



New York State Volunteer Ambulance And Rescue Association

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District 4, New York City Region

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THE PULSE

July 2009

Chairperson's Message



No certified escape hoods are coming to replace the ones we were told to use only for training. NYC REMSCO advises that the manufacturer, MSA, backed out of a voluntary agreement to replace the hoods with NIOSH approved versions. NYC's volunteer sector has been shortchanged yet again in domestic preparedness equipment - we also did not get the full face respirators and nerve gas antidote auto-injectors that EMS services elsewhere in the state got. This separate funding for NYC where municipal agencies FDNY and NYPD grab all the money and equipment needs to be changed. District 4 will be seeking meetings with federal and state officials to correct this disparate treatment which has the potential to endanger the lives of volunteers. Squads and individual members are strongly encouraged to write their elected officials about the situation.

Average city wide 911 ambulance response times in May rose to nine minutes and 31 seconds. In some municipal systems an over nine minute average response time is considered unsatisfactory performance and triggers penalty clauses in contracts. Volunteer sector agencies continue to stand ready to help FDNY EMS prevent any re-occurrences of such high response times.

Its gratifying to see that FDNY EMS Chief John Peruggia recognizes that the volunteer (and private) EMS sector can handle the full range of EMS calls when the need arises. From April through mid June NYC REMSCO's Regional Disaster Mobilization notification system has been used five times ranging from asking for extra assistance at a bike tour to handling unusually high call volumes due to the H1N1 flu outbreak. A number of services answered the calls for help including day time shifts. There were some issues but overall things went well.

However, something does not make sense. If the city goes outside the 911 system and utilizes NYC REMSCO's Disaster Mobilization Plan to get additional ambulances to help with a backlog of calls during a snow storm, heat wave or H1N1 flu outbreak just an FDNY supplied portable radio and two people with EMT cards are needed. However, to utilize volunteer, private or whatever ambulances within the 911 system for these same types of calls FDNY EMS wants MDTs and GPSs costing \$18,000 and says its Legal Affairs Department wants drug tests, background checks, etc. No where else do mutual aid agreements call for these requirements. We will be asking REMSCO to meet with us to review mutual aid in NYC.

I want to congratulate Marty Grillo and his team for another successful and well attended Volunteer EMS Recognition dinner dance at Russo's-on-the-Bay. I also want to extend my congratulations to all the awardees at NYC REMSCO's EMS Week event.

Ryan

VICE CHAIRPERSON'S MESSAGE



Welcome to another summer and hopefully one filled with memorable EMS adventures.

We have been in continuous negotiations concerning the proposed 911 participation contract given to us by FDNY in April. It is based on the contract with voluntary hospitals and changes will need to be made in order to tailor it to the volunteers. District 4 officers are working on the contract along with District 18 and NYC REMSCO so that together we may present our concerns to FDNY and come up with an amicable agreement. If nothing more, volunteer units have proven that we do not need much of the communications equipment that FDNY wants squads to purchase.

FDNY EMS has been using the Regional Disaster Mobilization Plan in lieu of a day-to-day Mutual Aid Agreement but it was not designed to serve the two purposes. Units have been out of service much too long reporting to distant mobilization sites and then sit there while an FDNY EMS supervisor issues a radio, checks equipment and son on. In at least one case a volunteer unit was sent away because the supervisor was not satisfied with the staffing of the ambulance although NYS DOH crew requirements were met. Another problem is the friction among some squads due to the positioning of units from another part of a borough in their primary response area.

On a lighter note, it was a rough start, but this years Volunteer EMS Recognition Dinner Dance was again a triumph. There were 377 people in attendance - 100 more than last year. All there to enjoy the terrific food, see old friends and hear the fantastic music by Alive and Kickin. Due to the economy, we had only 1 large donor and send a heartfelt Thank You to New York Hospital Queens. We also received a smaller donation from SeniorCare. Times are hard, and funds were low, but there is always a duty to celebrate the work that is done by our fellow volunteers and pay our respects to those that gave their lives to protect others. It is our hope that we can continue our efforts at least until 2011 for the 9/11 anniversary. We need to work together as hard as we can to make next year possible. Please see if you can cultivate any vendors and hospitals in your area to make a donation. Then, we can then start looking forward to another year. Thank you to all that gave their time and effort to help us make this possible.

Have a great summer!

Martin

REGIONAL EMS COUNCIL OF NYC

EMS Week was again celebrated with an EMS Recognition and Awards Ceremony held on Monday evening 5/18/09 at 475 Riverside Drive. The honor guard was provided by NYH Queens, EMT Jeff Samerson, FDNY EMS sang the national anthem and the NYC FDNY EMS Pipes and Drums Band performed several selections. This year's honorees were:

- EMS Agency – North Shore Rescue Squad #1, Staten Island
- EMS Leadership – Joseph Marcellino, MPH, EMT-P, Flatlands VAC and Coney Island Hospital
- RPN of Excellence – Rosanne Murphy, RN, Staten Island University Hospital
- Physician of Excellence – Nadine Levick, MD

As part of this year's event a childrens' drawing contest was held with the theme "My EMS Super Hero". The winner was Nicholas Maddalena related to Lt. Craig Wing, FDNY EMS and honorable mentions were awarded to Bradley DeSalvo and Nicholas DeSalvo related to Antonino DeSalvo, Maimonides EMS.

Aaron J. Katz has been appointed Hatzalah's alternate delegate on the Regional Council replacing Yedidiah Langsam. Katz is a member of the Lower East Side Manhattan Division and is an EMT-P and CIC. Harold Jacob is the primary delegate but rarely attends meetings.

Virginia Tufaro, RN, Jacobi Medical Center, has resigned from her At-Large seat.

Dr. Robert Crupi, Flushing Hospital, has served 8 years and is term limited. Dr Crupi had an At-Large seat.

Martin L. Grillo, Emergency Medical Rescue and Yedidiah Langsam, Brooklyn College EMS were elected to At-large seats.

James B. Downey, District 4 delegate, has served 8 years and is term limited. The District will name another delegate.

David Ben-Eli, MD has been designated the REMAC representative to the Regional Council replacing Lewis Marshall. MD.

Dr. Ben-Eli is a 911 On-line Medical Control Physician and EMS Medical Director at Richmond University Medical Center, Staten Island. Dr. Marshall was elected Chair of REMAC last year.

