

CAASE Award Entry

Category: Employee Programs

Project: Annual Employee Recognition Awards

Individuals Involved in the Project	Hall Ambulance Leadership
Situational Analysis	<p>Employee recognition is a hallmark of the culture at Hall Ambulance Service, Inc. established early on by our founder, Harvey L. Hall.</p> <p>Each February, (in and around the Company's founding date of February 10, 1971) Hall Ambulance's 470 employees come together, over the course of two days, as we bestow 114 awards across 34 categories and over \$12,000 in monetary gifts to celebrate their success.</p> <p>In addition, Hall Ambulance also honors those employees who have achieved long-term service milestones. Five year employees receive a wood plaque, engraved pen/pencil set, serving since name bar, and service stripe. Ten-year employees receive their portrait on the 10-year honoree wall in the administration lobby, men's gold watch or ladies diamond earrings, service stripe and service stars. 15-year employees receive a \$1,200 travel certificate and service stripe. 20-year recipients receive a Rolex watch, service stripe and double stars.</p>
Project Goals	<p>The purpose of the Employee Recognition Awards is to honor those employees who achieve performance excellence in their respective division. Secondly, the celebration helps to inspire other employees who can see firsthand what their coworkers have achieved. Friendly competition is a positive motivator!</p> <p>The concept is that it takes every one of us cumulatively to be able to respond and provide the exemplary service that Hall Ambulance is known for.</p>
Planning & Implementation	<p>Employee performance and data information was collected over the course of the year by each division manager. Award categories were developed where measurable performance results could be counted.</p> <p>In January of each year, the data is tallied to determine the various award recipients.</p> <p>The event features an awards show style atmosphere complete with a branded stage backdrop, lighting, and sound.</p>
Project Results	<p>This year, Hall Ambulance bestowed 114 awards and \$12,375 in monetary gifts stretched over two days of celebration to account for the various shifts. In addition, we honored 12 long-term service award recipients totaling 155 years of service.</p> <p>Award Categories:</p> <ol style="list-style-type: none">1. President's Award for Customer Service2. Founder's Award for Management Excellence3. Paramedic of the Year4. EMT of the Year5. Paramedic Field Supervisor of the Year

	<ol style="list-style-type: none"> 6. Relief Supervisor of the Year 7. Ambulance Division Support Employee of the Year 8. Field Training Officer of the Year 9. Emergency Medical Dispatcher of the Year 10. Hall CCT Ground Employee of the Year 11. Hall CCT Air Employee of the Year 12. Business Office Employee of the Year 13. Hall Commercial Vehicle Service Employee of the Year 14. Maintenance Department Employee of the Year 15. Finance Department Team of Excellence 16. Most Ambulance Responses by an Administrator 17. Most Life Saves Award 18. Exemplary Quality Surveys 19. Commendations/Compliments 20. Most Written Compliments 21. Most Patient Compliments Submitted 22. Excellence in Documentation 23. Most Calls Completed 24. Most Extra Shifts Worked 25. Highest Number of Calls Dispatched 26. Highest Call Taking Volume 27. Highest Compliments Received in Dispatch 28. Highest First In and Arriving With Statistics 29. Fastest Call Assign Time 30. Perfect EMD Scores 31. Hall Commercial Vehicle Service Top Producer 32. Perfect Attendance Achievers 33. Long-term Service Award Recipients 34. Hall Ambulance Stars of Life Honorees
<p>Impact</p>	<p>Acknowledging an employee for a job well done demonstrates to them, their coworkers, and family, that Hall Ambulance is noticing their efforts whether it's a paramedic recognized for 1,292 completed calls; an EMT who worked 129 extra shifts; an emergency medical dispatcher who dispatched 8,035 requests for medical aid; a paramedic field supervisor who has achieved 11 years of perfect attendance; or, a maintenance employee who has detailed 1,274 ambulances.</p> <p>Further recognition is presented in the Company newsletter, <i>The HallMark</i>, which becomes a keepsake to be shared with their family members.</p> <p>The true beneficiaries of this positive employee recognition are our customers. This is validated through the results of our Quality Survey. In 2017, 69% of respondents gave a perfect score, while 94% ranked the overall care they received as above average. The average survey score was 4.6 with 5 being "Exemplary".</p>

Cost/Budget	The cost to put on the Employee Recognition Awards (not including the long-term employee recognition items) is approximately \$19,000 which includes the cost for the awards, monetary gifts, and the stage set-up and lighting.
--------------------	--

THE HallMark

Vol. 23 No. 4

A PUBLICATION OF HALL AMBULANCE SERVICE, INC.

