

The Spirit of Giving is Alive & Well at Hall Ambulance

# HallMark

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A PUBLICATION OF SERVICE, INC.

Jan/Feb 2012

## Recognizing Our Invaluable Support Staff

*Mr. Hall Honors  
Mary Kenny  
for Her 30 Years of  
Service Excellence!*



## Our Success Counts On Every Employee's Efforts

by Mr. Hall, Founder & President

More than 40 years ago, I started Hall Ambulance with just a handful of dedicated employees. We worked around the clock to deliver quality, timely service. Each employee had to multitask and not only run calls but market the business, process bills, order medical supplies, dispatch ambulances, answer the phones, wash ambulances, and on and on. There came a point when I realized that I needed support staff to ease the burden on those working on the ambulances and wheelchair vans.

I hired one support person, then another, then another. Today, more than 300 EMTs, paramedics, nurses, field supervisors, and wheelchair van drivers are supported by almost 100 support specialists. Each support department provides a unique service vital to the overall success of those employees that run calls every day.

This issue of The Hallmark is dedicated to those employees who work so hard to support those in the field.

We now have Human Resource specialists, accounting and payroll specialist, computer technicians, billing experts, transportation coordinators, supply technicians, vehicle and facility maintenance staff, automotive repair technicians, quality assurance coordinators, training coordinators, dispatchers, a receptionist and administrative assistants. All of these employees work hard to make sure Hall Ambulance is there when we are needed.

While all of the support staff is valuable and special to me, it is important for me to recognize Mary Kenny on her 30-year anniversary with Hall Ambulance Service. Mary currently serves as my Executive Secretary. Her job duties are vast and diverse and at times complicated. Mary has been a loyal and dedicated employee from her first day of work; and the truth is, I almost missed out on the opportunity to hire her. I actually offered the job to someone else; however, that person stayed only a day before moving on. I was fortunate that Mary accepted the job when I called her 30 years ago. Her contributions to the success of Hall Ambulance are many, and I consider her a valuable asset to my administrative team. \*



## The Business of Human Resources

by Linda Hood, Manager, Human Resources Division

During the early years of Hall Ambulance Service's development, like many other entrepreneurial enterprises of those times, Hall Ambulance Service operated without a Human Resources Department. As the Company grew and state and federal regulations escalated, Mr. Hall decided that a Human Resources Department was necessary to help oversee the growth and success of Hall Ambulance.

Each year as labor and employment regulations develop and intensify, the need to keep close vigilance on company compliance becomes a clearer necessity. In 2010 there were over 47 new or revised regulations with which California employers must comply. There were 41 this year, and failure to comply with these regulations often results in fines and fees that our Company can ill afford.

In 2003 the Human Resources Division was formally endorsed at Hall Ambulance Service. Today your HR Division has four staff members who rely upon you and upon each other to assure that the Company operates within the many regulatory constraints imposed by government regulations.

Your HR staff spends countless hours each year training and reviewing new and newly

revised regulations by attending labor law workshops and seminars, reviewing pending regulations and writing to local and federal officials to make our voices heard in support or opposition of those regulations that affect our business.

### Essential areas of responsibility in the HR Division include:

**Recruitment and Retention** - In 2004 we had 322 employees and 23% turnover; today we have 398 employees and 16% turnover.

**Employee Uniforms**

**Leaves of Absence** - There are at least 20 mandated Leaves in California not including the many leaves offered by the Company including Vacation, Sick, Paid Time Off, Bereavement & Holidays.

**Employee Benefits** - Medical, Dental, Life, Death & Dismemberment Insurance

**Workers' Compensation and Light Duty Assignments**

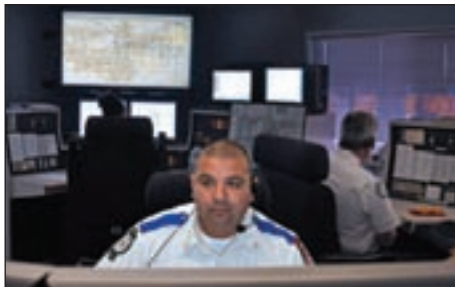
The Human Resources Department always looks forward to input on ways in which they can assist employees more effectively. \*



Rhiannon Bolich extends her friendly smile to visitors to Hall Ambulance.