A letter was sent to Commissioner Richard Daines, NYS DOH requesting he do whatever possible to prevent the closures of two Queens hospitals and that he encourage FDNY to utilize all available volunteer, hospital and private ambulances as EMS resources. FDNY Commissioner Nicholas Scopetta and EMS Chief John Peruggia sent a letter to REMSCO apparently complaining that the letter to the DOH was not brought to their attention.

REMSCO's Emergency Notification System Activations

Tuesday 4/7/09 FDNY EMS put out a notice requesting help covering the Five Borough Bike Tour on Sunday 5/3/09.

Agencies interested in participating in the event were directed to call the Fire Department Operations Center (FDOC) with contact information and the quantity and type of ambulances that would participate. There was a reminder that any resources committed to the event should be in addition to regular coverage tours. NYC OEM sent a notification to its CERT teams asking for assistance with the event and offering free breakfasts and lunches.

Wednesday 5/20/09 the system was activated due to high call volume. E-mail notifications were sent out at 3:53 PM and 4:03 PM advising of such and asking that emergency communication lines be kept open to receive important information. Squad officers reported receiving recorded calls at about 4:03 PM asking them to notify FDNY EMS if they had additional resources available to cover needs in four boroughs excluding Staten Island. 19 mutual aid ambulances were put into the 911 system in addition to FDNY EMS tours being held over. A partial list of agencies responding included Forest Hills VAC, Hatzalah, Park Slope VAC, Whitestone VAC and privates Senior Care and TransCare. Forest Hills was sent to Fort Totten to pick up a radio and was given one assignment at Queens Central Booking for an officer with flu symptoms. Park Slope reported it took an hour to get a portable radio and they were only in the 911 system for two hours.

Friday 5/22/09 the system was again activated due to high call volume with an e-mail message at 4:14 PM to keep communication lines open and a voice mail message about the same time asking squads to notify FDNY EMS if they had additional resources available to cover needs in four boroughs excluding Staten Island. 7 mutual aid ambulances were put into the system in addition to FDNY EMS tours being held over. At about 6:38 PM there was another e-mail message to keep lines open plus a voice message advising no further resources were needed. A partial list of agencies responding included Corona VAC, Whitestone VAC and privates Citywide and 1st Response. Corona was on from 16:00 to 22:00 and was sent to South Queens handling two calls but could have done more but for triage delays at Jamaica Hospital. Forest Hills sent an ambulance with one EMT and a CFR driver but was turned away because of lacking two EMTs.

Tuesday 6/2/09 at 12:24 PM 12:35 PM there were e-mails advising that the REMSCO emergency notification system has been activated and to please keep emergency communication lines open to receive important information. At about 12:24 PM there was a voice message asking agencies to call the Fire Department Operations Center at (718) 999-7981 if they had resources to offer beyond their coverage area.

Wednesday 6/3/09 at 6:25 PM and 6:51 PM there were e-mails advising that the REMSCO emergency notification system has been activated and to please keep emergency communication lines open to receive important information. At about 6:51 PM there was a voice message from FDNY EMS Chief John Peruggia advising that due to continued high call volume mutual aid was being requested for the period Friday 6/5/09 through Friday 6/12/09 (excluding the weekend) for 11:00 hours through 18:00 hours each day. Agencies that had resources available were to call the Fire Department Operations Center (FDOC) at (718) 999-7981 or (718) 999-7943 after 8:00 AM on Thursday 6/4/09 to advise the number of units, days and hours available. Mobilization reporting information would be sent out after available resources were known.

AMBULANCE COMMITTEE

Draft of 911 Participating Ambulance contract for volunteers was given to REMSCO on 4/21/09. Copies of the ½ inch thick document were passed on to the Chairs of District 4 and 18. A meeting is planned between REMSCO and District representatives to review the document.

Point of Distribution (POD) plan was developed and passed on to the NYC DOH&MH to ensure medications get to EMS providers independent of the general population. VACs and private ambulance services will send authorized representatives to designated site(s) to pick up medications and distribute them to individual agencies. This is only for active EMS providers and not their families.

MSA has withdrawn offer to replace escape hoods. NYC REMSCO will be contacting state agencies to determine if funding can be secured to replace hoods. Agencies were previously advised to use non NIOSH hood only for training but are now advised to keep them on ambulances. NYS DOH and FDNY will be notified that VACs and private ambulances may carry expired escape hood packages

REMAC

Advisory 09-04 issued 3/31/09 changed the BLS treatment protocols for anaphylactic reactions for adults (#410) and pediatrics (#455) to indicate epinephrine is to be administered. The change deleted previous wording indicating "if available" which makes carrying EpiPens mandatory if crews are to follow the treatment protocol which calls for up to two .3 mg adult or .15 mg pediatric doses of epinephrine. There was a 60 day grace period to allow purchase and training. After concerns were raised, NYC REMSCO arranged with NY Methodist Hospital in Brooklyn to provide On-Line Medical Control to volunteer squads for these specific protocols. EpiPens retail for about \$60 and two each of .3 mg adult and .15 mg pediatric sizes need to be carried to follow the regional protocols. Shelf life is about 18 months and the drug needs to be stored at a temperature between 15-30° C. It should not be refrigerated and it can't be left in an ambulance during a heat wave or a cold snap. All EMTs are trained in the use of Epinephrine auto-injectors as part of the NYS DOH training curricula.

REMAC report at the 4/21/09 Regional Council meeting indicates all intubations require Capnography, whether performed by an ambulance unit crew or a supervisor. Non-FDNY units had until July 1 to meet this requirement. Intubations include ALL types of advanced airway devices. It was stated that Capnography failure does not require extubation. Re-visualizing the cords, presence of lung sounds and chest rise continue to be primary methods to ensure correct placement of advanced airways. If a second ALS unit is available, the crew can wait only if the time it will take the second unit to arrive is less than the time it will take the first crew to transport the patient to the hospital.

TRAINING & EDUCATION COMMITTEE

- Kingsborough Community College was recommended to NYS DOH to be approved as a BLS course sponsor.
- Bed-Stuy VAC was not recommended for approval as a BLS course sponsor due to limited training space and other issues.
- NYS DOH has stated that skills equipment must be on-site throughout the course, not just when it is a skill night. This is required because students have the right to practice skills during breaks or before/after class. Additionally, ambulance equipment can not be used unless the course sponsor has a written agreement with the ambulance service.

