

HallMark

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**Stars of Life
Honored in D.C.**



Jenny Ramirez, VP of Human Resources facilitated discussion among leadership across every division.

Transforming Leadership

A New Training Program for Supervisors and Managers

BY **JENNY RAMIREZ** | VICE PRESIDENT, HUMAN RESOURCES

As part of our commitment to developing strong, effective leaders within our organization, we are excited to announce the launch of a new leadership training program aimed at enhancing the skills and mindset of our supervisors and managers. This program is part of our ongoing commitment to leadership development and will be offered annually to both new and current leaders.

At the heart of our training is “The Hall Way”—our commitment to upholding three key tenets and our standards of excellence. These

tenets are broken down into three core principles: Care, Compassion, and Community, which serve as the foundation of our values.

- Care emphasizes the importance of considering the well-being of team members, and creating an environment where individuals feel valued and supported.
- Compassion goes beyond empathy to actively engage with others’ feelings,

offering understanding and support when challenges arise.

- Community is about building strong, collaborative teams where trust and mutual respect are foundational. It’s also about extending that sense of unity beyond our team to support the broader community we serve, ensuring the best possible 9-1-1 response when it matters most.

In addition to these guiding principles, our training also includes a deep dive into Emotional Intelligence (EI)—a critical skill for leaders to manage their own emotions and understand those of others. High emotional intelligence helps leaders navigate complex interpersonal dynamics, make more thoughtful decisions, and respond to challenges with resilience.

The program culminates with a focus on Conflict Resolution. Let’s face it—conflict is inevitable, but it doesn’t have to be a negative force. This part of the training equips leaders with the tools to handle disagreements constructively, turning conflicts into opportunities for growth. By strengthening relationships, improving communication, and fostering a collaborative environment, effective conflict resolution ultimately drives better outcomes for both individuals and teams. *



Pictured are family members of the 11 individuals who lost their lives to Creutzfeldt-Jakob Disease that we walked in memory of. Some traveled from as far as Auburn in northern California and Yorba Linda in southern California to participate in Strides for CJD - Bakersfield.

Strides for CJD - Bakersfield

Team Big H Breaks Half-A-Million Dollars to Support Medical Research and CJD Foundation Programs

BY **MARK CORUM** | DIRECTOR OF MEDIA SERVICES

What a day! The 7th Annual Strides for CJD - Bakersfield is a wrap. Over 130 participants showed their love and support for those affected by Creutzfeldt-Jakob Disease. This year, we strode in memory of 11 individuals, while sharing their stories and hugs with our CJD Family.

The event began with a Remembrance Ceremony, during which their bios were read, and Mrs. Hall

presented each family with an Iris bouquet.

Next, everyone gathered at the Harvey L. Hall Family Plaza for a short leisure walk around the CSUB campus. On their return, everyone enjoyed a BBQ lunch and prize giveaways.

This was a momentous year for Strides for CJD - Bakersfield, as we broke our fundraising record, bringing in over \$100,000.00!

Plus, Team Big H in Memory of Harvey L. Hall achieved the title of Strides for CJD Top Fundraising Team in the United States for a 7th straight year. In fact, since 2018, Team Big H has raised over half a million dollars to support medical research and programs of the CJD Foundation. On behalf of the Hall family, our deepest appreciation for our sponsors and everyone who supported this year's event!*



Photo Credit: Duane Heaton

143 EMS workers from across the United States convened in the nation's capital to be honored by the American Ambulance Association as Stars of Life.

Stars of Life

American Ambulance Association Honors Standout EMS Personnel from Across the United States

BY **MARK CORUM** | DIRECTOR OF MEDIA SERVICES



AAA President Randy Strozyk presents Swanson and Barboza with their Star of Life medals.

Two Hall Ambulance EMS professionals joined 141 peers from across the United States in Washington, DC, November 11 – 13, to be honored as Stars of Life by the American Ambulance Association. The commendation-style event paid tribute to the dedication of these hometown heroes while shining a light on the critical role EMS plays in our healthcare infrastructure.

Paramedic Sam Swanson and EMT Krystal Barboza were selected as standout EMS professionals worthy of this recognition at our Nation's Capital. Hall Ambulance Chairman of the Board and CAO Lavonne C. Hall and Mark Corum, director of media services, accom-

panied the honorees as company hosts. "Sam and Krystal bring an enthusiasm to their respective positions at Hall Ambulance that makes them stand out as the best of the best," Mrs. Hall said. "I am excited for them to receive this recognition from the American Ambulance Association at our nation's capital."

