

VILLAGE VIEWS

TERRACE PARK • OHIO

Special Edition

November 1989

TP Life Squad Provides Unique Care



Life Squad leaders, from left, Sally Gilchrist, Connie Wilson and Crystal Dahlmeier demonstrate CPR techniques on "Annie," one of two electronic mannequins purchased with a \$1,300 grant solicited by Gilchrist.

The training, organization, and dedication of the Terrace Park Life Squad members provide the village with caring medical emergency services unmatched by professional groups. These good neighbors help elderly residents back to bed with the same confidence and comfort used to keep a child breathing en route to the hospital.

These special neighbors are:
 * Chief Connie Wilson - administrative head, maintains budget and communication with council, RECRUITS.
 * Assistant Chief Sally Gilchrist - head training, continuing education,

RECRUITS.

* Captain Crystal Dahlmeier - inventories equipment and supplies, RECRUITS.

* Lieutenants Dennis Elliott and Dick Mittendorf - repair equipment and oversee ambulance maintenance.

Life Squad members are: Doug Bosse, Becky Casteel, Laura Colston, Sally Fitzgerald, Bob and Pat Forbes, Francine Glassmeyer, Tucky Harrison, Mary Kipp, Carol Krachon, Mary Malotke, Jamie McClurg, Shirley Mittendorf, Jan Popelka, David and Jan Schloss, Kathy Schneider, Kay Todd and Candy Wachterman.

Popelka Tries To Fill Holes In Schedule

Two dozen dedicated Terrace Park volunteers provide emergency medical service for each and every resident of the village. Jan Popelka's preparation of the monthly life squad schedule is no small undertaking. In fact, with the extraordinary efforts of Connie Wilson, Sally Gilchrist, Shirley and Dick Mittendorf, Popelka has performed scheduling miracles in the past few months.

Popelka said, "After calling up everybody for extra duty, I go to Wilson and Gilchrist, and they almost take it all." She added that without the Mittendorfs, we'd be sunk. Every night of the year from midnight to 8:00 a.m. either Shirley or Dick is on duty. Popelka explained the majority of the volunteers are putting in more than 20 to 25 hours on call each week.

Last month when the Mittendorfs took a week of vacation, Dick averaged more than 32 hours and Shirley had 46 hours ON CALL EACH WEEK. With the Mittendorfs on vacation, Wilson and Gilchrist picked up extra, extra duty this month, and Gilchrist averaged 48 and Wilson had 56 HOURS ON CALL EACH WEEK.

Editorial Note

How much longer are the residents of Terrace Park going to ask the current Life Squad members, led by Wilson, Gilchrist and the Mittendorfs, to carry the entire village? Strong as those backs are, the load needs to be shared. Life Squad needs volunteers now, next year and the year after. When will you take your turn?

Emergency Continues

Fellow Terrace Parkers:

As has been well publicized, I have been forced to declare a state of emergency for the Terrace Park Life Squad due to critically low daytime staffing. On a temporary basis, we are now contracting with Milford for daytime coverage two days a week.

We are going to use this period to sort out our longer term options. We clearly want to maintain full time coverage by Terrace Park's own Life Squad if at all possible. This special edition of the Village Views is designed to give everyone in the village a better understanding of the many sides of Terrace Park's Life Squad, and how it has helped so many people in our community—my family included.

If the additional staffing needed simply can't be found within the community, we will have no choice but to look at contracting for an ongoing portion for all of our emergency medical care needs. Either of these options has a double negative for Terrace Park. The example, an outside contractor will transport in true emergencies only. Further, the cost of an outside service will be higher than the volunteer based Terrace Park Life Squad...read, "more tax dollars."

Please take the time to read through this special edition. And please ask yourself if now is not the time for you to become involved in Terrace Park's Life Squad. Thanks.

Jack Schmidt, Mayor

Milford Squad Handles Only True Emergencies

"The nature of emergency medical service will change on the two days each week we're out of service," Life Squad Captain Connie Wilson explained. "Because we're Terrace Parkers, we're able to provide a kind of service a larger squad cannot. When the Milford squad is here they will give excellent care, but they do not do runs that are not true emergencies," Wilson concluded.