## OCD Staff Provide the First Line of Contact

by Jennifer LaFavor, Manager, Communications Division



Lupe Agcaoli is just one of the 12 communications specialists ensuring the timely response for requests for medical aid.

The roles of the Operational Communications Division (OCD) staff are vital to the success of Hall Ambulance Service, Inc. Each position in the Communications Center is dependent on each other. OCD was recently

recognized as an Accredited Center of Excellence (ACE) by the National Academies of Emergency Dispatch (NAED) the second center in Kern County to be so recognized.

In addition to dispatching and radio communications, OCD has the responsibility to maintain the Company phone system, road safety equipment and fax lines. These tasks are completed by our Communications Technology Specialist.

OCD also has a Report Analyst whose responsibilities include completing all daily, monthly and yearly reporting duties. These reports include processing data to ensure compliance with our Kern County Ambulance Performance Standards. This person is also

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# Keeping A Sparkling Appearance with Facilities Maintenance

by Terry Adams, Manager, Facilities Maintenance



Raul Cerda is part of the team that keeps Hall Ambulance vehicles and facilities looking good.

The Hall Ambulance Facilities Maintenance Division continues to work behind the scenes to provide fast and efficient maintenance services to all Hall Ambulance properties.

The Facilities Maintenance Division began humbly as a two-man team who basically washed vehicles and performed small errands. It has now transformed into a 15-member team that provides full service facilities maintenance including janitorial, landscaping, building repair, tenant improvement and vehicle detailing services.

Our 15-member Facilities Maintenance team currently has a combined 84 years of service to Hall Ambulance with 53% of our staff serving 5 years or longer.

In order to keep our vehicles clean and sparkling and to maintain the high level of

excellence that Hall Ambulance is known for, a large portion of the Facilities Maintenance Division's resources are devoted to the daily detailing of ambulances and other support vehicles. Ambulances are detailed by the maintenance team 365 days a year. During the past year, the Facilities Maintenance Division team detailed 14,976 vehicles.

## FACILITIES MAINTENANCE DIVISION BY THE NUMBERS:

**432**

The number of AC/Furnace filters changed out by our in-house building repair service in the past 12 months.

**7,488**

The number of rolls of toilet paper distributed by our in-house janitorial service in the past 12 months.

**211**

The number of gallons of paint applied to our buildings by our in-house tenant improvement service during the past 12 months.

**748**

The number of gallons of wash and wax used by our in-house vehicle detailing service to scrub the ambulances, and other support vehicles, during the past 12 months.

Among our 2011 tenant improvement highlights were the construction of a dust resistant gurney storage facility at Hall Commercial and a facelift of the offices at Hall Commercial. We also painted the entire exterior of the new Shafter station. \*

# Business Office Continues Exemplary Service After the Call

by Robin Slater, Manager, Business Office Division



Mary Martinez, Blanca Llamas, and Kathy Phillips are part of the Business Office team who assist our customers after the call.

The business office is an extension of patient care after the service is rendered. We are patient advocates! Our goal is to complete billing accurately and efficiently in a timely manner.

In addition to billing a wide range of insurance carriers; such as, Medicare, Medi-Cal, HMO's, and industrial insurance, the Hall Ambulance Service Business Office assists customers in resolving their questions and concerns. The professional staff members of the business office deliver outstanding service and solve problems while building relationships.

The business office employs 23 team members, four of whom have 20 or more years of service to the Company. Several of our team members have become nationally certified as Certified Ambulance Coders, demonstrating their commitment to professionalism and excellence in ambulance billing procedures. The training incorporates a strong commitment to ethics, integrity and compliance through its comprehensive ambulance billing education.