JOINT REGIONAL COUNCIL-REMAC QUALITY IMPROVEMENT COMMITTEE

A complaint was made late last year by a member of a Brooklyn volunteer squad about "buffing" sanctioned by the squad. REMSCO indicated the complaint would be addressed on several aspects including 911 system emergency calls being held by FDNY EMS and not handed off to available mutual aid resources. No further info has been provided.

A new anonymous, unsigned complaint against an agency has been received and forwarded to NYS DOH.

FDNY NEWS

In a NY Daily News article on 3/4/09 some statistics provided by FDNY EMS seemed to show a less than full picture of EMS in the city. The article covered budget cuts the state is proposing that could mean \$60 million less Medicaid money the FDNY would receive for EMS. It was indicated that there would be 22% fewer ambulance shifts going from 611 to 471. However, the FDNY web site shows February average daily 911 tours at 929 split between 592 BLS and 337 ALS. The 611 number is just FDNY EMS tours not including voluntary hospitals which supply about 38% of 911 tours. Some voluntary hospitals have indicated a willingness to increase their number of 911 ambulances and tours. Later in the article the Chief of EMS was attributed saying average response time is at a best ever 6 minutes 38 seconds but would grow to 8 minutes 10 seconds if the cuts go through. The FDNY web site, however, shows average February 2009 response time was 7 minutes 49 seconds for all 911 calls and it was only life threatening segment 1 through 3 calls that were at a lower 6 minutes 32 seconds mark. In addition to state budget cuts there is also a NYC mandated 7.5% reduction in the FDNY budget that officials say could mean the elimination of 30 ambulance tours. The 09-10 NYC budget restored funds so that 16 firehouses would not be closed but did not provide funds to keep the ambulance tours. As a result, FDNY EMS is finalizing plans to cut tours. Some of these will be offset by the addition of hospital based 911 provider tours.

NYC Council Introduction 949-2009 submitted 3/24/09 would require the FDNY Commissioner to notify the relevant Council Member, Borough President and local Community Board 45 days in advance if the FDNY plans to remove an ambulance tour or change a service provider for any ambulance tour for a period in excess of six months. The proposal was referred to the Committee on Fire and Criminal Justice Services. Most proposed legislation dies in the various Council committees.



Girao-Cook-Gonzalez-Henriquez

Medal Day was held on 6/3/09 on the steps of City Hall.

Following were EMS medal recipients:

Christopher J. Prescott Medal:

- Dr. Dario Gonzalez, OMA
- Lt. Louis Cook, HazTac
- EMT Marco A. Girao, Station 08
- EMT-P Juan L. Henriquez, Station 08

Tracy Allen-Lee Medal: EMT-P Brian E. Frayne, Station 57 and EMT-P Zarina V. Ronay

Station 57

Chief James Scullion Medal: EMT-P Kimberley M. Marshall, Station 45

Lieutenant Kirby McElhearn Medal: EMT-P Juan R. Lebron, Station 38, EMT Isaiah A. Baker, Station 39 and EMT Rostantin W. Kruczowy, Station 39

Jack Pintchik Medal: EMT Juan M. Rios, Station 35 and EMT Jason J. Ruiz, *Posthumous Award*

NYS Department of Labor has ruled that FDNY must provide spectacle kits for EMTs and paramedics who require them when using full face respirators. The masks were issued to EMS responders after 9/11 and are meant for nuclear, biological and chemical hazards. Normal eyeglasses cannot be used because the earpieces do not allow for a tight seal around the face

shield. The kits consist of a partial eyeglass frame that fits inside the front of the face piece. Normal retail price can well exceed \$150.00 when the price of the lens is included. It would appear that voluntary hospitals in the 911 system must do the same for their EMS crews.

Three 31 foot Medical Response Boats are to be acquired with grant funds. The 2009-2010 Strategic Plan indicates the department wants to ensure that a marine resource is dedicated to patient triage and care to enable it to treat and rapidly transport patients in need of medical attention. The Strategic Plan also indicates using grant funds for seven 33 foot Rapid Response Boats and to pilot the use of smaller watercraft such as specially equipped jet skis and inflatable pontoons to provide more rapid search and rescue of victims in shallow waters near floating docks, beaches, streams and wetlands.

Kips Bay EMS Station #8 at 421 East 26 Street in Manhattan was officially opened on 5/26/09 although it has been operating since 4/29/09. It is in the Medical Examiner's DNA Forensic Lab building. The prior Bellevue-Kips Bay Station was located at 460 1st Avenue. Operating from the new station are: 06B, 07B, 07C, 08A, 09E, 06X, 07R, 07Y, 08Z, 09X and C08.

Medical Equipment Committee has been expanded to include a representative of Local 2507, EMT & Paramedics Union, The committee evaluates equipment from approved vendors that FDNY EMS personnel will be using in the field, plus any health and safety issues. It is currently working on:

- Final analysis on the Ferno and Stryker tracked stair chairs that were field tested months ago
- New cardiac monitors (the current ones with the Capnography are the old ones that were updated)
- Stronger, more versatile drug bags for medics
- Needleless drug administration system along with a vendor that can package currently used drugs making them compatible with the needleless system
- Hypothermia devices for use in cardiac arrest situations
- Smaller suction devices

The Union has questioned the stocking of hemostatic agent dressings (such as QuikClot) on Rescue Medic Units, LSUs and MERVs without going through the committee and also that no training was given to EMS personnel on use of the dressings.

RIDERS 4 LIFE is a new motorcycle club for members of FDNY EMS and their families who wish to promote the enjoyment of owning and riding motorcycles. Members of other clubs are invited to ride along. Contacts are Melo Ridriguez, President at (917) 476-9075 and Louis Gonzalez, Vice President at (646) 338-4242.

34 new paramedics graduated 3/30/09 at a ceremony held at MetroTech. Senior paramedics can expect to earn \$59,000 and several thousand dollars more in meal money, overtime and shift-differential pay.

Specialized Resuscitative Referral Centers is the new name showing up in FDNY publications for cardiac arrest hypothermia centers. The 2009-2010 Strategic Plan indicates the department hopes to implement new protocols for on-scene initiation of therapeutic hypothermia (cold saline) during out-of-hospital resuscitation of non-traumatic cardiac arrest calls. If return of spontaneous circulation is achieved (ROSC) the patient would be transported to one of these centers.

An EMS Captain is facing Command Discipline charges for his/her station having less than 70% of the EMTs and paramedics assigned there participate in the in-station drill for the previous month. Local 3621 Uniformed EMS Officers Union expressed outrage and is assisting the officer in fighting the charges.