March/April 2018



**47 Years of Service Celebrated
with the Annual Employee
Recognition Awards**

PRESIDENT'S AWARD FOR CUSTOMER SERVICE PARAMEDIC DAVID BENTLEY



David Bentley
Paramedic

The President's Award is presented annually to the EMT, paramedic or Registered Nurse that demonstrates dedication to outstanding service to the customers we serve. It is not about starting IVs or opening airways via intubation. It is about providing service at a level that motivates a customer to complete a customer survey and offer positive marks.

The recipient is determined by taking the total number of positive surveys and compliments and

dividing by the total number of transports.

Paramedic David Bentley was announced as this year's recipient of the President's Award for Customer Service.

Paramedic Bentley began his career in EMS as a recruit in the very first class of the Hall EMT Academy, graduating in December 2001. He became a paramedic in April 2006.

For the past 10 years, Paramedic Bentley has been stationed at Post 16 in Golden Hills where he has proudly served the people of the Tehachapi Valley.*

FOUNDER'S AWARD FOR MANAGEMENT EXCELLENCE JOHN SURFACE

John Surface, vice president of corporate operations was honored with the Founder's Award for Management Excellence. In 2017, he celebrated 20 years of service and his impact and achievements are far reaching both at Hall Ambulance and in the ambulance industry on a state and national level.

Surface assisted greatly in the 911 Ambulance Provider's Medi-Cal Alliance's passing of SB 523 and the Ambulance Quality Assurance Fee increase.

He oversaw the procurement process for several fleet and equipment enhancements which include 30 new ambulances including the new CCT unit, four four-wheel-drives, and 25 of the next generation transit vans; implementation of the new Surface Pro 4 tablet computers; deployment of 65 new Zoll X Series cardiac monitors; the upgraded Road Safety system, and implementation of First Watch.

Surface oversaw the purchase and deployment of the ESO patient care record and led the effort to develop one of the nation's first community health data exchanges involving all 911 providers and getting all Bakersfield area hospitals to commit to joining the network.

He is the liaison with executive leadership at all Bakersfield hospitals.

On a state level, he chaired the California Ambulance Association's Political Action Committee and was a member of the organizations Legislative Committee, both for six years.

He was also on the Education and Membership Committees.

He was a speaker at the CAA's 2017 Annual Conference.

Nationally, he was appointed Chair of the National EMS Management Association Advocacy Committee and participated in "EMS Day on the Hill" education Washington lawmakers from California on issues impacting EMS. *



John Surface
Vice President Corporate Operations

DIVISION EMPLOYEES OF THE YEAR

PARAMEDIC OF THE YEAR



Eddie Maldonado
Paramedic

Eddie Maldonado began his career at Hall Ambulance in June 2010. During his time at Hall Ambulance, he has worked in several different areas including Metro, Lamont and currently Wasco. In addition to his paramedic duties, he has also functioned as a paramedic preceptor training several students from the Bakersfield College Paramedic Program during

the past year.

He always strives to lead by example and this was evident in 2017. He worked an additional 46 shifts for 2017 with only two sick calls. He did not receive any complaints and had nine compliments. The supervisors describe Maldonado as always having a positive attitude and always sets an example for others. He reports to work on time and his uniform looks professional.*

EMT OF THE YEAR

The Hall Ambulance EMT of the Year began her career in July of 2007 when she was accepted into the Hall Ambulance EMT Academy.

EMT Van Allen always displays a positive attitude and earned 21 compliments and no complaints in 2017. She has worked in several different areas of the Company including Metro, Shafter, and Frazier Park, and also worked an additional 55 shifts with one sick call. Her supervisors describe Van Allen as a personable, hard-working individual who is extremely dependable.*



Katie Van Allen
EMT

PARAMEDIC FIELD SUPERVISOR OF THE YEAR

Steve Prater's interest in EMS ignited as a Medical Explorer while in high school. He joined Hall Ambulance in October 1991 as an EMT and became one of the first supply techs. He became a paramedic in November 2002 and promoted to field supervisor in September 2005.

Today, he serves as the senior field supervisor and has worked in East Kern since December 2013.

Prater volunteers his time maintaining Tech 1, Hall Ambulance's first ambulance which he periodically takes to vintage professional car events. This was a great year for Prater as evidenced by the several employees from his shift who expressed their appreciation for his work as a field supervisor.*



Steve Prater
Paramedic Field Supervisor

RELIEF FIELD SUPERVISOR OF THE YEAR

The relief supervisor is in a weird position in that they are expected to act as a field supervisor day in and day out regardless of the color shirt they are wearing; and, they have to stand up to scrutiny from field employees as management.

