



Compassionate professionals delivering the highest quality emergency medicine, specialty care, and training to our providers and communities.

2020 was not at all what anyone expected especially in the world of providing Emergency Medical Services and being frontline healthcare providers. In my 27 year career, I have never seen so much change happening daily sometimes even hourly, new policies/procedures, new protocols, response changes, new guidance, daily/weekly virtual meetings all in response to this historic year with the coronavirus pandemic. Our agency stepped up in a big way, not only to meet the medical needs of the community with regard to medical response and inter-facility transport in the face a pandemic, our agency worked alongside the Vermont Department of Health providing COVID pop up testing clinics in Saint Johnsbury from the beginning. Weekly our crews helped staff VDH pop up sites with two to three EMT/Paramedics to provide additional support and resources to provide PCR testing. Our staff tested hundreds of local residents and visitors traveling into the region. Donned in personnel protective gear -N95 masks, gloves, gowns, faceshields inside a tent in the midst of the summer heat for hours, our staff was there. In addition, our team was available to be called upon to do home PCR tests for those who did not have transportation to a test site. We also were called up for additional resources for potential outbreaks or scheduled facility testing in the region. Lastly, we will be providing assistance to VHD for vaccine clinics once they have these up and running for the community as well.

Even though this was a stressful year and many additional responsibilities and changes added upon our staff, they adapted and overcame with a tremendous level of professionalism. This was new to all of us in many ways, and we had to learn new ways to protect ourselves and treat our patients with new equipment in order to keep us safe in our transport environment. This meant a great deal of training and familiarizing with new equipment and updated protocols. Our staff has been here 24/7/365 meeting the medical needs of our communities and a big “thank you” should be given to all the frontline medical staff and responders as well as all the other essentials workers who have been here assuring everyone is safe. If you see a healthcare provider/medical responder, please thank them! CALEX has protected our staff very well during this period, with only a few isolated sick days as expected during this time of year. We have not had any staff COVID-19 positives to date and our staff has begun receiving their vaccinations.

CALEX continues to provide the highest quality of pre hospital care to all the towns we serve providing 911 coverage at the Paramedic level 24/7/365. Serving 9 towns – Saint Johnsbury, Waterford, Barnet, Concord, Kirby, Victory, Danville, Walden and Peacham. Our volumes were down this year due to the pandemic. CALEX responded to 1,366 911 responses and the remainder being Interfacility Transfers and Medical transports. Our average response time to the scene for our entire service area 8 minutes 32 secs. Overall our agency responded to 2,815 requests for service. CALEX provided 478 inter-facility transports throughout the year in VT and an additional 282 in NH for a total of 761 inter-facility/medical transports. These transports are a critical point of our service, reducing any delays of getting our patients to definitive care whether it be trauma services, cardiac care or other specialty services at a higher-level care facility such as DHMC or UVMMC and other hospitals across the New England. CALEX also continues to provide Paramedic intercept services to Lyndon Rescue and other services that may be transporting critical ill patients into NVRH. Our Paramedics respond rapidly with our intercept vehicle to meet on scene or enroute to the hospital to provide the highest level of care. Our crews experienced many life-saving emergencies and very successful stories with great outcomes this year. We provided numerous training opportunities with both internal and external training as well as various simulation opportunities to focus on high quality training for our staff.

In 2021, we plan to remount our 2011 Dodge Ambulance, and replace with a 2021 Ford F-450. This remount process which is completed by Osage Ambulance, Linn MO – removes the old box from the chassis, installs new LED lightning, new flooring, reinspects all the electrical systems, and completely sandblast the box and repaint/letter. This remount process has been successful for us while saving thousands versus purchasing new for a minimum of two remounts. We maintain a fleet of 5 Ambulances, one Paramedic intercept vehicle, one off-road UTV.

As we end 2020, I look forward to safe and successful year of providing the very best of pre hospital care to our communities. We are fortunate to have such a dedicated and experienced team providing care for when it is needed to anyone who may need our service in the communities we serve. We hope you will continue to support us and approve our funding requests so we can continue providing the very best Emergency Medical Care to the region.

In closing, I would like to thank all of our staff, their families, and the CALEX Board of Directors and our dedicated dispatchers for their continued support and dedication to the Agency’s mission.

Respectfully Submitted,

Michael J. Wright, NRP
Chief Executive Officer