Vincent Variale has been elected the new president of District Council 37 Local 3621 Uniformed EMS Officers Association, which represents EMS lieutenants and captains, replacing Tom Eppinger.

Only 8 of 721 passed the most recent EMS Lieutenants exam which could leave the department short on supervisors. The NY Post reported the results in mid April indicating the 1.1% pass rate was well below the 39% pass rate for the last exam. The lieutenant exam is designed to assess candidates' "sensitivity," as well as their ability to analyze information, delegate authority and exhibit good judgment. Lieutenant pay starts at \$48,900 annually.

8 hour tours by NYC 911 system ambulances – includes both FDNY EMS and voluntary hospitals:

2007	ALS Tours	BLS Tours	Total Tours	2008	ALS Tours	BLS Tours	Total Tours
June	324.9	608.1	933.0	June	329.0	592.4	921.4
July	321.3	608.4	929.6	July	339.7	602.6	942.2
August	321.8	600.6	922.3	August	336.3	596.8	933.1
September	317.5	603.1	920.6	September	337.7	595.0	932.6
October	316.9	595.9	912.8	October	336.0	598.3	934.4
November	317.1	592.9	910.0	November	335.7	597.7	933.4
December	332.1	600.8	932.0	December	339.9	599.5	939.4

2008				2009			
January	335.3	609.2	944.5	January	340.5	604.0	944.4
February	332.7	596.6	929.2	February	337.1	592.6	929.7
March	332.1	595.6	927.7	March	336.3	592.6	928.9
April	334.1	597.7	931.8	April	336.9	592.9	929.8
May	330.0	594.3	924.3	May	335.6	592.1	927.6
Yearly average daily tour totals: 2005 = 934.2				2006 = 919.7 2007 = 923.7 2008 = 932.9			

Citywide 911 System EMS response times:

Segment	1	1-3	1-8	# Runs 1-8	1	1-3	1-8	# Runs 1-8	Change 1-8
2007					2008				
June	5:09	6:35	8:10	116,635	5:13	6:55	8:58	123,389	Higher Y to Y
July	5:06	6:34	7:58	117,191	4:57	6:33	8:09	122,453	Higher Y to Y
August	5:03	6:39	8:14	115,233	4:56	6:30	7:59	116,406	Lower Y to Y
September	5:13	6:38	8:17	113,689	5:10	6:41	8:19	113,518	Higher Y to Y
October	5:14	6:39	8:25	116,822	5:09	6:38	8:05	113,161	Lower Y to Y
November	5:12	6:40	8:17	109,187	5:09	6:36	7:58	107,583	Lower Y to Y
December	5:14	6:40	8:17	113,457	5:09	6:47	8:21	115,387	Higher Y to Y
2008					2009				
January	4:55	6:26	7:54	113,227	5:11	6:41	8:03	114,059	Higher Y to Y
February	5:16	6:49	8:48	111,817	5:06	6:32	7:49	101,439	Lower Y to Y
March	5:01	6:37	8:12	114,179	5:01	6:36	8:03	114,462	Lower Y to Y
April	4:56	6:25	7:54	111,124	5:01	6:33	8:14	114,042	Higher Y to Y
May	5:03	6:40	8:23	120,366	5:20	6:54	9:31	129,849	Higher Y to Y

FDNY LIASION COMMITTEE

Quarterly meeting was held 6/2/09 hosted by Flatlands VAC. Only three VAC representatives were able to attend but FDNY was represented by Chiefs Peruggia and Nahmod, Captains Diaz, Steffens and Chindelas and Lt. Scanlon.

Old agenda items from a cancelled meeting in March were covered. East Midwood VAC's radio designation as 93M will be reestablished in CAD system. It had been deleted when squad was inactive a few years back. Nothing could be located on 911 tapes concerning no answer from MARS to Woodhaven-Richmond Hill VAC during a couple instances in mid February. Another incident in February involving Glendale VAC and tracking of a firefighter patient was attributed to an individual not having all required information.

Quarterly CME materials from the FDNY Program Agency were discussed. These educational materials are partly funded by NYS DOH monies. Materials were passed on to NYC REMSCO to distribute but REMSCO does not have the ability to post large files. Information was that FDNY will post the materials on its FDNY Insider web site. The June Journal CME Quiz was found at <http://www.nyc.gov/html/fdny/insider/resources/index.shtml#do> but the question and answer pages that could be faxed to FDNY for CME credit were not included.

Call volume is way up due to H1N1 flu cases and resulted in Mutual Aid activations. Saturday 5/23 was one of the busiest days with 4,180 calls. At times calls were coming to 911 at the rate of 260 an hour. "Sick" calls increased some days from a normal 600 to over 1,000. In addition to Mutual Aid, FDNY tours were held over on busy days. A partial list of agencies that responded to requests for additional resources included East Midwood, Flatlands, Forest Hills, Hatzalah, TransCare, Senior Care, Citywide and 1st Response.

Hypothermia in the field for cardiac arrest cases with ROSC may begin in January 2010. Hyperbaric treatment centers may be designated at Brookdale, Jacobi and NYP-Cornell Hospitals.

Chief Nahmod reviewed MARS issues. The system is to be used by VACs to request additional EMS, fire or police assistance. If job is not already in the system one will be created. It can also be used for notifications to hospitals as an alternative to going through squads own dispatcher. Detailed info including patient condition, age, sex, B/P, respirations, ETA, etc. needs to be provided. ETA for ALS backup will not be given as ALS assignments are handled by the borough dispatcher. Cancellations of 911 ambulances are not accepted as MARS does not know what resources are on the scene – it could be only a first responder. They will accept cancellation due to patient being transported to a hospital.

EPIPENS ON BLS AMBULANCES IN NYC – THE STORY BEHIND THE DECISION

Epinephrine auto-injectors (EpiPens) are mandated on BLS ambulances in NYC by REMAC Advisory 09-04 issued 3/31/09. With that said, however, its not EpiPens that the protocol requires but the ability to administer .3 mg or .15 mg doses of epinephrine and you can't do that without EpiPens.