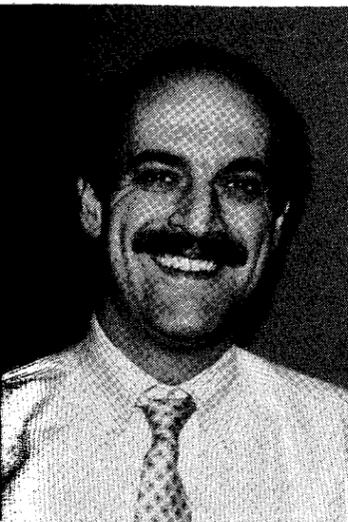
The Terrace Park Life Squad, however, provides more than emergency medical service. Wilson explained squad crews have called husbands and doctors and even arranged for child care before transporting a patient. Some village residents call the squad when they need help getting to their car or have fallen from a wheelchair. These kinds of things are not going to happen when Milford is on call.

The most important change in service when Milford is on call will be the increased response time. The Terrace Park crew is at the scene in five minutes. That response time, according to Wilson, will be increased to a minimum of 10 minutes, and will probably be closer to 15 minutes.

Wilson explained, "You have four to six minutes after breathing and circulation cease to restart circulation. Those minutes are crucial as brain death will occur in four to six minutes."

The Milford squad, which has paramedics with drugs and advanced life support, is now called to assist on all Terrace Park cardiac arrest cases. Wilson noted that with the current Milford mutual aid agreement, Terrace Park patients get both quick care and the additional life support Milford can supply.

Medical Director Says Neighbors' Care Is Best



Oblinger said he is surprised the Terrace Park Life Squad didn't cut back their days of service before this. He added, "Although the Milford squad will provide excellent, professional care, it is not like getting care from your neighbors." He said, "If all their units are on call, the possibility exists of a tremendously long wait. In cases of cardiac arrest or major traumas such as an auto accident, 10 to 15 minutes is a long time to wait. Even five minutes can make a big difference." He explained, "As response times go for squads, Terrace Park does very well. They get in and out of the building very quickly."

Oblinger, who reviews every run made by the Terrace Park Life Squad, said they do an excellent job and take training and continued education a lot more seriously than a lot of squads do. He concluded, "Taking care of patients is enjoyable, although there are a lot of tense moments. It gives you a rush of adrenalin that is unmatched by anything else. There's no question, people who do emergency care enjoy it."

Dr. Phil Oblinger, M.D. has served as Terrace Park Life Squad Medical Director since his move to the village in 1986. As Director of Emergency Services at Clermont Mercy Hospital, and Chairman of the Pre-hospital Care Committee for Clermont County, Oblinger has seen many emergency medical departments resort to paid help.



Village residents frequently call Life Squad members for blood pressure checks. Francine Glassmeyer, left, Dick Mittendorf, and Marlene Scholl checked blood pressures at the annual Labor Day Festival.

TP Life Squad Members Have Saved Village Lives

In 1988 Terrace Park's Life Squad made a total of 140 runs, 124 for adults and 17 for children. Squad Chief Connie Wilson said, "The significant difference in 1989 is that the number of runs for children has greatly increased. We have already transported 16 children."

One of those transports was Maren Schmidt, who was en route to school when she had a bad fall from her bicycle at the Union 76 station. Willie Dill phoned Ricki Schmidt from the gas station saying they had called the Life Squad for Maren. Schmidt said, "Although I rode in the ambulance to the hospital, my first thought was 'what if I hadn't been home?' It is extremely comforting to know your child will get medically sound treatment and great comfort whether parents are on the scene or not. Although Maren was on a board with her neck braced and her leg splinted, she was not frightened en route because of the caring and comfortable attitude of the Squad."

Scott Crosswell said the Life Squad has helped his family twice, and the response time was a matter of minutes on both occasions. Crosswell said, "My recent auto accident with a deer was relatively minor, but our son was a very serious matter. They're responsible for our youngest little boy living. When he was 2 1/2 months old, he had a reaction to some medication, and the Life Squad kept him conscious on the way to the hospital. There is little doubt in my mind he might not have made it without them."