Sam Swanson has dedicated this ability with finesse and is considered a jack of all trades. Not only does he work as a paramedic and relief supervisor, Swanson continues to serve as the lead instructor for the Hall EMT Academy.

He never says no when asked by leadership for assistance and regularly answers every request with "whatever you need." He frequently goes above and beyond offering more assistance than originally asked for.*



Sam Swanson
Relief Field Supervisor

DIVISION EMPLOYEES OF THE YEAR

AMBULANCE DIVISION SUPPORT EMPLOYEE OF THE YEAR



EMT Scott Walters
Director of Quality Assurance

EMT Scott Walters started his career at Hall Ambulance in 2002. He spent most of that time assigned to the Tehachapi area.

Last year, Scott transferred to the Quality Assurance Department where he is responsible for reviewing patient care records for compliance with protocols, rules, regulations, and completeness.

During the transition to ESO, he worked tirelessly to learn more and more about the new software and is helping to unlock the enhanced Quality Improvement features realized with the upgrade to ESO.

Walters strives to deliver service the “Hall Way” and has demonstrated a constant drive to help the QA department innovate as they deal with patient care delivery.*

EMERGENCY MEDICAL DISPATCHER OF THE YEAR

EMD Kirk Chambers carries out his job responsibilities with a calm, caring, compassionate, and respectful demeanor.

During 2017, the Communications Division had an immediate opening for a trainer. Chambers stepped up and agreed to help with whatever was asked of him. He did so while maintaining a 99% EMD compliance.

In addition, he earned recognition as Dispatcher of the Month six of the 12 months. *



Kirk Chambers
Emergency Medical Dispatcher

FIELD TRAINING OFFICER OF THE YEAR

Anthony Saccullo came to Hall Ambulance as an EMT in June 2015 and subsequently went on to complete his paramedic education in 2016 at Bakersfield College. He was an exceptional student at Bakersfield College, where he tied for the top spot in his class.

During 2017, Saccullo was responsible for training three new employees. Throughout the course of the year, he received 16 written commendations and received 52 positive quality survey returns for a total of 68 compliments—which was 6th overall for the Company. He also worked 37 extra shifts.

Paramedic Saccullo is an excellent role model who exhibits the behaviors expected of a field training officer.*



Anthony Saccullo
Paramedic

HALL CCT GROUND EMPLOYEE OF THE YEAR

Val Cooke, RN, started her nursing career in her home country of England and worked in the Middle East before moving to the United States. She brought with her a wide variety of experience and has been complimented by her peers for her knowledge as an RN.

She started with Hall CCT on a full-time basis in December 2011. During 2017, Cooke performed above and beyond by making herself available to ensure RN coverage for transports. By the end of the year, she worked over 4,000 hours on CCT in addition to assisting with the training of several new nurses. *



Val Cooke
CCT Registered Nurse

DIVISION EMPLOYEES OF THE YEAR

HALL CCT AIR EMPLOYEE OF THE YEAR

Jay Macabaug is the lead mechanic for Hall CCT's Air Division and is an employee of our contracted partner for aircraft operation, Air Methods.

Since coming to Hall in October 2014, Macabaug has operated in the highest regard as you would expect from a team member. He interacts well with the pilots and medical crews; and they all show an amazing respect for him and his craft.

Over the past year, one of the base goals was to decrease time out of service due to maintenance in order to increase aircraft availability. In 2017, Macabaug delivered, working his maintenance schedule around record-breaking call volumes.

By year's end, he had reduced out of service hours from 2016 due to maintenance by 8%, despite a 32% increase in the number of miles flown. *



Jay Macabaug
Lead Aircraft Mechanic

BUSINESS OFFICE EMPLOYEE OF THE YEAR

Mary Martinez started her career with Hall Ambulance in April 1987. She is known for her high standard of performance; she is highly respected by her peers, and is a great asset to Hall Ambulance service.

Last year, Martinez had a perfect review. She had 100 % attendance, perfect arrival times to work, and she completed her job assignments at 100%.

She took the lead at Christmas time working with other staff members wrapping over 100 gifts for some of Mr. Hall's gift giving.

She is our accounts receivable coordinator and is passionate and determined to complete her posting responsibilities in a timely manner. In 2017, she posted over 128,000 entries!*



Mary Martinez
Accounts Receivable Coordinator

HALL COMMERCIAL VEHICLE SERVICE EMPLOYEE OF THE YEAR



Jesus Duran
Technician

Jesus Duran joined Hall Commercial Vehicle Service as a technician in July 2016. Not only did he achieve Employee of the Year, but he earned honors as Top Producer in 2017 with 2,628 labor hours.