NYS DOH lawyers have told the State Emergency Medical Advisory Committee (SEMAG) that the Advisories it issues are just that and not required equipment or medical supply mandates. Equipment and supplies required on certified ambulances in the state are detailed in Part 800 Regulations which is bureaucratic and very time consuming to change. SEMAG and some REMACs have adopted a "back door" approach to equipment and supply requirements by writing

treatment protocols incorporating procedures such as administration of epinephrine, defibrillation, waveform capnography and pulse oximetry that in actuality require ambulances to have certain equipment and supplies if they are to meet the "standard of care" established by the state or regional protocols. In effect, they have created a potential liability issue if a protocol is not followed because a piece of equipment or a drug is not carried on an ambulance.

After receiving a letter signed by 27 NYC Council Members plus a meeting between Council representatives Jessica Lappin and John Lui, and Regional EMS Council Director Marie Diglio and REMAC Chair Louis Marshall, REMAC (and FDNY EMS) evidently bowed to pressure from the NYC Council which may have addressed issue through local legislation as an alternative. The issue was pushed by the Chair of Manhattan Community Board #1, a mother with three children subject to severe reactions to food allergies. In her testimony at a NYC Council hearing on 1/29/09 she described EpiPens as simple, pen like devices "costing about \$20 [co-pay] that even teenagers can be trained to use". FDNY EMS Chief John Peruggia responded with a short letter to the editor in the 2/4/09 edition of the NY Daily News saying "anaphylactic shock always receives the best medical care possible: an Advanced Life Support ambulance. A variety of drugs, including epinephrine, as well as specialized equipment and the advanced training of paramedics are required to properly respond to these cases". Ms. Menin followed up with her own longer letter to the editor on 2/13/09 pointing out that only about 1/3 of 911 ambulances in the city are ALS and reiterated that EpiPens are inexpensive and "thousands of children and teenagers – not to mention their families, friends, teachers and camp counselors – have learned to use the syringes". After receiving the NYC Council letter, however, NYC REMAC put aside its semiannual timetable for protocol changes to fast track the change. FDNY Commissioner Nicholas Scoppetta put out a press release on 4/3/09 to announce "plans to begin carrying doses of epinephrine on all FDNY ambulances as an additional precautionary life-saving tool". The cost for stocking FDNY EMS ambulances alone was put at \$96,000.

The current change harkens back to 2000 when then NYC Council Member Stephen DiBrienza planned to introduce legislation to mandate all ambulances in the city be equipped with "EpiNeedles". At the time NYS law and regulations permitted only doctors, nurses and paramedics to administer epinephrine. The NYS Public Health Law Article 30 was subsequently changed to add Section 3000-C allowing all ambulance services, EMTs, CFRs, and overnight or summer day camp personnel to voluntarily carry and administer epinephrine if they had a "Collaborative Agreement" with a licensed health care provider. Many VACs in the city took advantage and bought EpiPens but FDNY EMS passed on its use at the BLS level.

Lesson from all this is that one person can make a difference.

UNIFIED CALL TAKING

911 unified call taking went into effect Monday 5/4/09. Under the new system a caller to 911 will speak only to an NYPD operator, who would then send computer messages to FDNY dispatchers. Under the old system, a caller would first speak to an NYPD call taker who would then connect in a Fire Alarm Dispatcher, often forcing panicked civilians to repeat themselves. While there are hopes the streamlining with reduced response times there is reportedly some grumbling from rank-and-file responders who believe police operators lack the experience to determine which specialized FDNY units should be sent to a crisis. NYPD operators received six hours of training to handle fire calls while Fire Alarm Dispatchers go through 90 days of supervised training before being finally cleared. Initial chatter on the internet says fire units are going in blind on some calls with the dispatch ticket showing little more than the address and on others the response can be under or over what is actually needed. Specialized units such as hazmat and collapse rescue are seeing an increase in runs as a gas leak may be dispatched as a hazardous material situation or a small bathroom ceiling leak with a piece of plaster falling may go over as a building collapse.

The fire officers union reports it has passed along 270 written complaints, 8 per day. 121 or 45% for incomplete information; 72 or 27% for incorrect information; 67 or 25% for improper dispatch of units; 4 or 1.5% for delayed alarms. The NYPD street files do not match the FDNY street files and the FDNY consoles are incapable of showing the amount of information being broadcasted by the 911 consoles. There is supposed to be a technical fix coming which should dramatically improve dispatch.

To call a borough Fire Alarm Dispatcher directly the following numbers can be used:

- Manhattan (212) 999-2222
- Bronx (718) 999-3333
- Brooklyn (718) 999-4444
- Queens (718) 999-5555
- Staten Island (718) 999-6666

EMS calls are still handed off to a call receiving operator before going to an ambulance dispatcher.

SECOND NYC 911 CALL CENTER PROGRESSING

A long stalled 911 call center to be located in the Bronx is moving forward. The NYC Council approved zoning changes for the 8.75 acre tract in Morris Park just north of the Hutchinson Metro Center. Original plans for an approximately 35 story structure have been scaled back to about 25 stories. There may also be separate entrance and exit ramps to the site from the Hutchinson River Parkway to ease traffic in the local area. Construction is expected to start in late 2009 and take about three years to complete. Public Safety Answering Center #2 (PSAC 2) would share the 911 call workload with PSAC 1 located at MetroTech in Brooklyn and could take over the entire workload should the need arise.

AMBULANCE PARKING AT NORTH SHORE-MANHASSET

Security at North Shore Manhasset reports an ongoing problem with ambulance crews not leaving their ambulance keys at the security post when the units deliver or pick up patients at the hospital. Security needs the keys secured in the event that they have to move ambulances for any helicopters landing on the pad. The hospital has put out a notification that crews must leave their keys with security when dropping off or picking up patients. If there are any issues about this contact Glenn Schaefering, Operations Manager, North Shore Center for EMS at (516) 719-5015 or gschaefe@nshs.edu

EMS TRAINING CENTERS FACING SCRUTINY ON SPACE

NYS DOH has done site visits at a number of EMT training center locations in the city and found a couple lacking in adequate space. There are no regulations specifying how big a training facility has to be, only guidance that there must be "adequate teaching facilities.

Universal Health Care planned to hold courses at Bed-Stuy VAC in a double wide trailer but was told four days before classes were to begin that the 585 square foot classroom space was too small. The NY Daily News reports a squad official offered to reduce class size, convert office space into additional classroom space or even build an annex onto the trailer but the inspector wouldn't budge and instead she was told "It ain't happening. I'm calling central immediately and telling them to shut this place down". Students at Bed-Stuy were relocated to a location in downtown Brooklyn while an appeal works its way through the NYS DOH.

