

Emergency Services Meeting  
West Dover Firehouse  
May 6, 2015

Present: Richard Werner, Jeannette Eckert, Heidi Taylor, Andy McLean, Bob Holland, Dave Meeker, Dave Moulton, Michelle Mann, Jeff Whitesell, Stephanie Conrad, Tony from Haystack/Hermitage, Randy Johnson, Bob Maynard

The meeting was called to order at 11:30am by Rich Werner. He introduced Jeff Whitesell, Police Chief of Winhall, VT who was asked to give an overview of his department's emergency services.

Jeff Whitesell—Police Chief in Winhall

- Used to be similar to Dover with rotating shifts but made a change
- Previously had a residency requirement for Police officers to live in the community within a 30 minute response time—limited the pool of applicants; expensive for civil servants to live here full time
- EMS system—covers Stratton—providing policing services for the mountain for the past 10 years
- Established Team 24: volunteer firefighters who were trained in EMT, outfitted with first responder equipment but their numbers began to dwindle; response was not what it should be
- Majority of coverage area is serviced by Londonderry ambulance
- Manchester services with ambulance to the intersection of where Routes 11 & 30 split
- During winter months, Stratton Mtn Rescue provides for resort and also covers down to village via access road; take about 6 weeks off this time of year
- Staff of patrollers will respond during off season
  - Run out of Carlo Otis clinic-- volunteers
  - Provide other functions during summer months
- Stratton shuts down at end of day, no afterhours once lifts shut down
  - Had to wait for ambulance to come out of Londonderry
- Jeff has EMT background and spent time with Bennington Rescue
- Approached Select Board about training Police officers with EMS to augment Team 24; was not as successful as hoped, did not have young base of volunteers
- Ultimately changed name to Winhall Police & Rescue—Jeff is also EMD in town
- Full time Police officers are required to have EMT training
- Went to 12 hour shifts—rotations work out to a three day weekend every other week
- Been first responding to calls in Winhall for 10 years
- Have signed agreements with transporting ambulance services in Londonderry, Stratton Mtn and Manchester
- No paramedics on staff but have a number of EMTs; one per diem officer is a physician's assistant
- Two others volunteer for us who work for Manchester Rescue as paramedics who provide services in the field
- Changeover required us to carry a lot more equipment now
  - 4 cruisers—all set up with foldable back board, suction, O2, fully stocked EMT bags, basic life support system
  - Locked Med Kit box for paramedics which is transferred from officer to officer, 12 lead
- 90-100 EMS calls per year
- Offsite Mtn—will still respond to developments/condos—dual tone
- Dispatched by Keene Mutual Aid

- Found that community really likes it—average response time is 6 minutes—depending on where the call comes from; works very well; good relationship with ambulance services
- Winhall FD is happy to no longer have this responsibility—also low on numbers
- 3 Officers currently live in Bennington; under old system would not be allowed to reside there
- Recruiting is tough. Transfers from other depts. lately. Sometimes works, sometimes doesn't
- Winhall polices very differently than Bennington or Brattleboro
- 24 hour coverage per day—6 full time officers including Jeff
- One officer on per day plus Jeff who does M-F days
- 50% of the time there are two people on between 3pm and 3am
- Police call vs medical call? If it is safe to leave a police call to answer a medical emergency, we will. Obviously if someone is under arrest, we won't leave them. Will call for back up if needed. Look at each call on an individual basis—can't predict human behavior
- Cruisers are equipped with medical supplies; budgeted for these items
- In the beginning, there would be a significant cost involved to get set up
- EMR, EMT, Advanced EMT, Paramedic are the levels of expertise

Randy Johnson—Dover Police Chief:

- How do you base your pay given all officers are EMT trained? How is it offset, differentiated?

*Based on training and performance objectives; per diems are paid based on experience, EMT certification  
Patrolman, senior patrolman, gives incentive to move up in the ranks*

- Tough Mudder is different—most participants will crash/chill out after the event

Rich Werner—Fire Chief:

- Busiest season was Dec, Jan, Feb—at least a call every other day
  - Alarms—Co2 and Fire—mostly false alarms
- Tough Mudder will be busy—properties will be full
- Working on getting all alarms registered
- Opening up some new hiking trails—addressing the rescue assistance needs

Heidi Taylor—Deerfield Valley Rescue:

- Doctors can apply for temporary licenses to provide service in Vermont
- Consider advocating on our behalf to the State Legislature regarding certification
- Consider coordinating trainings with ski patrols

Michelle Mann—Police Office Manager:

- Anytime there is an event, it picks up
- April is quiet and then after foliage until Thanksgiving
- Out of state doctors at mountain clinic—how does out of state licensing work in Vermont?
- If you can update your Facebook page a couple times a week, you'll be doing well

Dave Moulton/Stephanie Conrad—Mt Snow:

- Stratton clinic is non-profit; mostly volunteer based; beautiful facility
- Mt Snow's office is well equipped; Mt Snow owns land, hospital owns the building
- Ski patrols—10-12 EMT on staff in the winter
- Tossing around ways to provide incentives to achieve advanced training
- Have a transporting agreement with DVR
- 30 people on staff for Tough Mudder for emergency response

- Only a couple are Dover residents

#### Tony/Hermitage Club:

- OEC (outdoor emergency care) level includes mountain medical—significant course of training—operates in summer as well
- For ski patrols—most part is trauma that is dealt with; broken bones etc.
- Wilderness First Responder—allows you to do more procedures
- Up to mountain manager & patrol director as to what standards are followed
- Bridging certification issues

#### Dave Meeker—Mt Snow: Marketing

- Provided feedback on the WDFD & DVR websites & social media
- Most people seek info from Internet, important to maintain a presence there
- WDFD's current online presence consists of a page on the Dover website; makes folks work harder to get information
- "Volunteers are always welcome" Should provide a description of the benefits of volunteering and other pertinent info using language that attracts people to learn more or sign up
- Can more pages be added?
- DVR has a good call to action: "Get Involved"
- Needs a brief explanation of why to get involved in addition to needed paperwork
- What's in it for folks? Helping the community? Rewarding?
- Pretty good following on social media (Facebook) but need more frequent posts to gain a larger following:
  - 854 likes for DVR; 505 likes for WD Firefighters Association
  - Add simple things that give you more personality and a human element
  - Add photos of equipment, drill activities, stations---show these cool things off
  - Consider working with other organizations in town about linking your volunteer information on their Facebook pages
- Website content can remain static with occasional updates but social media outlets need to be updated frequently, daily is best

#### For next meeting:

- Bill Weston, Fire Chief in Bellows Falls will speak on the EMT program with his firefighters
- Please give some thought to who might be a good person/topic to attend future meetings
  - Hiking trails/ rescue
  - Public works assistance
- Will look into preparing agendas for future meetings

**Next meetings on Wednesday, June 10th & July 1<sup>st</sup> at 11:30 am**

**Adjourned at 12:57pm**

Respectfully submitted by Jeannette Eckert, Recording Secretary

Minutes are posted on the Dover, Vermont website: [www.doververmont.com](http://www.doververmont.com)