The Stars of Life event included a medal breakfast, awards banquet, and legislative visits where Paramedic Swanson and EMT Barboza met individually with Congressman David Valadao, Congressman Vince Fong, and Senator Alex Padilla to share their stories and unique perspectives as Kern County first responders.

Paramedic Swanson is being honored for his 25 years with Hall Ambulance, during which he has exhibited a “whatever you need me to do” attitude. Swanson joined the Company in 1999 as an EMT, working his way through the ranks as a paramedic, relief paramedic field supervisor, paramedic field supervisor, and paramedic preceptor. Since 2006, Swanson has imparted his knowledge and experience to the next generation of EMS workers as an instructor for the Hall EMT Academy. His teaching skills were recently showcased when 13 of 15 students passed the National Registry exam on their first attempt. A graduate of the Hall EMT Academy, Krystal Barboza found her niche in connecting with and educating the community about the importance of emergency medical services. As community outreach coordinator, Barboza helped with revitalizing Hall Ambulance’s participation in community events, which had come to a halt due to the severe restrictions imposed by the COVID-19 pandemic.

Between scheduled activities, Mrs. Hall served as the perfect hostess, organizing a night-time monuments tour, dinner at Bourbon Steak at the Four Seasons Hotel, and tickets to an NHL game between the Washington Capitals and the Toronto Maple Leafs. The itinerary also allowed Swanson and Barboza to enjoy plenty of sightseeing, including a Capitol tour arranged by Rep. Valadao's staff. An Army Veteran, Swanson was particularly moved to be able to visit Arlington National Cemetery on Veterans Day. In reflecting on his time in D.C., Swanson exclaimed, “Amazing! Best experience in my 27 years of EMS.” This sentiment was supported by Barboza, who said, “I’m very grateful for the amazing opportunity given to me by Hall Ambulance to be a Star of Life award recipient. The experience and friendships I made will be a memory forever.”

American Ambulance Association President Randy Strozyk noted that, “EMS professionals work around-the-clock to deliver out-of-hospital care when it is needed most.” He continued, “We honor this year’s Stars of Life and thank them for their tireless service to local communities across the nation.”*



Congressman Vince Fong congratulated the Stars and presented them with a 20th Congressional District Challenge Coin in appreciation of their achievements.



Congressman David Valadao thanked Swanson and Barboza for their commitment to the communities they serve throughout Kern County.



Senator Alex Padilla took time from his schedule to visit with the ten Stars of Life honorees from California on the Senate steps at the Capitol.



Community Engagement

An Integral Part of the Culture at Hall Ambulance

BY **MARK CORUM** | DIRECTOR OF MEDIA SERVICES

From the beginning, Hall Ambulance's community engagement has been highly regarded. After all, it is one of the three tenets on which our founder, Mr. Hall, built his Company.

I'll age myself, but as a child, I became fascinated by the 1970s TV series EMERGENCY! and the lifesaving work Johnny and Roy performed as paramedics. Imagine my excitement as a fifth grader attending Stockdale Elementary School in 1977 and seeing a shiny Hall ambulance parked on the playground. The crew shared about their jobs and showed us some of the equipment they carried on board including the orange Motorola APCOR radio, just like the one that Johnny and Roy used to contact Rampart.

Fast forward to the 80s, and I remember seeing a Hall Ambulance display, including an ambulance

parked inside the Valley Plaza, for National EMS Week. It seemed as though Hall Ambulance was everywhere.

So why did Mr. Hall place such a priority on doing events? In addition to being a great community partner, he believed that familiarizing the public, especially children, with emergency medical services, 9-1-1, and the patient care our EMTs and paramedics provide alleviates some of the anxiety they might feel if an ambulance arrives for a loved one needing medical aid. Not only do these interactions help to put people at ease, but they have also inspired many to pursue a career with Hall Ambulance.

In recent years, Heather Lee and the scheduling department, including Krystal Barboza and Alex Martinez handled events. Then came the pandemic, where everything shut down, including all

community events. Then, gradually, as the world began returning to normalcy, the requests for ambulance demos, career fairs, and wellness fairs started trickling in.