A West Queens EMT Institute course at Queens Village-Hollis-Bellerose VAC held in a second floor room had to be moved to Glen Oaks VAC for practical skills work and testing.

NYC REMSCO's proposed Training Centers of Excellence facility site evaluation form does not list specific requirements for classroom dimensions, # of students using the space, seating, lighting, etc but only provides for a check off on acceptable, not acceptable, deficient or not applicable. In the comment section it is asked that "Evaluator should note facility's capacity for both lecture and practical skills" but no firm guidance is provided. The Standard of Excellence document indicates "as verified by site visit"... "Classroom dimensions exceed Part 800 standards for number of students in the class" but Part 800 contains no such standards.

IN MEMORIUM

Judy Elliot passed away Saturday 5/9/09 after a long illness. Judy was a long time member for Forest Hills VAC having served in a number of positions including past President and most recently as Treasurer. For a number of years she also ran First Response Training, a CPR and First Aid training center.



Richard J. McAllan passed away on Thursday 3/26/09 at the age of 58 following complications from quadruple bypass surgery. McAllan was a graduate of Jacobi 1, the pilot paramedic class in New York City conducted in 1974. He worked for NYC*EMS run by the NYC Health and Hospitals Corporation and later FDNY EMS. In addition, he was very active with Local 2507 EMT & Paramedics Union having served as President and a Trustee. Over the years McAllan filed a number of employment complaints against HHC and FDNY and a number of lawsuits against the city when he felt employee rights were being abrogated or the city was not acting in the best interests of the citizens. He was dedicated to EMS in NYC and will not be forgotten.



CLYDE SEALEY passed away in mid April. Seeley was a CIC and operated Sealey's Training Institute, Inc. in Brooklyn for many years. He was also a retired EMT-P with FDNY EMS.

HOSPITAL NEWS

Ambulance transports to remaining Queens hospitals are up due to the closing of Mary Immaculate and St. John's Hospitals. Most impacted is Queens Hospital Center with a 65% increase (+700 patients) in March 2009 vs. March 2008. Other hospitals with significant increases are: North Shore Forest Hills up 50%, Jamaica up 29%, LIJ up 20%, Peninsula up 15%, Elmhurst up 13% and NY Hospital Queens up 11%. Even with the sharp increase, Queens Hospital Center is maintaining the best turnaround time in the city at 24 minutes. March call volume in Queens was up 3% from last year and city wide call volume was up 1.7%. As of 4/12/09 all replacement units for Caritas ambulances were in place. Based on call breakout, there is one less BLS unit and one more ALS unit.

BROOKDALE HOSPITAL (H41)

A federal racketeering suite against the Health Insurance Plan of Greater NY (HIP), Cogent Healthcare and several other organizations under the RICO Act was dismissed by a US District Judge on 3/31/09. The dispute centered on a high level of insurance claim denials which left Brookdale and or its patients holding the bag for uncovered medical care costs. The 13 page decision indicated the complainant failed to state a claim for mail and wire fraud and failed to plead fraud allegations with particularity. Brookdale was advised that the allegations may make a breach of contract claim but did not rise to the level of fraudulent activity required for the application of the RICO statute. Brookdale was given several weeks to file an amended complaint.

240 employees were laid off on 3/16/09. The total included doctors, nurses, managers and other workers. The layoffs were blamed on inadequate reimbursements, an increase in the number of uninsured patients, abuses by insurers denying payment for medical treatments, rising drug, energy and malpractice costs and the bad economy. Brookdale employs almost 4,000 in the hospital, a nursing home and various clinics.

Brookdale is part of the MediSys Health Network which includes Jamaica and Flushing Hospitals.

BRONX LEBANON HOSPITAL-CONCOURSE DIVISION (H23) has been designated a post cardiac arrest cooling center. The procedure is also called therapeutic Percutaneous Coronary Intervention (PCI) for coronary reperfusion.

CARITAS HEALTH CARE is reported by Crain's Health Pulse newsletter to have hired a broker to sell off its real estate holdings. These include Mary Immaculate's campus and onsite parking garage plus two more parcels in Jamaica and St. John's campus and parking facility in Elmhurst plus three unimproved parcels nearby.

FLUSHING HOSPITAL (H33) adjusted to the closing of Mary Immaculate and St. John's Hospitals by transforming 10 rooms back to full service inpatient rooms. Construction of 11 more rooms is underway, adding 21 beds to the hospital.

JAMAICA HOSPITAL (H34) adjusted to the closing of Mary Immaculate and St. John's Hospitals by reopening four critical care beds in the Surgical Intensive Care Unit, completing a new Fast Track Center that is being used as a temporary 10-bed holding unit for admitted patients and converting former 6th floor auditorium space to patient rooms for an additional 40 medical surgical beds. In early March two triage stations were operating at times and empty beds were being staged in the vestibule area just off the ambulance bay.

LONG ISLAND COLLEGE HOSPITAL (H49) may be sold by Continuum Health Partners to SUNY Downstate Medical Center (H44). Crain's Health Pulse newsletter indicates lawyers are negotiating about factoring in \$95 million in malpractice claims. If LICH becomes a public entity its 2,000 employees would be represented by unions for state workers rather than SEIU Local 1199. LICH operates 2 BLS and 2 ALS ambulances in the NYC 911 system. Continuum also operates Beth Israel Hospital, Roosevelt Hospital, St. Luke's Hospital and NY Eye & Ear Infirmary.

LUTHERAN MEDICAL CENTER (H51) has been designated a post cardiac arrest cooling center. The procedure is also called therapeutic Percutaneous Coronary Intervention (PCI) for coronary reperfusion. Dr's. Fernaine and Zaloom will be running Lutheran's cardiac cath lab. They are both renowned physicians in cardiac catheterization.

MOUNT SINAI HOSPITAL OF QUEENS (H71) in Long Island City is receiving \$1 million to offset the effects of the closing of St John's Hospital 4 miles away in Elmhurst. Originally, Mt. Sinai officials didn't think they would see any increase in patients and declined to be included with grants totaling \$14.3 million going to seven hospitals operated by NYC HHC, Medisys, NY-LIJ and Wyckoff. After political pressure from NYC Councilman Peter Vallone and Community Board 2 for passing on the money Mt. Sinai reconsidered and asked for funds saying they are starting to feel the effects of the Caritas hospitals closing.