Within the business office, there are five 'lead' staff members, who are responsible to have a complete understanding of all Company rules, regulations, policies and procedures that apply to our billing practices. The leads assist in the training, guidance and coaching of the business office staff. They complete random audits to ensure accuracy and compliance, notify staff of any errors found and educate staff on the effects of the errors.

An integral part of Hall Ambulance Service, the business office, continues the excellent service started in the field by our EMTs and paramedics. \*

## OCD

Continued from page 2

responsible for quality assurance reviews in the department.

On each shift, there is an assigned lead dispatcher. They are experienced dispatchers, and are responsible for other members of their assigned shift. Lead dispatchers are there to ensure consistency and accuracy in the Communications Center making sure that each call is processed promptly and correctly.

OCD currently employs 12 Communica-

tion Specialists, who work in a remarkably fast- passed environment. They are the voice at the other end of the phone, always ready to answer the next call for help. They truly are the everyday heroes of the Communications Division.

The OCD team works together as a tightly cohesive unit, striving each day to make sure that our community receives the best care that they can provide. \*

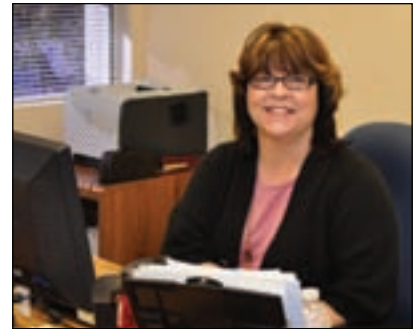
# “Every Person Counts” in the Finance Department

by Jackie Att, Controller

At the heart of every organization is the department that deals with the money. Hall Ambulance has had a formal Finance Department since 1993. At that time, the position of Controller was created and the payroll and accounts payable functions were all consolidated. The department grew to five people until the retirement of Betty Willhite in 2008 and since then has had a very efficient staff of four.

The Hall Ambulance Service Finance Department is responsible for payroll, accounts payable and receivable, and is responsible for the general ledger. The payroll accountant makes sure that each employee's paychecks are correct. The person responsible for making sure that all

of Hall Ambulance's bills are paid each month is our accounting clerk. She also receives and prepares the cash deposit each day. Our administrative clerk has payroll responsibilities, accounts payable responsibilities and general ledger responsibilities to name a few. Overseeing the Finance Department is the company's Controller.



For Payroll Accountant Mary Talbot, it's all about the numbers.

## Management Information Systems

by Pete Sturn, Manager, M.I.S. Division



The MIS Department plays an integral role in virtually every division at Hall Ambulance.

At the end of the hall in the Administration building, near OCD, is a quiet room, lit by the glow of computer monitors. With the constant hum of servers and the whir of the air conditioner serving as background music, the occupants of the room sometimes speak a language that sounds foreign. This is the home of the MIS staff, or as some people say, “those computer geeks.”

The mission of the MIS Department seems simple on the surface—keep the computer hardware and software running smoothly and properly, and keep in mind that all of the nearly 400 Hall Ambulance employees are our most important customers.

We expect to see a computer

on a desktop; however, within the last several years, computers are turning up everywhere—from the front of the ambulance to the patient's side. When I first came to work at Hall Ambulance, there was no need for an MIS Department. There was only one computer in the business office, and one person who used it. My, how times have changed!

Since every employee at Hall Ambulance Service uses a computer at some point in their work day, the MIS staff has the opportunity to assist their ‘customers’ frequently. There are more than 300 computers and computer-related devices in use here at Hall Ambulance, and there are almost 100 different programs, applications and operating systems that run on the hardware. Since we are a “24/7/365” company, there are special challenges involved in performing the routine maintenance required to keep the computers in tip-top shape. Putting computers in the EMS field environment requires a large investment in special equipment and support manpower. Mr. Hall has made these investments because of his continuing commitment to be the leader in Emergency Medical Services. \*

Much of what happens

in the Finance Department is governed by governmental rules and regulations. We must abide by IRS rules, rules from the Employment Development Department and the California Franchise Tax Board, not to mention following Generally Accepted Accounting Principles (GAAP). Additionally, all of these entities plus our bank and insurance companies require multiple reports on a regular basis. There is always something new that finance must deal with and the government never ceases to disapprove in creating new rules and regulations that govern the money we make and the money we spend.

