



# Unicoi County Emergency Medical Services, Inc.

630 Oneega Avenue – Suite D \* Erwin, TN 37650

Office 423-735-3315

Keith Ellis, Executive Director/Chief

Fax 423-330-1347



## Unicoi County Emergency Medical Services Board of Directors Meeting Monday, June 03, 2024 @ 4:00 pm ET

### MEMBERS PRESENT:

✓	Kathy Bullen	✓	Roger Cooper		Brian Delp	✓	Keith Ellis	✓	Garland Evely	✓	Jennifer Harrah
✓	Andrew Harris	✓	Cathy Huskins	✓	Todd Hull		Michael Sutherland	✓	Glenn White		

### OTHERS PRESENT:

- Jimmy Erwin, EMA Director – Unicoi County
- Alora Wyatt, 911 Director – Unicoi County
- Becki Gamage, Admin. Assistant – USEMS

ISSUE/TOPIC	DISCUSSION/CONCLUSION	RECOMMENDATION/ACTION
<b>Call to Order</b>	Chairwoman Bullen called the meeting to order at 4:00pm in the Meeting Room of the Erwin Town Hall.	
<b>I. Invocation</b>	Invocation was given by Mayor White	
<b>II. Roll Call</b>	Chairwoman Bullen called the roll.	A quorum was present: Absent members were Brian Delp and Michael Sutherland
<b>III. Recognition of Guests</b>	All visitors were acknowledged & introduced	Board members took a moment to individually introduce themselves.
<b>IV. Announcement of Time for Public Comments</b>	None	
<b>V. Minutes from Previous Meeting</b>	The minutes from the May 06, 2024, meeting were presented for approval.	Board member Andrew Harris motioned to approve the minutes. The motion was seconded by board member Cathy Huskins. Previous minutes were approved.
<b>VI. Formal Introduction of Becki Gamage</b>	Becki Gamage was introduced as the newly hired Administrative Assistant with USEMS.	



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<p><b>VII. Financial Report</b></p>	<p>Keith Ellis presented the financial report. He stated that expenditures were predicted to be higher than normal due to several factors:</p> <ul style="list-style-type: none"> <li>• Multiple staff changes (including leadership/upper mgmt..)</li> <li>• several recent large purchases</li> </ul> <p>Mr. Ellis also stated that UCEMS has not been getting any money from dialysis patient(s) for approx. 3 mo. This oversight is due to the required &amp;/or correct paperwork not being completed &amp;/or submitted; however, confirmation has been made that deficits can still be addressed. this can be corrected and is currently in progress.</p>	<p>Keith Ellis stated that this situation can be corrected. He has confirmed that as each deficit is addressed, invoices will be issued. Ellis said that he is personally working on this issue to make sure it is completed in a timely manner.</p> <p>Board member Mayor White motioned to approve the Financial Report. The motion was seconded by board member Roger Cooper. Financial Report was approved.</p>
<p><b>VIII. Old Business</b></p>	<p><b>A. SafeHaven Baby Box</b></p>	<p>A. Baby Box Blessing is scheduled for Monday, June 17 at 10am and will take place at the UCEMS station located at 630 Oneega Avenue, Erwin, TN. Lois Schultz is coordinating all press releases and other logistical details. The public is invited to attend.</p>
<p><b>IX. New Business</b></p>	<p>A. <b>Social Media Policy:</b> Keith Ellis summarized this policy as guidelines for employees regarding their online presence and behavior – personally and professionally - on social media, emphasizing respect, accuracy, and responsibility, and disciplinary consequences for policy violations. A reminder that they are “company representatives”</p> <p>B. <b>Progressive Disciplinary Policy:</b> Keith Ellis summarized this policy as a process designed to address, document and modify actions/behaviors that are unacceptable and will create a paper trail of the steps and actions taken.</p> <p>C. <b>Fleenor Security System:</b> Due to security concerns for both staff and property, an emergency phone meeting was held to discuss the urgent need of installing security door lock systems at both UCEMS stations; to discuss available security systems &amp; the quoted cost.</p> <p>D. <b>Eagle Eye Camera System:</b> Keith Ellis explained that these are the cameras installed for both the SafeHaven</p>	<p>A. Keith Ellis provided a draft of the policy to each board member for review. It was recommended that a “footnote” be added at the bottom stating, “<i>Passed by the Board on (date); policy effective as of (date)</i>” &amp; have the signature of the Board Chairperson. Ellis stated that those exact recommendations will be incorporated into the final version, once approved. He also explained that all employees would receive formal training/guidance on this policy, after approval. Board members requested an opportunity for additional time to review the policy draft and requested that the vote be carried over to the July 2024 Board meeting. Chairwoman Bullen instructed board members to bring any questions to next board meeting and be prepared to discuss and vote on this policy.</p> <p>B. <i>Same details as (A)</i></p> <p>C. During said emergency phone meeting, the Board approved the immediate purchase &amp; installation of the security key card/door lock system, at both UCEMS stations, in the amount of \$10,124.62, from Fleenor Security System.</p>