His diagnostic abilities, inspection thoroughness, and quick repair times are just a few of the characteristics that make him so good. He brings an

excellent attitude and work ethic every day and never complains (except for the ride complaint he generated after his trip to the ER as a patient). His talent and attitude have been a great value to Hall Commercial. *

MAINTENANCE DEPARTMENT EMPLOYEE OF THE YEAR

April Warkentin has been named Hall Ambulance Service Maintenance Department Employee of the Year for 2017.

As a detailer in the Maintenance Department, Warkentin detailed a total of 1,274 ambulances and support vehicles, and she also waxed 98 vehicles last year.

She also performed janitorial duties at the main office 104 times last year.

Warkentin performed at a very high-level last year and her exceptional work was noticeable to all.*



April Warkentin
Detailer

DIVISION EMPLOYEES OF THE YEAR/ ADDITIONAL AWARD RECIPIENTS

FINANCE DEPARTMENT TEAM OF EXCELLENCE



Esther Silva, Administrative Clerk; Teresa Steiner, Accounting Clerk; Jackie Att, Secretary-Treasurer Corporate Financial Services; and, Mary Talbot, Payroll.

Jim Stovall is a motivational speaker. He said, "You need to be aware of what others are doing, applaud their efforts, acknowledge their successes, and encourage them in their pursuits. When we all help one another, everybody wins."

Mr. Hall's Celebrate Success employee awards day is an excellent example of offering acknowledgment to employee involvement and accomplishment.

I know you understand the value of teamwork when you and your partner "feel in the zone" on a call and everything works for a good outcome for the patient because you complement each other and can anticipate each other's needs. Teamwork seems to be tied inextricably to success.

I have been very fortunate for the last 15 years to have a wonderful team to work with in the Finance Department. Their efforts have brought me success personally, I hope they feel successful in what they do for Hall Ambulance and together we have supported the success that Hall Ambulance has achieved. We have laughed together; we have cried together; we have prayed for one another; and, we have helped one another. We each have separate areas of responsibility but how we perform each of our tasks directly affects each other.

That is why I am awarding the 2017 Team of Excellence Award to my staff; Mary Talbot, Esther Silva, and Teresa Steiner. Together, these ladies exemplify teamwork!*

ADDITIONAL AWARD RECIPIENTS

Most Ambulance Responses by an Administrator

Paramedic Supervisor
Celia Ames- 1,041

Most Life Saves Award

Paramedic Danielle Zarger- 3

Exemplary Quality Surveys

EMT Yoong Chu- 66

Paramedic Supervisor
Rod Castillo- 63

Paramedic Masato Seki- 60

EMT Nicholas Grady- 52

Paramedic Al Henninger- 52

Commendations/ Compliments

Relief Supervisor
Diamond Horton- 37

EMT John Gibson- 31

EMT Savvas Chaffee- 28

Paramedic Mark Gonczar- 27

Paramedic Brian Klamecki- 26

Most Written Compliments

Paramedic Supervisor
Celia Ames- 262

Most Patient Compliments Submitted

Pre-billing/Data Entry Coordinator
Daniela Duran- 221

Excellence in Documentation

Paramedic Carrie Barnes

EMT Adam Carrisoza

Most Calls Completed

Paramedic Masato Seki- 1,292

Paramedic Supervisor
Rod Castillo- 1,221

EMT Yoong Chu- 1,171
Paramedic Anthony Saccullo- 1,115

EMT Raul Soto- 1,031

Paramedic Chris Burdick- 1,015

Paramedic Joshua Frazier- 1,014

Most Extra Shifts Worked

EMT Bryan Newton- 129

EMT Lori Tomlin- 96

EMT Adam Moreno- 90

Paramedic Mark Gonczar- 89

Paramedic Patrick Hoffpauir- 88

Highest Number of Calls Dispatched

EMD Tim Wren- 8,035

Highest Call Taking Volume

EMS Sylvia Ricks- 6,872

Highest Compliments Received in Dispatch

Communications Supervisor
Tabitha Baker- 11

Highest First In and Arriving With Statistics

EMD Ashley Lara- 70% All Zones

Fastest Call Assign Time

EMD Carrie Certuche-
20.15 seconds

Perfect EMD Scores

EMD Carrie Certuche

Communications Supervisor
Anthony Hernandez

EMD Laura Swank

Hall Commercial Vehicle Service Top Producer

Technician Jesus Duran

PERFECT ATTENDANCE ACHIEVERS



The Iron Man and Woman Awards are presented to those employees who achieve perfect attendance for the year.