About this time last year, it became time to reestablish our community outreach program, which included expanding Barboza's scheduling role to the community outreach coordinator position. The Company also started compensating those EMTs and paramedics interested in representing Hall Ambulance at events. Ricardo Hernandez-Cervantes, Vanessa Gonzales, Everett Sutton, and Jeffrey Albitre have been very active this year with ambulance demos, celebrity reader events, and wellness fairs. Recruiter Cecilia Goodie has also done a terrific job representing Hall Ambulance at numerous career fairs throughout our service area.

The effort has been a success, with Hall Ambulance participating in 143 community events to date in 2024. Thanks to those who have stepped up to carry forward Mr. Hall's ideal of community involvement. *

A PERSONNEL NOTE

BY **VICKY RODRIGUEZ** | HR RECEPTIONIST, AND **KRYSTAL MASCARINAS** | HR ASSISTANT II

Milestone Service Anniversaries

40 Years

Mrs. Lavonne C. Hall, Chairman of the Board & CAO

20 Years

Brian Dumont, Paramedic
Larry Sims, Maintenance Detailer
Cristyl Ascione, Coder

5 Years

Marian Lucero, Pre-biller
Jenny Ramirez, VP of Human Resources
Joseph Whaley, Transportation Coordinator
Mike Lucero, Supply Technician

1 Year

Katie Ramirez, EMT
Karisten Nevarez, EMT
Ricardo Angulo-Lopez, EMT
Brayden Bergeron, EMT
Kristofer Downey, EMT
Justin Finney, EMT
Ashley Garcia, Supply Technician
Daniel Nunez Gonzalez, EMT
Haley Heck, EMT
Selene Orozco, EMT
Angie Salguero, EMT
Guillermo Toledo, EMT

Mason Walsh, EMT
Kathie Salguero, EMT
Jeffrey Felix, Maintenance Detailer
Alyson Bangert, EMT
Alexander Chavez, EMT
Joseph Horack, EMT
Kylee Ray, EMT
James Shipman, EMT
Denny Stout, EMT
Samantha Cantu, Dispatcher
Alexandria Navarro, Dispatcher
Victor White-Torres, Maintenance Detailer
Johnny Morse, Supply Technician

Happy Birthday

11/01 Tessa Grumbine
11/02 Elijah Finch
11/03 Nicole Arreola
11/03 Miguel Cuevas
11/03 Andrew Hollman
11/03 Kevin Newsome
11/06 Pedro Chong
11/08 Derek May
11/10 Daniel Gonzales Nunez
11/12 Tara Perkins
11/14 Arielle Cabaniss
11/14 Ruben Gonzales
11/14 Jose Flores
11/17 Shannon Agcaoili
11/17 Marco Lopez
11/17 Eddie Penalosa
11/18 J'Nise Evans
11/18 Jose Tinoco Garcia
11/20 Jordan Martin
11/21 David Bentley
11/21 Mathew Sullivan

11/22 Shrey Patel
11/23 Ashley Blattenberg
11/24 Joseph Horack
11/25 Ben Andersen
11/27 Melissa Dunwoody
11/27 Jose Ordaz
11/27 Kalina Pimienta
11/28 Isaac Gallegos
11/28 Laramie Uhles
11/30 Louie Sanchez
11/30 Shayla Stucklen
11/30 Wyatt Peralta

12/01 Michelle Torres
12/02 Andrew Franke
12/03 Anthony Estrada
12/03 Ricardo Hernandez Cervantes
12/05 Edgar Palomera
12/05 Larry Sims
12/04 Kristofer Downey
12/06 Garrett Brackett

12/06 Angelina Escobar
12/07 Anthony Hernandez
12/09 Richard Davis
12/09 Vladimir Dragosavlevich
12/09 Guillermo Argueta Hernandez
12/09 Caleb Hamilton
12/11 Sean McKenna
12/11 Ernesto Rivera Roman
12/12 Jerrika Dawson
12/12 Johnny Morse
12/13 Marcelino Cardona
12/13 Brian Holder
12/14 Anthony Miller
12/14 Rodolfo Hernandez-Rios
12/15 Nicholas Burchstead
12/15 Beatrice Sandoval
12/17 Anna Aguilera
12/17 Lashika Britton
12/17 Brian McChristian
12/19 Lisa Darling
12/19 Alexandria Navarro

12/19 Malinda Ung
12/20 Misael Morales
12/20 Arturo Patino
12/20 Ethan Smith
12/21 Norma Gonzalez Lopez
12/21 Kieren Lopez
12/22 Rachel Castro
12/22 Kirk Chambers
12/22 Joseph Pellens
12/22 Donnie Self
12/23 Michelle Monroe-Gaeta
12/23 Bryan Newton
12/23 Dave Taylor
12/24 Chase Wooten
12/29 Alex Martinez
12/29 Selene Orozco
12/31 Christian Larsen
12/31 Zachary Nelson

License Plate Winners!