PENINSULA HOSPITAL (H37) has become a sponsored facility of the MediSys Health Network joining Brookdale, Flushing and Jamaica Hospitals. Medisys is initially providing some medical and office services. The Berger Commission had recommended that Peninsula merge with St. John's Episcopal in Far Rockaway and build a single joint facility but nothing is in the works.

SAINT JOSEPH'S HOSPITAL (96) in Yonkers, Westchester County has been designated a NYC 911 System receiving facility for psychiatric patients.

SAINT VINCENT'S MANHATTAN HOSPITAL (H21) is using \$5.9 million of a \$12.1 million fund raised by former Mayor Giuliani for work on its current Emergency Department. Patient visits are up due to several factors including the closing of Cabrini Medical Center. The ED was designed for 45,000 annual patient visits but is up to 64,000. St. Vincent's expects to build a new hospital in the next few years.

STATEN ISLAND UNIVERSITY HOSPITAL's (H62) new Elizabeth A. Connelly Emergency and Trauma Center at the Ocean Breeze campus is scheduled to open 6/26/09. The long-awaited center will more than triple the size of the hospital's current 12,000-square-foot emergency room. Patient capacity will increase to about 90,000 visits a year, up from the current 70,000.

WESTCHESTER SQUARE MEDICAL CENTER (H88) on Raymond Avenue in the east Bronx is or was negotiating a merger with St. Barnabas Hospital after NY Presbyterian rejected it as a takeover candidate earlier this year. Westchester Square is on the Berger Commission list of hospitals to close and its operating license expires in June 2009. The hospital operates one BLS and one ALS ambulance in the NYC 911 system.

NEWS ABOUT NYC EMERGENCY SERVICE PROVIDERS



DR. LEWIS MARSHALL, Chair of NYC REMAC, hosted a delegation of visiting officials from the Japanese Fire and Disaster Management Agency at Brookdale Hospital on 3/26/09. The group was tasked with exploring the possibility of setting up a regional EMS system in Japan. Dr. Marshall provided information ranging from NYS perspectives to hospital participation in NYC 911 calls, regional protocols, on-line medical control, financial and regulatory concerns. The group previously met with FDNY officials.

ACE AMBULANCE SERVICE, LLC has acquired Ambulance Operating Certificate #0573 from MEDICAL EXPRESS AMBULANCE CORP. The certificate covers Brooklyn, Bronx, Manhattan, Nassau and Suffolk. Medical Express was owned by John Weir, operated from a base in Ronkonkoma, Suffolk County and had 14 ambulances in its fleet. Ace Ambulance is owned by Roberta Leibowitz and Daniel Liebowitz and has a mailing address of 28 Sheridan Boulevard in Inwood, Nassau County which is the location of Hunter Ambulance. The Liebowitz's also own Hunter EMS based in Bay Shore, Suffolk County. Ace will be operated enough to keep its certificate active.

ASSIST AMBULANCE vehicle was involved in an MVA on Monday 6/1/09. The incident occurred at Kings Highway and Church Avenue in Brooklyn. The Type II ambulance would up on its right side. There was no information on any injuries. Pictures are on the internet at http://www.theyeshivaworld.com/gallery/main.php?g2_itemId=78407

BED-STUY VAC had an ambulance involved in an MVA in front of its headquarters on Sunday 6/7/09. Four patients were transported to Kings County Hospital with three discharged within a few hours.

BELLEROSE RESCUE is the new operating name for QUEENS VILLAGE-HOLLIS-BELLEROSE VAC. Squad officials registered Bellerose Rescue as a Doing Business As (dba) name with the NYS Department of State and Department of Health last December. It is hoped the name change will increase interest in the organization. Ambulance #9 has been relettered with the Bellerose Rescue theme including changing over there former blue beltline and lower striping to red and there is a Bellerose Rescue Company door decal. The vehicle has NYS DOH certification decals but omits the usual AMBULANCE lettering on its sides. If people embrace the new name the squad may look to expand its use to Ambulance #8 as well. There is no change in the squad's operating area or level of care and the official incorporated name will remain QUEENS VILLAGE-HOLLIS-BELLEROSE VAC.

BRAVO VOLUNTEER AMBULANCE staged a fundraising 5K Run on Sunday 5/31/09. The course was an out and back flat, fast and very scenic run along the Shore Road Recreation path overlooking the Narrows, Manhattan, Staten Island and the Verrazano-Narrows Bridge. BRAVO has served Bay Ridge and Dyker Heights for 35 years free of charge and responds to over 1,200 emergency calls a year.

BROAD CHANNEL VFD/VAC participated in a hazardous materials drill earlier this year. The exercise was coordinated by Peninsula Hospital and the department's role was to transport patients to the hospital where personnel had set up a decontamination tent. Other agencies participating included FDNY, National Grid and a private contractor that will soon be removing contaminated soil from the closed Rockaway Park Manufactured Gas plant site at Beach Channel Drive and Beach 108 Street.

BRONX-LEBANON HOSPITAL EMS has a new administrator. Ann Johnson replaced Stella Foley who transferred to the Medical Affairs Office within the hospital.

CENTURY AMBULANCE SERVICE is storing its two vehicles in the parking lot of the former Parkway Hospital in Forest Hills. A transfer of operating authority application had been filed with NYC REMSCO in June 2008 but was withdrawn. Domenick Marinaro was to sell Century's Ambulance Operating Certificate #7342 covering the five Boroughs of NYC to a company called CAS Acquisition I, LLC owned by Dr. Robert Aquino, head of Parkway. Both buyer and seller addresses were listed at 70-44 Grand Central Parkway which is the address of Parkway. The deal has apparently been put off indefinitely with Parkway closing as a hospital at the end of 2008. Ambulance services which have discontinued operations for a period in excess of one month are in danger of losing their certifications under Article 30, Section 3012 (f) so to remain active they find a way to handle at least one call a month. Century is evidently minimally active.