11 Time Recipient

Michael Lopez, Paramedic Field Supervisor
2005, 2006, 2008, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017

10 Time Recipients

James Bradbury- EMT
2005, 2006, 2007, 2008, 2009, 2010, 2012, 2014, 2016, 2017

Christian Larsen- EMT
2005, 2007, 2008, 2010, 2012, 2013, 2014, 2015, 2016, 2017

9 Time Recipient

Patrick Hoffpauir- EMT
2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017

7 Time Recipients

Nathan Kline – Paramedic Supervisor
2008, 2010, 2012, 2014, 2015, 2016, 2017
Chris Leone- Assistant Manager, Hall CCT
2005, 2007, 2008, 2009, 2011, 2016, 2017

6 Time Recipients

Celia Ames –Paramedic Supervisor
2009, 2012, 2013, 2015, 2016, 2017

Chris Cook –Paramedic
2007, 2008, 2009, 2015, 2016, 2017

Jose Ordaz –Paramedic Relief Supervisor
2012, 2013, 2014, 2015, 2016, 2017

Tracy Burnside –Business Office Assistant Manager
2008, 2009, 2010, 2011, 2016, 2017

Kirk Chambers –EMD
2010, 2011, 2013, 2014, 2015, 2017

5 Time Recipients

Joseph Eastwood – Director of Personnel Scheduling
2013, 2014, 2015, 2016, 2017

Allen Swerdfeger -EMT
2009, 2011, 2013, 2014, 2017

Scott Walters – Director of Quality Assurance
2011, 2012, 2013, 2015, 2017

Gabriel Trujillo – CCT Paramedic
2010, 2014, 2015, 2016, 2017

Dewi Adams –Business Office Lead
2008, 2009, 2012, 2016, 2017

Mary Martinez –Business Office Accounts Receivable
2011, 2012, 2015, 2016, 2017

Esther Silva –Finance Administrative Clerk
2013, 2014, 2015, 2016, 2017

4 Time Recipient

Larry Sims – Ambulance Detailer
2007, 2011, 2016, 2017

3 Time Recipients

Mark Gonczar -Paramedic
2009, 2015, 2017

Kevin McClanahan -Paramedic
2010, 2012, 2017

Hollie Burns – Registered Nurse
2015, 2016, 2017

Two Time Recipients

David Bentley –Paramedic
2013, 2017

Curt Gibson –EMT
2016, 2017

Seth Mason –Paramedic Student
2016, 2017

Michael O'Carroll – CCT Paramedic
2012, 2017

1st Time Recipients

Michael Angeloni- EMT
Savvas Chaffee - EMT
Thomas Freeman -EMT
Jeffrey Gleason -Paramedic
Steven Holeman –Paramedic Student

Christopher King -EMT
Kevin Newsome -Paramedic
Victoria Birchfield – Supply Technician

Michelle Birchfield
Emilio Duran
Jesus Duran
Miguel Garcia
Nicky Martinez

LONGTERM SERVICE AWARD RECIPIENTS



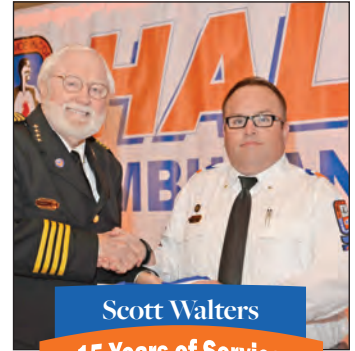
Mary Kenny
35 Years of Service
 Executive Assistant



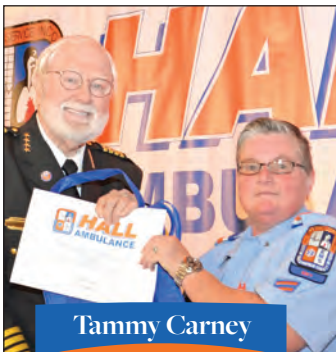
John Wiley
25 Years of Service
 Paramedic
 CCT



Brian White
20 Years of Service
 EMT



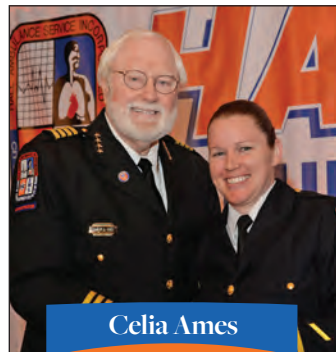
Scott Walters
15 Years of Service
 Director
 Quality Assurance



