



Josh Arneson &lt;jarneson@richmondvt.gov&gt;

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## Richmond Rescue Quarterly Update

1 message

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**Michael Chiarella** <director@richmondrescue.org>

Wed, Jul 8, 2020 at 1:40 PM

To: Amy Grover &lt;clerkbolton@gmavt.net&gt;, Barbara Elliott - Town Administrator &lt;townhunt@gmavt.net&gt;, Josh Arneson &lt;jarneson@richmondvt.gov&gt;, Todd Odit &lt;todit@jerichovt.gov&gt;, Cheryl Estey &lt;starksboro@gmavt.net&gt;

Hello,  
Please pass this along to your Select Boards. Thanks.  
Mike

The fourth quarter of 2019-2020 was anything but ordinary. After months of above-average call volume, our call volume dropped nearly 50% in April and May. With the drop in call volume came a commensurate decrease in billing revenue. Thanks to adequate cash reserves we were able to continue operations without disruption. In June we saw call volume rebound to record high levels which should help to even out the billing shortfall from the previous two months. The future holds much uncertainty with the possibility of a second wave COVID and the usual challenges of flu season.

Operations during COVID have been challenging. During the early stages, we ran with reduced crew sizes to limit exposure. Just recently we've gone back to normal crew sizes but we are continuing to take precautions on calls and in the station to limit disease spread. Our supply of PPE continues to be adequate. We've already placed orders for more PPE so that we can be prepared six months from now for the ongoing pandemic.

In April the State of Vermont rolled out new EMS protocols. The protocols expanded the scope of practice for all levels of EMS providers and improved patient care in many areas. Although we were not required to start using the protocols until September 30th, we were trained and began using them on June 1st. Since then, we have had numerous instances that we provided a treatment that would not have been available in the old protocols.

In April we were dispatched to a 16-year-old who collapsed in his driveway with CPR in progress. In a coordinated response with our first responders, Richmond Police, and the Vermont State Police, he had a successful outcome and full recovery. Once again, being well prepared and having community partners pays off.

During COVID, EMS training has been difficult given the lack of in-person gathering. Our training officer, Sarah Lamb, and a Pediatric ICU doctor from the hospital presented the cardiac arrest case to any interested EMS providers in the district. There were more than 70 participants from 20 local services in attendance.

Despite the disruption of COVID, our budget remained mostly on-track for 2019-2020. All of our financial documents and statistics are available on our [town government documents page](#).

Don't hesitate to reach out to us if you have any questions about our operations.

Sincerely,  
Michael Chiarella - Director of Operations - [director@richmondrescue.org](mailto:director@richmondrescue.org)  
Miles Lamberson - President - [president@richmondrescue.org](mailto:president@richmondrescue.org)