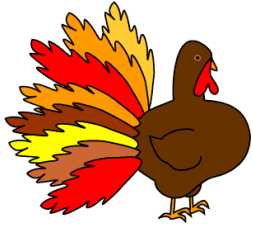




LIFEGUARD

AMBULANCE SERVICE



Monthly Operational Report

November 2011



Mock Vehicle Crash Demonstration

Along with first responders from Avalon, Baghdad, and Pace fire departments, in addition to Gulf Flight (medical helicopter), Lifeguard Ambulance created a mock car accident with multiple victims. The demonstration showed the capabilities of the local first responders and their teamwork during an emergency. The current Santa Rosa Leadership Class attended this annual simulation during their health day class.

The mock incident started with the 911 call and continued through each agency arriving on scene after being dispatched. The demonstration showed the spectators the use of extrication tools such as the “Jaws of Life,” and it also showed the transport and transfer of care onto a medical helicopter. In addition to using crash dummies, there were two volunteers who portrayed the part of live “victims” as part of the mock crash.



This was the fourth year that Lifeguard has hosted the Leadership Santa Rosa Class and coordinated this demonstration. The simulation is a great opportunity for the first responders to be able to practice their skills and teamwork, so that they are even more prepared when emergencies such as this do occur.

Home for the Holidays

For the past several years, Lifeguard has offered complimentary trips home for interested residents living in assisted living facilities or skilled nursing facilities at Christmas time. The trip must originate and end within Santa Rosa County. This year for the first time, Lifeguard decided to offer this service for both Thanksgiving and Christmas.

This year WEAR ABC 3 was present to interview one of the Santa Rosa County citizens who benefitted from this service. Lifeguard transported a resident from Gulf Breeze Courtyard to a family member’s home in the area. He told WEAR ABC 3 that it had been almost a year since he saw his family and that he planned to eat as much as possible. After he spent the day with his family and enjoyed a Thanksgiving feast, Lifeguard returned to transport him back to the Gulf Breeze Courtyard for continued care.

Often times, it is very challenging for individuals in a skilled nursing facility to make it home for the holidays or for their families to be able to visit them. However, this program offers families the opportunity to celebrate the holiday together, an opportunity that they would not have had otherwise. This year Lifeguard will offer this complimentary service at both Thanksgiving and Christmas.

Lifeguard Remains 100% Compliant

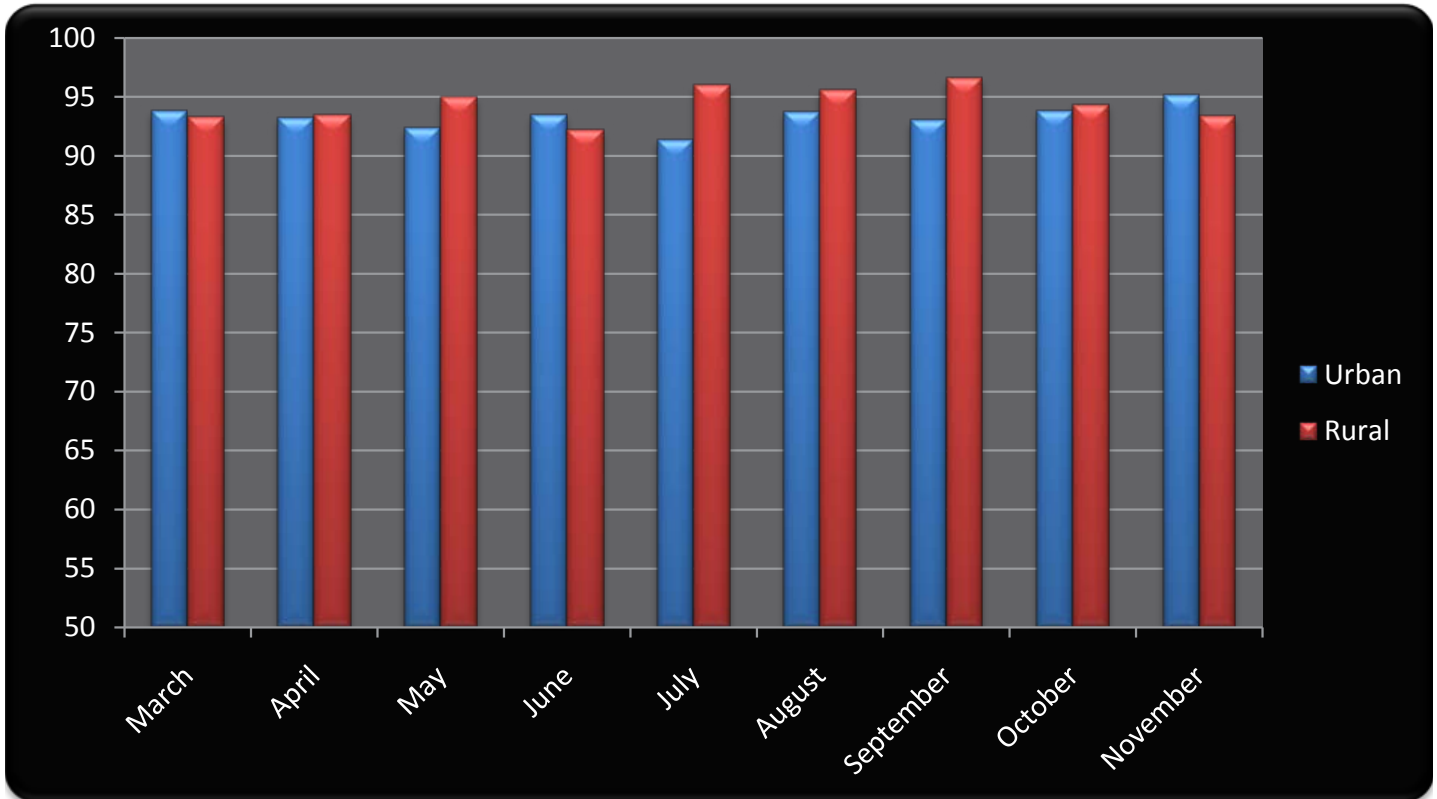
“Record Setting Response Times for 52 Consecutive Months”

November 2011 Volume & Response Time

1797 Requests for Service

1563 Transports

Rural Calls: On scene <18 minutes = 93.41% **Urban Calls: On scene <10 minutes = 95.20%**



Community Involvement

- Pea Ridge Elementary Fall Festival
- Berryhill Elementary Career Day
- Football Standbys for Gulf Breeze, Jay, Milton and Navarre High Schools
- Jay Christmas Parade
- Gulf Breeze Middle School “CPR in School” with EOC
- Home for the Holidays (Thanksgiving)
- Leadership Santa Rosa Mock Vehicle Crash
- 21st Annual Trauma Conference

District One EMS Trauma Conference

Lifeguard provided scholarships for six of its employees to attend the 21st Annual Trauma Conference on November 18 and 19. Each employee received continuing education credits for attending the conference.

The District One EMS Council is comprised of hospital and pre-hospital providers from Santa Rosa, Escambia, Okaloosa and Walton counties.