Displaying your Hall Ambulance license plate frame can make you a winner! If your license plate number is shown, take your registration to the administrative receptionist to claim your prize. Prize claims must be made by December 31, 2024.

THE HallMark

Founder of Hall Ambulance Service
Harvey L. Hall
 (1971-2018)

Chairman of the Board
 Chief Administrative Officer
Lavonne C. Hall

President & CEO
John Surface

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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 9-1-1 paramedic provider for 94% of Kern County, California's population. The Company serves the communities of Bakersfield, Arvin, Lamont, Frazier Park, Tehachapi, Rosamond, Mojave, California City, Boron, Taft, Shafter, Wasco, McFarland, and Delano, and surrounding areas.



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Our Central Valley Legislators Are Leading the Way on CJD Awareness



Congressman David Valadao signing House Resolution 1518 recognizing November 12 as CJD Awareness Day.

Once again, our Central Valley legislators have taken the lead in spotlighting Creutzfeldt-Jakob Disease in honor of Hall Ambulance Founder and Bakersfield's 25th Mayor Harvey L. Hall.

On September 25, Congressman David Valadao introduced H. Res 1518, establishing November 12 as "Creutzfeldt-Jakob Disease (CJD) Awareness Day," to draw attention to this rare, rapidly progressive, and invariably fatal disease. "As the longest-serving mayor in Bakersfield history, Mayor Harvey Hall was a beloved member of our community and a dear friend," said Congressman Valadao. "I'm proud to introduce this bipartisan resolution to designate November 12 as CJD Awareness Day to honor Mayor Hall's memory and help raise awareness for CJD patients and their families across the country."

Joining Rep. Valadao as co-sponsors were Reps. Vince Fong (CA-20), Jim Costa (CA-21), David Joyce (OH-14), Vern Buchanan (FL-16), John Rose (TN-06), Aaron Bean (FL-04), Mike Lawler (NY-17), Ben Cline (VA-06), Paul Tonko (NY-20), Don Davis (NC-01), Julia Brownley (CA-26), and Jenniffer Gonzalez-Colon (PR).

"Everyone in Bakersfield knows the influence late Mayor Harvey Hall had on our community and of the lasting impact he left," said Congressman Vince Fong. "We lost Mayor Hall too soon to CJD, which is why I am co-sponsoring the CJD Awareness Day resolution, to honor a tremendous community leader, raise needed awareness for CJD, and show support for those living with the disease and friends and family who have lost loved ones to CJD."

On October 22, County of Kern Board of Supervisors Chairman David Couch introduced a proclamation

naming November 12 as CJD Awareness Day in Kern County, as he has done since Mr. Hall's passing in 2018.

"On behalf of the many families across the United States who have been affected by this horrendous disease, I am honored that our local legislators who knew and worked with my husband Harvey, are once again leading the way to bring awareness to Creutzfeldt-Jakob Disease (CJD)," said Mrs. Lavonne C. Hall. "By combining this legislative support with the groundbreaking medical research on prion disease, I am confident in our collective potential to find a treatment or cure for CJD."

Coincidentally, Mrs. Hall and Mark Corum were back in D.C. on November 12 as hosts for Stars of Life, so they were able to express their appreciation in person to Reps. Valadao and Fong on CJD Awareness Day. *



Mrs. Hall, Johnathon R. Surface, and Mark Corum met with Rep. Fong during the CJD Foundation's legislative visits in July.



Rep. Jim Costa welcomed Mrs. Hall, her granddaughter, Skyler Blair and Mark Corum to his office in Sept. when H. Res 1518 was introduced.



Mrs. Hall accepting the proclamation from Chairman David Couch at the Oct. 22 Board of Supervisors meeting.