FLATBUSH SHOMRIM SAFETY PATROL has placed in service a new \$250,000 mobile command post similar to NYPD vehicles. The 22 foot long vehicle was constructed on a 2008 Ford chassis and has a conference room with flat panel monitor, computers, fax, state-of-the-art communications and an AED and bears decals modeled on the NYPD logo. Other

features include a generator, kitchen with running water and a toilet incinerator that can turn solid waste into ash. Funding came from capital grants from the NYC Council and Brooklyn Borough President. The first Shomrim (which means "watchers" in Hebrew) community patrol group was started 25 years ago in Williamsburg and subsequent groups were formed in Boro Park, Crown Heights and Flatbush. They are involved in various activities including lost child and elderly Alzheimer searches as well as crime prevention through block watchers, street patrols and monitoring the courts. The citycouncilwatch.com web site indicates that the founder and director of the Flatbush group (EIN 20-3244567) is a paid staffer and chief aide to Council member Michael Nelson and he also contributed, in May 2009, to the campaign of Lew Fidler, who cosponsored the earmarks to fund the Shomrim, according to Campaign Finance Board and Council finance documents.

FLUSHING VOLUNTEER AMBULANCE celebrated 50 years of service with a dinner dance on Friday evening 6/12/09 at Verde's in Whitestone. Over 72,000 calls for assistance have been answered over the years. President Joseph DiBenedetto announced that the squad is exploring upgrading to the ALS level.

HATZALAH

- BELLE HARBOR DIVISION ambulance parked on the street was found to have 3 swastikas scratched into the side door. The incident was reported 4/23/09 and NYPD Bias Crimes Unit was notified.
- BOROUGH PARK DIVISION member responding to an emergency was involved in a collision at 46 Street and 18 Avenue in Brooklyn on Tuesday evening 3/17/09. No injuries were reported although pictures indicate significant damage to the vehicles involved. Pictures are on the web at http://www.theyeshivaworld.com/gallery/main.php?q2_itemId=68608
- FLATBUSH DIVISION ambulance was involved in an accident resulting in a fatality on Saturday evening 4/18/09 about 9:30 PM. The incident occurred at Kings Highway and West 6th Street in the Bensonhurst/Gravesend area of Brooklyn. News reports indicate the 25 year old motorcyclist entered the intersection on a green light and struck the Type 3 ambulance just forward of the rear wheel area. The ambulance was carrying a 94 year old woman with one report indicating she had a leg injury but another indicating she collapsed at home. She was released the next day from Maimonides Medical Center. Further information about the motorcyclist was that he was married with a one year old daughter and was on his way to work at a family owned restaurant. There are photos of the accident scene on the internet at http://www.theyeshivaworld.com/gallery/main.php?q2_itemId=71601

Hatzalah divisions in the city operate 55 ambulances and 1,244 privately owned Emergency Ambulance Service Response Vehicles.

JAMAICA ESTATES-HOLLISWOOD-SOUTH BAYSIDE VAC held a Blood Drive and open house on Sunday 5/31/09. 31 pints of blood were collected.

MTA 's EMERGENCY RESPONSE OFFICER (ERO) TEAM that helps coordinate NYPD and FDNY responders at transit incidents was eliminated earlier this year by officials that compared the seven member team to Maytag repairmen with little to do. The NY Times says the original MTA decision was not based on a thorough analysis of response info but also the agency put out misleading info to downplay the effectiveness of the unit. The MTA said there were only seven responses in all of 2008 and five this year that involved large scale cooperation but the Times found that over an eight month period 8/08 to 3/09 the team responded to 463 incidents of all types and in about a third an IC post had been set up. Presently, a rotating list of supervisors has been assigned emergency response duties but this was the old system in effect prior to 3/08 and had been faulted for late responses and staffed by supervisors who did not take the duties seriously, wandered away from the command post or left early. Based on the NY Times investigation the MTA has indicated said it erred in disbanding the ERO team and perhaps by the fall may reconfigure the emergency responder system once again.

RICHMOND UNIVERSITY MEDICAL CENTER EMS dismissed an EMT for allegedly posting a crime scene picture of a murder victim on his Facebook page. The Staten Island Advance indicated one of the EMT's "friends on the social networking site spotted the photo and contacted hospital officials who promptly fired the EMT and informed the NYPD". Additional information and numerous comments are on the internet at http://www.silive.com/news/index.ssf/2009/05/staten_island_emt_in_trouble_a.html

TRANSCARE AMBULANCE

The company is hiring due in large part to their expanding paratransit operations which currently has 200 vehicles. Crain's Health Pulse newsletter reports the company hired 150 employees in the NY metro area from January through March and expects to hire 300 more. Starting pay is \$10 an hour and with paramedic training provided by the company can rise to \$25 an hour. In May it opened a 65,000 square foot facility at the former Bruno Truck Sales site off the Gowanus Expressway in Brooklyn. There is a 10 year lease on the property and it will be the base for 300 employees.

Chief Leader newspaper reported on 5/15/09 that a division of the Service Employees International Union (SEIU) is attempting to unionize the 500 paramedics and EMTs at TransCare which is the third largest ambulance company in the country. The article indicates that the company pays its medics \$17.00 an hour which averages \$5.00 less per hour than other companies and they get only six vacation and sick days a year and have to pay \$150.00 per week for family health insurance. The company cited its employees working three 12 hour days a week as a response to the vacation time issue. The full article is at <http://www.thechief-leader.com/news/2009/0515/news/015.html>



PULSE CHECK 2009, the 54th Annual Educational Conference & Trade Show of the NYS Volunteer Ambulance & Rescue Association, will be held Thursday evening October 1, 2008 to Sunday morning October 4, 2009 at the Holiday Inn Albany on Wolf Road.

Event features seminars and trade show on Friday and Saturday, statewide Adult and Youth EMS team skills drill on Friday evening and ambulance drill on Saturday morning plus the annual memorial service and awards dinner on Saturday evening. Information is posted on the Association's web site at www.nysvara.org covering conference registration, room reservations, list of seminars, Drill application, trophy donations, golf outing and Journal ads. There is also information on the web site about nominations for the Association's annual awards and scholarships.

The hotel has an attractive room rate plan and, for those who wish, a meal plan as well. Rooms are priced at \$130 per night for single or double occupancy, \$150 for triple and \$160 for four in a room. Meal packages are additional but there are numerous alternative eating establishments along Wolf Road. Conference registration with Saturday evening banquet included cost \$100 while conference alone is \$80 and banquet alone is \$25.

The association is pleased to announce that Mike McEvoy, PhD, RN, CCRN, REMT-P, Rich Beebe, MEd, RN, NREMT-P, and Jon Politis, MPA, NREMT-P will be serving as the conference Education Coordinators. NYSVA&RA President Mike Mastrianni, Jr. is serving as the Pulse Check 2009 Convention Committee Chair. If more information is needed call (877) NYSVARA or e-mail pulsecheck@NYSVARA.org



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