What began as a simple call to borrow a heating pad began a chain of events Laurel Ross will never forget. Ross said she called her neighbor, Janet Popelka, for a heating pad for her son, who had hurt his neck at the swimming pool. A Life Squad member, Popelka suggested a pediatrician be called before applying heat to the injured neck. Ross said her pediatrician explained the muscles can hold the neck for a time after a break, but once it snaps after a break, the chance of paralysis is staggering. Her pediatrician instructed her to call the Life Squad immediately to transport her son to Children's Hospital for neck x-rays. Ross said the neck was not broken, but "it could have been terrible." Although she was frightened, she said "it was extra nice to have somebody you know on the Life Squad crew taking care of your family. They were just terrific."

That special care given by the Terrace Park Life Squad is not limited to the children of the village. Pere Roberts said the Squad did a beautiful job for his housekeeper when she had a stroke. He added, "They were here for her more than once, when she needed it."

Kim Pritz said the squad members that came to her rescue "were so gentle." Pritz said, "In a nutshell, my two year old put my car in gear and I got caught between it and an ice cream truck." She hopes the squad is not discontinued. She said it feels very good if you've seen the people on the crew before they're taking care of you. When Pritz was



Mary Kipp says her twins, Susan, left, and Sarah appreciate the Life Squad. After two squad trips to the Kipp house for Sarah, she refers to it as "My Life Squad."

transported to the hospital, Squad Assistant Chief Sally Gilchrist took the Pritz children home. Pritz said, "A week later she was a member of the crew which came to take care of my mother. Sally seems very much in control, which is extremely comforting."

The Terrace Park Squad was on another run when Julie Rugh called for help after toxic fumes from cleaning fluids filled her home. Before the Milford Squad came, Rugh said, "The Terrace Park Police arrived with Sally Gilchrist, who put oxygen on me right away. From the time I made the call it was 10 to 15 minutes before the Milford Squad arrived."

Lane Merten knows time can be critical. She said, "I was so terrified when I thought my little girl was not breathing. I can't tell you how much it means to have those moms come to your door. Three of them called later to check on me." Merten added, "The time factor is so important. If it takes eight minutes after you call, that's too long." Merten added, "You always think it's not going to happen to you. I have five children, and I still thought I would never need them."

Help was on hand in the stands when Mike Duckwall's leg was broken in a soccer game. He said, "Mrs. Wilson was at the game. She, Mrs. Krachon, and Mrs. Wachterman put an air splint on my leg and put me on the stretcher. When we got to Children's they took us right in and cut off my shoe and sock." Just one more advantage of Squad transport to the hospital is the elimination of the long stay in the waiting room.

Mary Kipp, who knows from personal experience the local squad is needed, became a Life Squad member this year. The first of five squad runs to the Kipp House was the night her twins were born. Twin Sarah, who has been a squad patient twice, now refers to "My Life Squad."

Squad Service Can Influence Career Choices



Shirley Mittendorf

Life Squad membership has helped some Terrace Park residents choose new career paths. Shirley Mittendorf was squad chief until 1988 when she became a full-time paramedic with the Milford/Miami Township squad. Mittendorf, a squad member for nearly ten years, continues to volunteer many hours on the village squad.

Past squad members who have pursued related careers include: Nonie Ward Hague, medical transport; Beth Maddux, nursing; and Marie Ramsdell, x-ray.

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Wilson concluded, "We have everything in place - a strong organization, good administration, a top-notch vehicle and up to the moment equipment. We just need people." Life Squad members are busy people, just like everyone else. Pat Forbes has just come back from maternity leave. Kathy Schneider has small children. Sally Fitzgerald is a part-time attorney with a full-time job of caring for her husband Gerry. Jamie McClurg travels. But, they all think it's important for the Terrace Park Life Squad to be there when YOU need them.

1988 TERRACE PARK EMERGENCY MEDICAL SERVICES

Total Runs	140
Mutual Aid	21
Terrace Park	119
Runs by Time of Day	
Midnight - 8:00 a.m.	26
8:00 a.m. - 6:00 p.m.	77
6:00 p.m. - Midnight	37
Run Categories	
Assault	2
Auto Accident	12
Cardiac	9
Cardiac Arrest	4
Fracture	1
Injured Person	26
Overdose	1
Respiratory	1
Sick Person	15
Unconscious	6
Other (i.e. Hypothermia, trauma, diabetic or allergic reactions)	41

Squad Hopes To Welcome New Members Aboard



David and Jan Schloss are one of the three married couples volunteering their services to the Life Squad. Shirley and Dick Mittendorf, and Bob and Pat Forbes are also squad members.

