

THE HallMark

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Torrid Summer Heat & High Call Volume



Class 47 Speaker Marco Lopez reflecting on the hard work of his classmates, who came into the Hall EMT Academy with zero medical experience, but worked tirelessly to gain the needed knowledge and skills taught by their instructor as they prepare to begin responding to those in need of medical aid.

Hall EMT Academy Class 47 Graduation

Innovative Program Prepares the Next Generation of Kern County First Responders

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

August 28 was a special day for the 15 students of Class 47 of the Hall EMT Academy. After ten weeks of full-time, intensive training, they were ready to celebrate their accomplishments with their family.

To reward their hard work, President and CEO Johnathon R. Surface treated the honorees to lunch at Rice Bowl before the big event. That afternoon, over 130 family members and company leadership joined them for the commencement ceremony at The Collective in downtown Bakersfield.

Mr. Surface welcomed the capacity

crowd, followed by Hall EMT Academy alumni Thomas Freeman, who reflected on how starting his EMS career through the Hall EMT Academy gave him the foundation to grow to his current position of paramedic field supervisor. Class 47 speaker Marco Lopez spoke about the personal growth and determination of the 15 students who started the program, their vow to make it to graduation, and the importance of learning to adjust to changing circumstances. His words were a powerful reminder that we can choose to

run the day or let the day run us, inspiring all present.

Instructor Sam Swanson presented class awards to Marco Lopez for the Highest GPA, Joe Luna for the Most Improved, and Luis Montes for the Best Uniform.

The graduation concluded with VP of Operations Myron Smith reading the names of each graduate as they walked across the stage to receive their course completion certificate from Christine Harker, director of the Harvey L. Hall EMS Academy and Instructor Swanson. ✨



Juan Avalos-Castro



Cristina Banuelos



Ana Bridges



Christopher Broussard, Jr.



Amy Butler



Raven Chaney



Delilah Diaz



Nathan Gallegos



Ismael Gutierrez



Marco Lopez



Joe Luna



Jonathan Martin



Luis Montes



Audel Pinto Ramos



Efrain Villalobos

AMBULANCE-EXIT



When temperatures soared this summer, administrators and field supervisors made rounds to local emergency departments to provide refreshments to our EMS crews to enjoy in between running 9-1-1 requests for medical aid.

Torrid Heat & High Call Volume

Our EMS Crews Tamed the Dog Days of Summer

BY **MYRON SMITH** | VICE PRESIDENT, OPERATIONS

It is not unusual to experience hot days in Bakersfield during the summer months. We all expect it and plan for it. Whether we have our air conditioning serviced, add a new umbrella, or break out the sunscreen, we know it is going to be hot. This July was a little different. Weather Service officials warned of an extreme heat wave,

and Mother Nature delivered. According to the National Weather Service's Hanford station, Bakersfield broke its 90-year record for consecutive days above 105, including 114 on July 7th and 8th. As we now get to enjoy a slight cool down, if you consider the 90s a cool down, I am appreciative of the amazing team at Hall Ambu-

lance Service and the hard work they accomplished during this torrid summer and the increased demand for emergency services that resulted.

According to Cedars Sinai, it is not uncommon for even well-controlled medical issues to become worse due to heat and sun

exposure, and even normal activities can pose a risk. Some conditions that can be exacerbated by extreme heat include heart and respiratory-related issues, autoimmune diseases, and even migraines. These conditions, among others, caused sharp increases in requests for aid across Kern County as temperatures soared. During July, our EMS crews braved the excessive heat responding to 11,500 9-1-1 ambulance requests, or an average of 370 calls per day.

During July, our EMS crews braved the excessive heat responding to 11,500 9-1-1 ambulance requests, or an average of 370 calls per day.

Hall Ambulance Service's EMTs, Paramedics, and Nurses spent their days exposed to the elements, where it can be well over 120 degrees at a traffic collision on the hot asphalt in the direct sun or caring for a sick person in a house with no air conditioning. Sometimes, despite the heat, they had to don personal protective gear that is extremely hot to assist with isolation precautions for protection against dangerous viruses. These crew members did so with a posi-

tive attitude and few complaints. To assist, our field supervisors and administrators made regular rounds to hospitals with ice chests full of iced drinks, including water and Gatorade, and ice chests filled with dry ice and frozen treats. Crews are also provided with hats to protect them from the sun and cooling towels for those who choose to use them. Ice chests are also fully stocked at the operations center with cold drinks for the crew members to take freely.

In addition to our front-line crews, an entire team is behind the scenes, also exposed to the elements, preparing these ambulances for service. Maintenance staff spend countless hours washing the fleet of ambulances inside and out to prepare them for service. Supply technicians go through each ambulance every day to ensure it is fully stocked and ready to respond. Vehicle technicians work in the shops to repair any vehicle issues and perform regular maintenance to keep the fleet in good condition, often working extended hours and throughout the weekends. In all cases, these teams are provided with drinks, hats, shade, and even portable coolers as needed to cool the work areas, all to make their work safe and more enjoyable.

With that, our hard-working Hall Ambulance team has my gratitude and admiration for the incredible work they performed this summer – well done. *



OCD Earns ACE Re-Accreditation

Fifth Accreditation by the International Academies of Emergency Dispatch

BY LASHIKA BRITTON | COMMUNICATIONS MANAGER



Celebrating OCD's ACE Accreditation are Communications Manager Lashika Britton, Supervisor Sylvia Ricks, EMD Samantha Cantu, EMD Debra Hobbs, and EMD Adriana Andres.