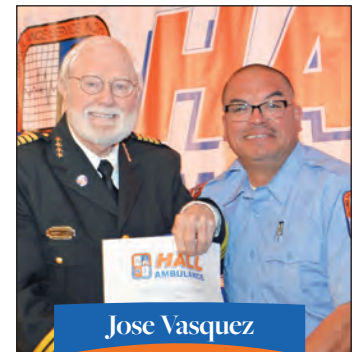
Tammy Carney
10 Years of Service
 EMT



Armando Lazaro
10 Years of Service
 Paramedic Field
 Supervisor



Celia Ames
10 Years of Service
 Paramedic
 Field Supervisor



Jose Vasquez
10 Years of Service
 Skilled Maintenance



Joe Eastwood
5 Years of Service
 Director of Personnel
 Scheduling



Brenda Robinson
5 Years of Service
 Paramedic



Deanna Villalva
5 Years of Service
 Paramedic



Eric Peterson
5 Years of Service
 Paramedic

Recognized for their service anniversary, but not in attendance, were EMT Erika Bryan for 20 years of service, and EMT Meghan Jones for five years of service.

HALL AMBULANCE STARS OF LIFE HONOREES



Ryan Strange
Paramedic



Thomas Han
Paramedic



Shane Courtis
Paramedic



Diamond Horton
Paramedic



Rachelle Knight
EMT



Katie Van Allen
EMT



Natasha Towns
EMT



Mike Hilliard
EMT

On August 24, 2017, Paramedic Ryan Strange and EMT Rachelle Knight responded to the report of a patient in cardiac arrest at his residence. They arrived to find Kern County Fire on scene performing CPR on a man that had collapsed while mowing his lawn.

Ryan and Rachelle worked seamlessly as a crew to initiate ACLS on scene. Before transport was initiated they had achieved ROSC and eventually pulses.

The patient was transported to a Bakersfield hospital where he underwent a car-

Continued on page 10

Paramedic Thomas Han and EMT Katie Van Allen responded to a chest pain call at the truck stop near the Tejon outlets. When the crew arrived on scene, Paramedic Han assessed the male patient and determined that the patient was having an acute heart attack.

Han requested the helicopter to transport the patient; however, the patient went into cardiac arrest prior to handing off the patient. The crew, along with Kern County Fire, started CPR and resuscitative measures. The patient was defibrillated and regained a

Continued on page 10

Paramedic Shane Courtis and EMT Natasha Towns responded for a man down on January 22, 2018. They arrived to find a patient complaining of chest pain.

While they worked to assess the patient he became unresponsive and stopped breathing. CPR was initiated followed by defibrillation and more CPR. After two minutes of CPR a pulse was present and the patient was breathing on their own.

The patient was handed off to hospital staff with a strong pulse. The patient was discharged home on January 26th.*

Paramedic Diamond Horton and EMT Hilliard responded to a chest pain call in Wasco. They arrived on scene and completed a 12 Lead EKG which revealed a STEMI.

Transport to a Bakersfield Hospital was initiated. Upon arrival at the ED, the patient went into cardiac arrest. The ER physician started CPR while Paramedic Horton successfully defibrillated the patient regaining pulses. The patient was fully alert and oriented as she was moved to the Cath Lab where she was treated for a full occlusion of

Continued on page 10

HALL AMBULANCE STARS OF LIFE HONOREES



Tyler Kahler
Paramedic

For those who have dedicated their lives to EMS, it is a calling, an innate desire to help others in a time of need. Their clock doesn't turn off at the end of their shift.

On October 1, 2017, Hall Ambulance Paramedic Tyler Kahler was in Las Vegas for the Route 91 Harvest country music festival enjoying good music and good times with his friends when things changed in an instant.

Kahler's actions that evening are commendable and worthy of recognition, yet his humbleness about his efforts and hesitation to immediately share his story publicly speaks to his character. According to Kahler, "It's the same reason I show up to work every day, it's what I do."

As the tragedy of that evening began to unfold, Kahler and a few of his friends quickly made their way through one of the service exits and began

running amidst the chaos towards their hotel a block and a half away.

With the assurance that his friends were out of harm's way and headed to their rooms, Kahler stated, "I'm going back!"

With selfless bravery, Kahler returned near the festival's main entrance. Just outside, he came across a large crowd of people with injuries. At that moment, his experience as a paramedic kicked in. He set up a triage area separating those with minor, moderate, and critical injuries and those who were fatally wounded. Kahler found additional help from other off-duty EMS workers and members of the military. Complete strangers, they worked together seamlessly.