The best thing about working in the Finance Department—everybody counts! \*

## Supply Division Keeps ‘Em Stocked

by Darrell Stapley, Assistant Manager, Ambulance Division

Not too many years ago, ambulance crews were expected to perform a vehicle inspection and inventory their own medical supplies. This task was time consuming and made it difficult to track medical supplies being used each day. In the mid 90's, Mr. Hall made a change on how the vehicles were inspected and restocked and the Supply Division was born.



Naomie Torres and the rest of the supply technicians ensure each ambulance is stocked and ready to respond.

Hall Ambulance Service's Supply Division began with two employees responsible for checking each vehicle daily and preparing them for oncoming ambulance crews. A stock room was created to house the all of the supplies needed to support daily operations of the ambulance division. Today, the Supply Division has flourished into a department consisting of a supervisor overseeing four full-time and one relief supply technician.

Each employee in this division works to ensure that every ambulance is thoroughly inventoried and sealed in preparation for the oncoming

Continued on next page

# A Makeover for Hall Commercial Vehicle Service

by John Surface, Manager, Ambulance Division



HCVS ensures the entire fleet of ambulances and support vehicle are in proper working order through a rigorous preventative maintenance and repair program.

Hall Commercial Vehicle Service opened their doors in 1979. As the Hall Ambulance fleet of vehicles grew so did the cost of repairs. Mr. Hall saw an opportunity to create more jobs and retain quality control on vehicle repairs and recurring preventive maintenance. As a result, he hired his first mechanic.

Over the years Hall Commercial has seen

the fleet change from gasoline powered Cadillac ambulances to Ford vans with gas engines to the new highly sophisticated diesel vehicles from General Motors.

The staff at Hall Commercial has changed over the years from good mechanics

to highly skilled certified technicians using the latest computer programs to help diagnose vehicle problems. No job is too small or too big as they handle everything from changing headlights to complete engine rebuilds.

Along with a steady flow of vehicles to be repaired at the shop, Hall Commercial provides 24-7 road call service.

This has been an exciting year for Hall Commercial as Mr. and Mrs. Hall took steps to strengthen the business operations. Mrs. Hall took over the daily operations in September and provided a much needed face lift to the day-to-day activities at Hall Commercial.

John Tokash was hired as the new manager in October. John has more than 30 years of experience in automotive repair.

Three new technicians were hired bringing to five the number of technicians on staff. The Staff includes ASE and Ford Master Technicians as well as Level 4 Diesel and EPA A/C Certified automotive specialists. Additional training through General Motors is scheduled as the ambulance fleet is converted from Ford to GM.

Hall Commercial is a full-service automotive repair operation that is open to the public.\*

## | Supply Division

Continued from page 4

ambulance crews. The responsibility placed on these individuals is great with no room for error.

All of the supply technicians have worked on ambulances, providing them knowledge and experience of the medical equipment they work with each day. Hall Ambulance is currently using an electronic tracking and reporting system, aiding in restocking ambulances, tracking the quantity of supplies on hand, and tracking vehicle inspections performed by ambulance personnel at the beginning of their shift. The ambulance crew is also required to submit electronically a list of medical supplies used throughout their shift. The supply technician will use this information when inventorying each ambulance and restocking the missing items.

