

MEMORANDUM



To: All Staff

From: Allen Wigington
Director of Operations

Date: July 3, 2025

Re: July 2025 Operational Updates and Expectations

I want to take a moment to update you on several changes we're making to create a more efficient and effective operation across the company. Despite the recent changes in management, our mission remains the same: delivering safe, effective, and high-quality patient care to those we serve. Amid all the transition, you are the reason we continue to meet that mission—thank you.

Welcoming Rebekah Padgett – HR Coordinator

Please welcome Rebekah Padgett, who is now coordinating our Human Resources efforts. She'll be handling onboarding, payroll, and back-office support. Rebekah has field experience as an EMT-R and a passion for communication, so she understands what you do. You may have already heard from her regarding uniforms and scheduling updates. She's available Monday through Friday from 8 AM to 5 PM. You can reach her at vetmedhr@gmail.com or by phone at 678-545-3083. Don't hesitate to reach out—she can't help if she doesn't hear from you.

Uniform Policy – Going Professional by August 1st

Let's talk uniforms. This has been a big topic of discussion—especially when we visit facilities and get feedback. One of the top complaints we hear is about crews not looking professional. It matters. The way we show up directly affects how people perceive the quality of care we provide.

To address this, EMS and NET will now have distinct uniforms:

- EMS crews will wear navy shirts with navy pants
- NET crews will wear cobalt blue shirts with navy pants
- Footwear must be black boots or black tennis shoes
- Black belts are required.

No more jeans. No off-colored pants. No Crocs, clogs, flip-flops, or bright-colored shoes. Shirts should be clean, tucked in, and looking sharp. Rebekah has already started coordinating orders, and the hard deadline is August 1st for full compliance. The patches for the shirts are shown above.

Truck Maintenance, Supply Reporting, Fuel Expectations — and Idling

Whether you're driving the newest unit in the fleet or the oldest, it needs to be kept in working order—and we need your help to do that. If something is broken, report it. Every truck and station has a QR code posted that lets you quickly submit maintenance and supply issues. Please don't call dispatch about truck problems—submit it through the QR code so we can get multiple eyes on it.

Same goes for supplies. Julio can't restock what he doesn't know is missing. If a supply tub is opened or gone, scan and report it. Each truck is required to have 20 sealed tubs, and if even one is missing or broken, that's a problem—especially with state pop-up inspections happening at hospital ramps in the Atlanta area this summer. You don't want to get caught unprepared. These aren't just company infractions—they could put your EMS license at risk.

And while we're on the subject—let's talk fuel. Do not put yourself in a position where you're running low while en route to a call. We get notified when your unit drops below 33% fuel after dispatch. That's not just inconvenient—it's dangerous, and it reflects poorly on everyone.

You should have time between calls to fuel up. If you need a few minutes to do that, communicate with dispatch. But once a call comes in and you're assigned, it's go time—not gas time. Don't wait until you're rolling to stop and fill up. We've already had two trucks run out of fuel in the last month. Thankfully, no patients were on board—but those employees were terminated.

Also, please turn off the trucks when they're parked. While our vehicles are on the T350 chassis, the engines weren't designed to run 24/7. Excessive idling leads to problems with catalytic converters and oil pumps, not to mention unnecessary fuel burn. We've noticed that during downtime—especially at night in places like Marietta or Tucker—some trucks are left running for no reason.

There's no benefit to it. The cabins will cool just fine once you're en route with the patient. So if you're parked, not actively running a call, or unloading at a hospital, shut the truck off. We've even had complaints from hospital staff about idling trucks, and while it's not just us, we're committed to doing our part to be respectful and professional.

Response Times and Call Reporting – Meeting Our Obligations

Response time is another area where we need your full attention. Kaiser is keeping a close eye on our numbers. What many don't realize is that the response clock starts the second a call is dispatched, not when you decide to mark yourself en route. That's why it's critical that you click "en route" within five minutes of dispatch. That single action helps us meet our obligations—and helps keep our contracts strong. Delaying that click or stopping along the way for food, drinks, lottery tickets, or personal errands—even on a low-priority call—won't be tolerated. If it happens, it may be reported as a failure to respond, which could land you in serious trouble, including a report to the State Office of EMS.

We know traffic and weather are out of your hands. But what you can control is your own timing and documentation. Always make sure you're clicking "en route" and "on scene" at the correct time. If you make a mistake, let dispatch know right away so they can correct it before it's logged.

Let's not forget about documentation either. Reports must be submitted to the state within 24 hours of call completion. That's not a soft guideline—it's a regulation. Some of you have been waiting until your next shift to finish paperwork, and in one recent case, the delay was nearly 19 days. That triggered a state alert, and when they came asking, we had no choice but to provide the crew member's contact information.

If you're struggling with documentation, say something. We'd rather help you stay on top of it than risk a compliance issue. But the 24-hour rule is non-negotiable.

Fleet Updates – New Units and Equipment

We're also making upgrades to support you in the field. M100 is now in service, and M101 should be arriving later this month. These trucks will come equipped with XPS stretcher systems for bariatric patients, which means no more swapping out stretchers and delaying calls.

M80, our box truck, has also been overhauled and will soon be equipped with a self-loader, giving us better support for critical care calls. These new assets are only valuable if they're maintained properly—so again, we can't fix what we don't know is broken. Use those QR codes and help us keep things running smoothly.

That's a lot of information, but I wanted to put it all in writing so there's no confusion. If you've made it this far—thank you for taking the time. You're the reason we continue to meet our mission, and I appreciate the work each of you puts in. As always, I'm here if you have questions, concerns, or even the occasional snide remark. I can't fix what I don't know about—so let's keep the communication open.

Thank you again for all you do. We couldn't do this without you.