Not having any medical equipment, Kahler improvised using his belt as a tourniquet for a woman who suffered a gash to her leg when pushed off a fence. He instructed someone else to take their shirt off and apply pressure to a wound. With no EMS responders on scene, they utilized several UBER drivers and taxis to send the injured off to the hospital.

He estimates they triaged an estimated 50-70 people before public safety arrived at their location.

One of the injured he came across was a male who had been shot in the hip. Through conversation, Kahler discovered he was an off-duty officer with the Bakersfield Police Department. Kahler quickly secured another UBER driver to take the officer to the hospital.

He continued his efforts for the next several hours, before being escorted back to the hotel by an officer in tactical gear. Thinking his role had come to an end, as he walked into the lobby, he was surprised to find another 15-20 individuals with various injuries. Three had gunshot wounds while the others endured injuries during the mass exodus from the festival grounds.

Kahler helped as best he could before flagging down ambulance and fire department crews that were staging outside the hotel for assistance.

Kahler returned to work that Tuesday, and the following Saturday requested to be a part of the Hall Ambulance crew that would return Bakersfield Police Officer Mundhenke home. According to Kahler, the 'reunion' at the hospital was short and simple. He was still wearing his festival wristband which Mundhenke noticed and remarked, "Oh you were there," before paus-

ing and taking a closer look at Kahler. He then said, "You pushed me into a car, didn't you?" to which Kahler replied, "Yes, sir. I did." The officer said, "Well, thanks!" On the four-hour transport home, Kahler said, "We talked about everything but what happened that day."*

| Strange and Knight cont.

diac catheterization before being transferred to a Los Angeles area hospital. The patient would eventually be discharged home. Paramedic Strange gave EMT Knight great credit for the field save explaining that Rachele anticipated all of his needs making his job easier and provided expedient and safe transport to the hospital.*

| Han and Van Allen cont.

pulse, then consciousness. The patient was flown by Medevac-1 to Memorial Hospital where he underwent a successful catheterization and was discharged home several days later.*

| Horton and Hilliard cont.

the Right Coronary Artery. The patient was discharged home on her birthday which was also Christmas day.*

A Personnel Note

by Krystal Mascarinas, human resources specialist

Happy Birthday

03/02 Jose Hernandez-Cardenas
03/02 James Wagoner
03/02 Michelle Birchfield
03/03 Kendra Cummings
03/03 Kyle Schmitz
03/04 Donovan Muriel
03/04 Raul Cerda
03/04 Myron Smith
03/05 Hayden Keene
03/05 Kelsie Watson
03/06 Mayra Ramirez
03/06 Tammy Carney
03/07 Valerie Cooke
03/09 Charissa Welton
03/10 Teresa Steiner
03/11 Jacob Forness
03/13 Jacqueline Kunick
03/13 Paul Yaros

03/13 Sylvia Ricks
03/14 James Bradbury
03/14 Michael Zapiain
03/15 Darrin Stacey
03/15 Christopher King
03/15 Brenda Rankin
03/16 Hailee Powell
03/16 Eric Evans
03/17 Mathew Irvine
03/18 Derrik Palomo
03/19 Tabitha Braman
03/20 Michael O'Carroll
03/24 Melissa Campos
03/26 Ricky Hammersley
03/27 Elva Ramos
03/28 Armando Lazaro
03/28 Mark Moyes
03/29 Les Hutchison
03/30 Kathleen Absey

04/01 Jason Achterberg
04/01 Jeffrey Johnson
04/01 Tyler Kahler
04/02 Andres Perez
04/02 Luis Carrillo
04/03 Andrew Bussell
04/03 Allan Nielsen
04/03 Som Soukseum
04/05 Alec Larroque
04/06 Christopher Leone
04/07 John Surface
04/11 Kristi Buffuna
04/11 David Nelson
04/12 Edward Cordova
04/15 Eric McIntyre
04/17 Laura Henderson
04/17 Heather Pruitt
04/18 Rachel Simpson
04/18 Karissa Thompson

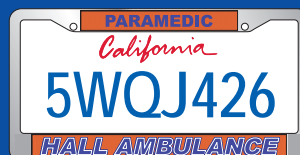
04/18 Adam Moreno
04/19 Timothy Salazar
04/19 Paris Delarosa
04/20 Jeffrey Wolfe
04/20 Jason Popejoy
04/22 Gabriel Ballesteros
04/23 Joe Eastwood
04/25 Emily Duffy
04/25 Steve Prater
04/25 Christina Rini
04/26 Arnold Thomas
04/26 Joseph Aguilar
04/26 Adam Wills
04/29 Peter Martinez
04/30 Laurel Carney
04/30 Ramiro Gonzalez