With the technological advances made in the Supply Department, the Company has become more efficient. Hall Ambulance's continued commitment to provide the best service possible is visible through the hard work these men and women perform each day. \*

## Deskercise-- Workout in Your Workplace

by Sean Kenny

According to surveys, lack of time is the number one obstacle preventing people from exercising. With the demands of life, our health often finds itself at the bottom of the list of priorities, if it even makes the list to start with. If you are stuck at a desk all day, you do have an option—deskercise.

There are some simple but effective moves you can do to get a muscle pumping, stress reducing full-body workout in. **While this is not a hardcore gym workout, always check with your doctor before beginning an exercise program.**

With the disclaimer out of the way, let's look at some combinations for the cubicle.

### Chair Squats:

Stand hip-width behind your chair with both hands on the back support. Inhale as you squat down as far as comfortable but no more than 90 degrees. Exhale as you go back up, stopping just short of locking the knees.

### Wall Push-Ups:

Stand a few feet away from but facing a wall. With hands slightly wider than shoulder width, inhale as you lower yourself towards the wall. Exhale as you push back out, but don't lock your elbows.

### Chair Dips:

Push your chair against a wall for support and sit at the edge. Holding each side of the chair, exhale as you lift yourself off the seat. Inhale as you lower yourself back to the starting position.

### Rocking Chair:

Sitting at the edge of the chair, fold your arms across your chest. Lean back just to the point where the abs engage and tighten. Hold this position for 10 seconds and return to the start. Repeat five times.

### Knees-in Abs:

Using the same position as the rocking chair, lean back until your abs engage. While holding this position, bring your knees up towards your chest. Exhale as you lower them towards the ground, but don't touch the floor. Repeat for 10-12 reps.

For a more detailed free "deskercise" plan, contact Sean Kenny at [seankenny@sbcglobal.net](mailto:seankenny@sbcglobal.net) or visit [www.fitnessunderground.net](http://www.fitnessunderground.net) \*





# Hall Ambulance Employee Giving

by Rhiannon Bolich, Receptionist, and Scott Allen, Public Information Officer



Serving Breakfast at the Homeless Center

The 2011 holiday season saw an amazing amount of giving by Hall Ambulance Service employees from all departments of the company. From some of the newest employees of the company, all the way through the most senior, the spirit of giving was evident everywhere!

To start the season, Hall Ambulance employees from all departments participated with the Bakersfield Police Department and their *Bakersfield Christmas*

*for Seniors Project*, assisting seniors in need in our community. Each year we receive 40 greetings from seniors with their special requests that usually consist of slippers, robes, blankets, towels, pajamas, etc. or even gift cards. With this program we have the opportunity to become more involved in the *Christmas for Seniors Project* and fulfill Christmas wishes. As the time got close, several of the seniors had not yet been adopted. To make sure that all of the seniors' wishes were taken care of, EMT / Supply Technician Naomie Torres quietly stepped in and adopted nine of them to make sure all had their Christmas wish fulfilled.

Hall's Communications Division (O.C.D.) adopted the patients at LifeHOUSE Bakersfield Healthcare Center on 34<sup>th</sup> Street. They chose the patients that do not have family or friends to purchase gifts for them. According to OCD Manager, Jennifer LaFavor, "We are not doing this for recognition but to make sure that these patients receive something on Christmas. We believe that children usually are represented, but the elderly tend to be left out." LaFavor added that "Our present to Mr. Hall was to provide Christmas for these patients."



Bike donation for Kern Bridges Youth Homes

The staff at Hall Commercial Vehicle Services decided to help provide Christmas gifts to the children at Kern Bridges Youth Homes. They found a Christmas Wish Tree with eight wishes left on it, and the staff fulfilled all eight of the wishes. Most were small items with the exception of a bicycle. They talked about doing a group project at the Shop, and this was perfect. The staff was very excited and immediately donated the money for it. This is the first time they have done a group project at Hall Commercial, and they hope it will become a holiday tradition.

Employees in the Hall Ambulance Service Business Office decided that instead of holding their annual Christmas gift exchange, they would donate their time (inspired by Mr. Hall's spirit of giving) to spend a week serving breakfast at the Bakersfield Homeless Shelter.