Hall Ambulance Service's Communications Division, also known as OCD, has completed its ACE re-accreditation with the International Academies of Emergency Dispatch (IAED). IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation (and subsequent re-accreditation) from the IAED is the highest distinction given to emergency communication centers, certifying that the center is performing at or above the established standards for the industry. Hall Ambulance Service is the 154th dispatch center in the world to become ACE accredited.

The achievement marks Hall Ambulance's fifth accreditation, and it is one of 14 Medical ACE agencies in the state of California.

It processes 100 percent of all ambulance requests in Kern County. In 2023, the Communications Division processed over 112,300 calls for service, of which 12,600 calls were taken privately by callers who dialed directly to the Hall Ambulance Service's Communications Division. Private calls are reviewed by a Hall Ambulance Service, certified EMD Quality Assurance team member and are scored as being compliant or non-compliant. This process is completed on a quarterly basis. The scores are then submitted to the International Academy of Emergency Dispatch for review and approval.

What does it take to be an ACE accredited agency? It's not a simple feat. ACE accreditation is an intensive 20-step process that can take

several months to complete. This process, which also requires participation from other departments and agencies, such as Kern County EMS, is a testament to the dedication and effort required to meet the highest standards set by the IAED. Centers

who earn ACE status are the embodiment of dispatch done right, and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

Over 3,500 emergency communication centers worldwide use the medical, fire, police, and emergency nurse triage protocols developed and maintained by the IAED. The protocol-based system—known as the Priority Dispatch System™—is not just a local standard but a global one. It's recognized as the standard of care and practice for emergency dispatch and is used in 46 countries, a testament to its widespread recognition and adoption. *

A PERSONNEL NOTE

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

Milestone Service Anniversaries

25 Years

James Bradbury, EMT
Andy Calderon, Paramedic
Brian Holder, Paramedic
John Jimenez, Paramedic Field Supervisor
Sam Swanson, Paramedic
Anthony Hernandez, Communications Supervisor

5 Years

Chase Wooten, Supply Technician
Bertha Flores, Maintenance Detailer
Jose Silva, EMT

1 Year

Pedro Contreras, Maintenance Detailer
Kendell Chavez, Biller
Savino Velasquez, Vehicle Technician Apprentice
Chase Neal, EMT
Elijah Finch, EMT

Happy Birthday

09/01 Lakia Beard
09/01 James Bunting
09/02 Ethan Del Rosario
09/03 Bridgette Nelson
09/04 Carol Edwards
09/05 Phyllicia Mackey
09/07 Elba Leon
09/08 Rod Castillo
09/08 Andy Calderon
09/08 Mary Martinez
09/08 Angela Salazar
09/09 Mike Hilliard
09/09 Peter Thomas
09/09 Meghan Thompson
09/10 Sergio Acosta
09/11 Tonet Brown
09/12 Logan Sabo
09/13 Mrs. Hall
09/13 Alexander Chavez
09/13 Evan Lostetter
09/14 Cecilia Goodie

09/14 Katie Ramirez
09/16 Brian Dumont
09/16 Jack Davis
09/16 Nicole Lose
09/19 Esther Silva
09/20 Steven Munoz II
09/21 Josue Bustos
09/21 Jaime Robles
09/22 Denise Sedano
09/23 Anthony Gomez
09/23 Blanca Llamas
09/23 Tyler Perkins
09/24 Natash Van Horne
09/25 Ozzie Michel
09/25 Jonathan Rubio
09/25 Victor White-Torres
09/26 Ruby Espinoza
09/26 Juan Ramirez
09/27 Alfredo Campos
09/27 Skylar Goller
09/28 Audel Pinto Ramos

09/29 Vanessa Gonzalez
09/29 Mariana Lucero
09/29 Amanda Yeap

10/01 Dulce Olivas Lizarraga
10/02 Neftaly Tapia Ramirez
10/04 Conner Matzke
10/05 Phaul Phillips
10/06 Samantha Cantu
10/06 Diane Nennig
10/08 Coulton Goldade
10/10 Josabeth Camacho
10/10 Scott McCliss
10/12 Robert Brengartner
10/13 Mary Hernandez
10/14 Jose Ayala Muniz
10/14 Karin Perry
10/14 Billy Toledo
10/16 Giovanni Mares
10/19 Amy Butler
10/19 Bailey Colvard

10/19 Tom Conlin
10/19 Larry Roberts
10/22 Sarah Dresser
10/23 Jonathan Martin
10/24 Michelle Gutierrez
10/24 Justin Moulton
10/25 Manuel Chacon
10/27 Michelle Garretson
10/27 Alicia Jauregui
10/28 Raymond Lipumano
10/29 Bryan Alatorre
10/29 Isaiah Ramirez
10/30 Thomas Freeman



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 October 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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Mark Corum

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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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Business Office Celebrates 12 Months of Making Their Collection Goals



Hall Ambulance is celebrating its Business Office staff for making their collection goals for 12 consecutive months. Each of them works especially hard to provide exemplary after-transport service that follows our founder's ideals

of care, compassion, and community! In appreciation, on August 7, they were treated to a catered lunch from Jake's Original Tex-Mex Cafe, complete with their world-famous chocolate cake for dessert! *



Remembrance Ceremony | Leisure Walk | Lunch | Prizes



Strides for CJD - Bakersfield

Sunday, Oct. 6, 2024

at the Harvey L. Hall Family Plaza, CSUB

Join Team Big H in Memory of Mr. Hall and support the Hall family as we walk in memory of our founder and others who lost their lives to Creutzfeldt-Jakob Disease.

9 a.m. - 12:30 p.m. | Adults: \$35 12 & Under \$25