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Baby Box, as well as to satisfy the DEA requirements for our narcotics storage.

E. **Schedule2 Narcotic Tracking:** tracks narcotics “cradle to the grave”; reports directly back to DEA. Provides effective, efficient and accurate reporting while offering protection to both staff members and patients.

F. **Router Integration** this will 911-dispatch to have a real-time view of our trucks (availability, location). The router integration will improve dispatch efficiency, which will have a trickle-down effect in many areas: increased revenue, increased patient satisfaction, reduced fuel cost, reduced auto maintenance, etc. Keith Ellis also pointed out that this integration will cut down on the radio traffic

G. **General Updates:**

Addressing the entire Board, Keith Ellis offered the following general updates -

- In addition to Becki, UCEMS onboarded three (3) new employees today. They also have five (5) qualified candidates, with applications on file, currently in our pipeline.
- Effective June 01, 2024, UCEMS has implemented ‘Pager Duty’. All employees are required to participate. Pager Duty dates are not assigned by Mgmt – rather, employees select their own Pager Duty date. To select a date for Pager Duty, the employee must be off shift. This is a new program and will need to be monitored closely.
- We have increased our out-of-town transports, as well as increased our dialysis patients.
- Keith Ellis informed the board members that in May there was one (1) day – for a period of six hours -

Because the approval occurred during an emergency phone meeting, Chairwoman Bullen called for a rollcall vote during a public meeting:

Bullen	YEA	Cooper	YEA
Delp		Harrah	YEA
Evely	YEA	Huskin	YEA
Harris	YEA	Sutherland	
Hull	YEA		
White	YEA		

After a brief discussion regarding whether or not there was a current UCEMS Emergency Purchasing Policy in place, it was recommended that one be created for future situations such as this.

Keith Ellis thanked the Board members for their support in approving this purchase.

D. All cameras have been installed; and the system is in the testing phase. Issues-to-date: One (1) camera is experiencing malfunction issues that the vendor is actively troubleshooting. Due to the open service ticket, a final invoice has not yet been received.



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	that UCEMS had to drop to one (1) unit. This was because all available personnel who were willing to work had already “tapped out” of time, including himself. Ellis stated that he spoke directly with Jimmy Erwin to notify him of the situation.	A few members questioned Ellis on corrective action(s). Keith Ellis clarified that <i>“had the ‘Pager Duty’ system been in place at that time, this situation would have never happened”</i> .
<b>X. Medical Report</b>	Medical Director Sutherland was not present; no medical report was given.	Jennifer Harrah addressed the members and raised the issue of meeting each month at Erwin Town Hall. She pointed out that if we added video conferencing capabilities, such as MS Teams, it could prove helpful to those members who travel, etc. by allowing them to attend virtually. All members agreed. Chairwoman Bullen asked Ms. Harrah if she would confirm the availability of the UC Hospital conference room. Ms. Harrah agreed and said that, once confirmed, she would send a confirmation email to the board members, including the hospital’s address and detailed direction.
<b>I. Attorney Report</b>	Todd Hull reported that he and Keith Ellis are in the early discussion phase of putting together training session(s) for crew members.	Attorney Hull and Keith Ellis will continue discussions to develop a curriculum and set a date for this training. Currently, the initial topic for training will be <b>Power of Attorney</b>
<b>Adjourn</b>	Due to the Independence Day holiday, the decision was made to proactively adjust the July UCEMS BOD meeting date to <b>July 08, 2024 @ 4p.</b>  Chairwoman Bullen asked if there was any other business.	Board member Evely motioned to adjourn. The motion was seconded and passed unanimously.  The June 03, 2024 meeting was adjourned at 4:55pm.