At least six of them showed up at 5:30 each morning for the week, to serve three shifts of breakfasts. One morning, the staff invited Mr. Hall to join them, not telling him where they were taking him. Once he arrived at the shelter, Mr. Hall put on an apron and joined his staff in serving breakfast and visiting with the residents. Many of the business office staff members were so touched by the experience that they plan on continuing to volunteer at the center.



Shafter PAL Party

On December 16, the same day that Mr. Hall would announce his bid to run for a fourth term as Mayor of Bakersfield, the management and supervisory staff pooled their resources to put on a party in Mr. Hall's honor in Shafter. Wrestling with the age-old question of what to get the boss for Christmas, the management and administrative staff came up with a creative idea. Not a party for Mr. Hall, but a party for some 50 children who are participants of the Shafter Youth Center and Shafter Police Activities League,

in his honor. Instead of buying traditional gifts for the boss, the staff pooled their resources to provide and fund a Christmas party for the children, ages 6-17.

The children in attendance were treated to snacks, arts and crafts, games, and gifts from their Christmas wish list. Highlights of the afternoon included a reading of *The Night Before Christmas* by Mr. Hall, a visit from Siren the Rescue Dog, and none other than the man himself, Santa Claus.

In all, it was a great end to a wonderful year, a year which began by celebrating the 40<sup>th</sup> anniversary of Hall Ambulance Service, Inc. \*



## Business Office An Integral Part of Hall Ambulance

by Steve Prater, Paramedic Field Supervisor

In this vintage snapshot, members of the business office staff are hard at work. The business office staff has come a long way from a desk or two at the original station on South H Street. They did not have computers or an automatic billing system as we do today, everything was processed by hand. When the building at 21st and "O" Streets was constructed, the staff moved in to a spacious area in the front of the building. Slowly over time, more and more of the building was used by the business office until the entire half of the building was utilized for the business office staff. They are just one of the many spokes of the wheel that help make Hall Ambulance Service a success every day. \*