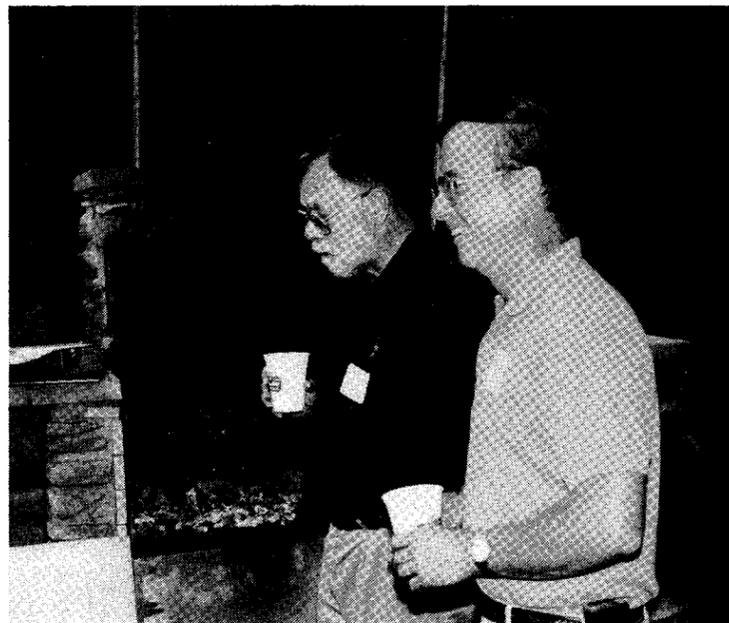
"I'm a terrible person in an emergency. I panic. I faint if I see blood." Squad Chief Connie Wilson says she has heard them all. She recalled, "My family nine years ago laughed when I said I was going to join the squad."

Wilson explained "people panic when they don't know what to do. That panic is erased by education. New trainees are not put in positions of responsibility they can't handle. They're trained."

Each new recruit, who must be at least 18 years old, have a valid

driver's license and a high school diploma or equivalent, attends an Emergency Medical Technician-Ambulance course. The class, which lasts a couple of months, is usually held in Terrace Park, and teaches fundamental life saving techniques and skills valuable to your family as well as your community.

After passing a state certification test and gaining several hours experience in a hospital, recruits become Squad trainees. Issued a uniform, radio, light and siren, a trainee works with an experienced crew.



Life Squad Lieutenants Dick Mittendorf, left, and Dennis Elliot enjoyed the annual party at Stumps Boat Club, where Mittendorf grilled the beef tenderloins to perfection. Camaraderie and cooking seem to go hand in hand for Life Squad members, who joined the Fire Department in serving the annual Pancake Supper at the elementary school Nov. 4. One member described life squad as 25% social and 75% work.

Dear Neighbors,

Please read and consider the following. A Life Squad representative will visit you soon to collect your answers.

1. Prior to this survey, were you aware of the crisis that the Terrace Park Life Squad is facing?
2. Are you satisfied with the current Life Squad service? If not, why?
3. Are you aware that the Life Squad is staffed by volunteers?
4. Did you know that the normal Life Squad commitment can be as little as one 8 hour shift per week plus one weekend every seven weeks?
5. Did you know that Life Squad volunteers are not required to stay at the station while on duty-they need only be in or near Terrace Park?
6. Did you realize that if babysitting is a problem for volunteers, that the Village and the Life Squad can probably help?
7. Do you know that Life Squad volunteers are fully trained before they go on their first run?
8. Did you know that each of our volunteers had major second thoughts about his/her ability to handle crisis, but, after being trained, gained confidence?
9. Did you know that the Life Squad particularly needs people available during daytime and late nights?
10. Did you know that the Village pays for all expenses related to volunteering-training costs, uniforms, etc.
11. Did you know that the most common excuse for not joining is, "I just couldn't do that."?
12. Did you know that the heart attack victim, the injured child, the person in a car accident, or the scared senior citizen can't buy that excuse? They need you now.
13. Do you have any suggestions as to how the Life Squad can recruit volunteers?
14. Will you volunteer for Life Squad?