Welcome New Employees

01/03 Kelsie Watson, Communications Specialist
01/08 Ezequiel Vargas, Maintenance
01/16 Gabriel Ballesteros, EMT
01/16 Jason Pimienta, EMT
01/16 Guadalupe Torres, EMT
01/16 David Taylor, EMT
01/24 Elizabeth Lopez, Business Office
01/29 Wyatt Blackford, Communications Specialist
01/29 Paul Hernandez, Maintenance
02/06 Lance Osborne, Paramedic

02/06 Ingrid Anderson, EMT
02/06 Marcelino Cardona, EMT
02/06 Daniel Cazares, EMT
02/06 Andrew Hare, EMT
02/06 Frank Vargas, EMT
02/06 Scott Williams, EMT
02/28 Peter Martinez, Paramedic
02/28 Alfredo Campos, Paramedic
02/28 Matthew Calkins, Paramedic
02/28 Punpong Pornthepsiripong, Paramedic

Display Your Company Pride for a Chance to Win!



We're rounding the employee parking lots to see who is proudly displaying their Hall Ambulance license plate frame.

If one of these belong to you, bring your registration to Administration and claim your prize!

THE HallMark

Publisher

Harvey L. Hall

Editor

Mark Corum

Copy Editor

Sharon Scoggins

Contributors

Terry Adams
Jackie Att
Mark Corum
Carol Dean
Lavonne Hall

Robin Slater
Myron Smith
Darrell Stapley
Ryan Strange
John Surface

Photography

Mark Corum
Ed Smith

The HallMark is published for the staff, friends, and family of Hall Ambulance Service, Inc. Comments, questions, or suggestions should be directed to Mark Corum, director of media services at: corumm@hallamb.com.

Established in 1971, Hall Ambulance Service is the major 9-1-1 paramedic provider for Kern County, California. The Company serves the communities of Bakersfield, Arvin, Lamont, Frazier Park, Tehachapi, Rosamond, Mojave, California City, Boron, Taft, Shafter, and Wasco.



HALL AMBULANCE



@HallAmbulance



@HallAmbulanceService

Mr. Hall Inducted into the City of Bakersfield's Hall of Fame

Hall Ambulance Founder and President Harvey L. Hall, who served 16 years as Bakersfield, California's mayor (2001 – 2017) was inducted into the City of Bakersfield's Hall of Fame at the Rabobank Arena on January 5, 2018.

City Manager Alan Tandy made induction to Hall before a crowd including the current mayor, council members, department heads, community leaders, his family, and leadership team at Hall Ambulance.



Harvey L. Hall standing beside his display case at the City of Bakersfield's Hall of Fame showcase at the Rabobank Arena.

The purpose of the Hall of Fame is for the City to recognize notable citizens who through their individual areas of endeavor have had a significant impact on the community. "During his tenure as mayor, Harvey Hall was not only the City's biggest cheerleader—he took action to foster unity in the community," said Tandy, "This recognition is a fitting tribute to his devotion to Bakersfield."

Since the opening of the Rabobank Arena in 1998, the City of Bakersfield has honored its rich history and notable citizens by featuring select individuals and their accomplishments in the Rabobank Hall of Fame including Buck Owens, Congressman Kevin McCarthy, Majority Leader U.S. House of Representatives; NASCAR Driver Kevin Harvick, and Oakland Raiders Quarterback Derek Carr.

Hall of Fame displays consist of a picture of the honoree and a 250-word description of their achievements. Directly beneath the text display sits a locked glass case that allows for items relating to the

achievements of the honoree to be put on display.

During his tenure, Mayor Hall took pride in serving as a mayor for all of the people. Always eager to acknowledge the accomplishments, celebrations, and inclusiveness of our great city, Mayor Hall presented 1,836 Proclamations and 10,750 Certificates of Appreciation; performed 958 Ribbon Cuttings, 91 Ground Breakings, 981 Speeches, 469 Welcomes, hosted 452 Foreign Visitors, and read 166 books to school children.

Hall focused his priorities on beautification, tackling challenging issues associated with homelessness, and giving of his time and resources to inspire Bakersfield's youth, which included donating his entire mayor's salary to create the Mayor's Scholarship Fund—awarding \$253,000 in financial aid to 297 local college students.

Hall founded his ambulance company on February 10, 1971, and today is the 9-1-1 paramedic provider for 88% of Kern County's population.*