## A PERSONNEL NOTE

by Sonia Reyes, Human Resources Specialist

### Long-Term Service Anniversaries

#### 30 Years

1/4/1982 Mary Kenny, Executive Secretary  
to Harvey L. Hall

#### 25 Years

2/9/1987 Kathleen Brickell, General Office Lead

#### 10 Years

12/11/01 Darrell Stapley, Assistant Manager,  
Ambulance Division

1/15/2002 Phillip Smith, EMT  
1/15/2002 Carrie Barnes, Paramedic

### Welcome New Employees

11/7 Ebony Harris, Communications Specialist

11/8 Phillip Portillo, EMT

11/8 Brenden Russell, Paramedic

11/8 Deneci Romero, EMT

11/8 Matthew Hester, EMT

11/29 Chris Thongmanee, Paramedic

11/29 Nicholas Ellis, Paramedic

11/29 Jared Smith, Paramedic

12/19 Kelly Foley, Ambulance Detailer

### Happy Birthday

1/1 Nick Lidgett

1/2 Everett Sutton

1/3 Devan Daugherty

1/4 Stephen Campbell

1/4 Wanda Gordon

1/5 Mr. Hall

1/5 Jeremy Pierce

1/6 Alex Jones

1/7 Dave Wallace

1/8 Fransue Pratt

1/8 Marsha Farrington

1/9 Tim Vignolo

1/9 William Corey

1/9 Jeffrey Kimber

1/9 Lamanda Vermillion

1/11 Tyler Thornton

1/13 Nikiya Santillan

1/14 William Dietz

1/14 Larry Mundschau

1/15 Daniel Kitt

1/16 Dennis McGee

1/19 Michelle Summers

1/19 Carlos Diaz

1/19 Rafael Prieto

1/19 Shawn Perryman

1/20 Darrell Stapley

1/22 John Jimenez

1/22 Kevin McClanahan

1/22 Brent Burton

1/22 Justin Hill

1/28 David Pinheiro

2/1 Bounthiem Saydongdat

2/4 Matthew Darke

2/4 Tim Reynolds

2/5 Patrick Hoffpauir

2/7 Sebastian Chavez

2/8 Christian Figueroa

2/10 Dwight Bascom

2/11 Jackie Att

2/13 Robert Warren

2/14 Kathleen Brickell

2/14 Shannon Moon

2/14 Deneci Romero

2/18 Ryan Strange

2/18 Ebony Harris

2/20 Justin Morse

2/22 Ray Mora

2/22 Kevin Foose

2/23 Maraget Casado

2/23 Brooke Brown

2/23 Ricardo Diaz

2/25 Brad McOwen

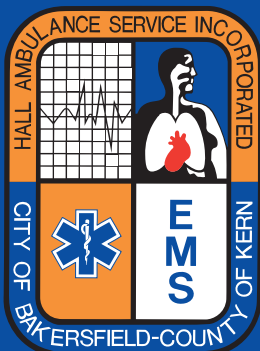
2/25 Eric Castro

2/25 Christopher Corum

2/28 Terry Adams

2/29 Laura Eddy

## Display your Company Pride & Win!!!



CALIFORNIA

5968S

CALIFORNIA

5HOF927

CALIFORNIA

6EGE602

CALIFORNIA

6FXL908

It pays to stick your Hall Ambulance Service sticker on your car!

If one of these license plates belongs to you, bring your registration to Administration and claim your prize!

**Don't have a sticker? Pick one up from Administration.**

# THE HallMark

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The HallMark is a publication published for the staff, friends and family of Hall Ambulance Service, Inc. Comments, questions or suggestions should be directed to allens@hallamb.com

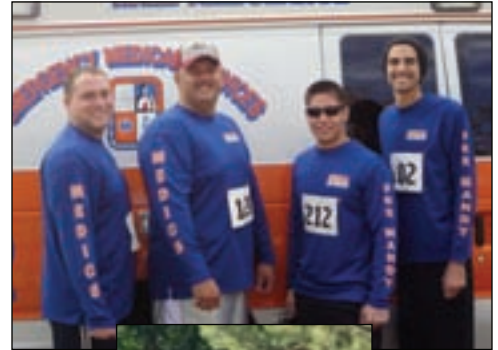
Established in 1971, Hall Ambulance Service is the major 9-1-1 paramedic provider for Kern County, California. The Company serves the communities of Bakersfield, Arvin, Lamont, Frazier Park, Tehachapi, Rosamond, Mojave, California City, Boron, Taft and Shafter.



# HALL AMBULANCE

## Miles for Mandy

Nick Lidgett, John Jimenez, Peter Martinez, and Anthony Rodriguez participated in the Miles For Mandy Race on December 17<sup>th</sup>. The event was held to raise funds for Mandy Trept, who was injured in the Bakersfield Volkslauf Run on October 8th, 2011, when she fell 14 feet off of a race obstacle and was critically injured. She sustained a neck injury and is currently recovering at a Los Angeles area hospital. The funds will be used to assist in her recovery. \*



## Kaiser 5K Fun Run

Sonia Ante (shown here) with 4 other Hall Ambulance Business Office staff participated in the Kaiser 5K Fun Run.\*



## Rosamond Christmas Parade

Explorers get ready to carry the Hall Ambulance Service banner in the Rosamond Christmas Parade. In the background is Hall Ambulance Paramedic Unit 371, assigned to Rosamond.\*

## Stockdale Band Spectacular

Explorers and EMTs from Hall Ambulance provided first aid station for Stockdale High band Spectacular. A band competition that brings high school bands from all over the state.\*



## Downtown School Carnival

Hall Ambulance participates in the annual Downtown School Fall Harvest Carnival. The kids were able to look through the Hall Paramedic Ambulance.\*