 14th to inspect our ambulances. They are usually physically inspected every two years.

I plan to attend a course at the end of October on Operational Plans. I hope to also start working on ways to improve our collections. It is budget time so that is taking up quite a bit of time. It will be interesting to see how the new building affects our budget.

In addition to our meetings, we have gone back to having department head meetings and, also a meeting with Michael Kuchta with the ESB department heads.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

(5) TB, Michael, Barb, Micaela,
Amb, Public
11-2-21

Madeline Island Ambulance Service Report

November 1, 2021

October remained a relatively quiet month for runs. We had 3 runs. Two of the runs were transports.

We had our first budget meeting with the town board and began the discussion of how to compensate EMTs to encourage them to stay with the service and take more shifts for the difficult ones like Holidays and weekends. We are going to have a continuing discussion to make this equitable for both the town and our service.

I am still working on the plan for the EKG and seeing what options we might have to add this protocol to our service. I am hoping to be able to spread the financing for this equipment over the next few years instead of all of the funds needed in one budget year. We are also looking to have training on the new IGEL airway device approved by our medical director. This protocol does not require any new expensive equipment. It will replace an airway device that we use now with an updated one.

The sale for the old ambulance has gone through. Kevin will send us the check when he receives the title. We do need to take the Mercedes Sprinter to a dealer for some recall work and general maintenance. We did have our two-year in-house inspection by our state inspector, Paul Schilling. We passed with both rigs. They do need to have a DOT inspection now that is a new requirement by the state. I will contact Steve Adamski who is certified to do this inspection.

I have begun the process of collecting information on new billing companies. Barb and I both feel that there should be other better options than our current company.

I would like to thank Barb Nelson for sending the ESB a welcome box of goodies to share with all of the departments. Snacks are always appreciated especially after a late night run.

We will start to hold training meetings in addition to our regular monthly meeting starting this month. There is always lots to review and refresh on.

In addition to our meetings, we have gone back to having department head meetings and, also a meeting with Michael Kuchta with the ESB department heads.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

RECEIVED

NOV 2 2021

Initial: dg

TBS Michael, Bob,
Micaela, public
amb

Madeline Island Ambulance Service Report

December 3, 2021

In November we had just one run which was a transport. Our new members have gotten a lot of good experience the last few months. The rigs are ready for winter. We will switch around to the four-wheel drive ambulance when the weather dictates that we should. Ben and Ray took the Mercedes to the cities for its mechanical recalls that were needed. They did all of the regular maintenance that was needed. It had a few recalls that were also addressed. The rig is still under warranty.

The budget was approved this week and I really appreciate the town board's understanding of our needs. I also want to thank the community for their support. We have a great solid crew at this time. It could always be larger and if you know of anyone.

I believe that I have found a very good option for a new billing company for the service. I will be spending a lot of time working on improving our revenue stream and look forward to working closely with a company that will be more responsive to my questions about issues like intercept billings, Medicare/Medicaid, insurance information needed and timely reporting. We will ask for Requests for Proposals soon.

We have started training meetings in addition to our regular monthly meetings. We have a pretty full line up of equipment to train on and refresh. This is not a refresher year for the service. We will be re-certifying our CPR this winter.

We need to get the three departments together and go over building needs and issues that we have with the builders before our warranty lapses. I am hoping we can meet in December to address these issues. Each department head has been building a punch list of items to be addressed.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

