



## Naugatuck Ambulance Incorporated

If you called for an ambulance in the Borough of Naugatuck prior to 1970, you would probably get a police car or maybe an ambulance from Waterbury. That all changed when the Naugatuck Volunteer Fire Department created an ambulance corps with eight members.

Housed in a small garage located at the old police department, the Cadillac ambulance was ready to roll. It wasn't long before the Naugatuck Volunteer Ambulance Corps purchased a second ambulance. The second Cadillac was parked in a bay behind the firehouse on Old Firehouse Road. As the 1970's came to a close, NVAC realized they needed a larger facility. They built and moved into a larger facility on Rubber Ave, where they remain today.

In the early years, NVAC was dispatched by the police department over the fire department radio frequency. In the early 1980's, dispatching was taken over by Northwest CMED and remains that way today.

Significant growth in call volume prompted NVAC to add a "fly car" in the early 1980's. It was known as E-1. NVAC was one of the first ambulance services in the state to place a fly car in service. They also added a third and fourth ambulance as well as a second fly car as years went on. Naugatuck was also one of the first ambulance outfits to staff a unit with two women. While this may not seem like a significant fact now, it was a big deal in the early 1970's. "It

wasn't common to have an ambulance with just female crew members", said Naugatuck's CEO Larry Santoro. "Our women were pioneers in EMS and broke stereotypes", he added.

High call volume, coupled with the scarcity of available volunteers in the late 1990's forced a change in the staffing model of the corps. In 1999, Naugatuck Volunteer Ambulance Corps ceased operations and officially became Naugatuck Ambulance Inc., a private non-profit organization. From that point forward, all units were staffed by paid employees.

"We got to a point where there weren't enough volunteers to cover the shifts", explained Santoro. "We needed to adapt in order to insure coverage".

Santoro has been part of the organization since 1974 and is still active in running the

day-to-day operations of the organization. It was also in the 1990's that Naugatuck upgraded their licensure level and began providing paramedic level service.

Naugatuck regularly operates one BLS and one ALS ambulance every day at peak volume time. They drop down to one BLS ambulance and one ALS fly car on the off-peak and overnight hours.

Statistics:

Chief/CEO: Larry Santoro

Established as Naugatuck Volunteer Fire Department Ambulance Corps in 1970

Became Naugatuck Ambulance Incorporated in 1999

Annual call volume: 4000

Number of Ambulances: 4

Number of Fly Cars: 2

Number of EMT's: 18

Number of Paramedics: 6

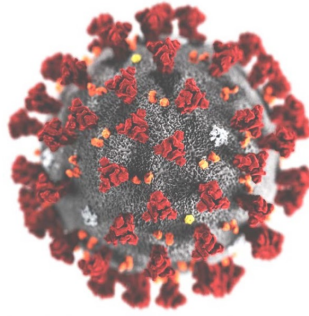


## COVID Update

As we all continue to persevere through the COVID19 pandemic, we are all learning to adapt and meet the needs of our patients and community. Nobody exemplifies this more than our EMS and healthcare providers. Thank you for always rising to the occasion!

Now that we have “flattened the curve” and even seen a dramatic decline in COVID positive cases, Waterbury Hospital has begun resuming normal operations. Last week, we opened for elective surgeries once again as well as many outpatient services.

Many hospitals across the nation have seen a significant decline in Emergency Department visits in recent months. This has been largely attributed to patients reluctance to go to the hospital from fear of acquiring COVID19. The result has been many patients putting off urgent and often life-saving care.



As EMS providers, it is important that you feel comfortable bringing patients to Waterbury Hospital and others. You may also find yourselves in a position to allay the fears of your patients. **Please be assured that Waterbury Hospital is a safe place for patients.** We have completely COVID Free units and adhere to strict PPE and sanitary and cleanliness guidelines. There are currently only 3 COVID positive patients in the hospital at this time and for the past week we have averaged only 1 new patient daily. Those patients are on a COVID-only unit and separate from other patients.

If you should find patients apprehensive about coming to our hospital, or any other hospital, please reassure them that “We are here for You” and “We are safe and ready to take care of their healthcare needs”.

Thank you and stay safe!

- CEO Lester Schindel and COO Mark Holtz

## Oxford Gets a New Rig

Oxford Ambulance Association recently took delivery of their brand new custom ambulance. The Type 1 truck has an Ford F-550 chassis with an AEV module. The vehicle will replace “J-40” their old Type 3 Ford. It is expected to go into service within the next few weeks.





### Thomaston Ambulance HAZMAT

On April 20, Thomaston Volunteer Ambulance Corp responded to a metal plating factory on Waterbury Road in their town for a HAZMAT incident.

When they arrived, they noticed severe burns all over the patients body. The patient had already been removed from the hot zone of the HAZMAT. The crew from Thomaston Ambulance notified Thomaston Fire and immediately transported the patient to Waterbury Hospital. While enroute, the crew's patch gave an update stating the patient had burns on the entire right side of their body including on the patients face. The patient was deconned on scene but needed secondary decontamination. Upon their arrival at Waterbury Hospital, the patient was taken into Room 1 from the outside. The crew from Thomaston Ambulance, nurses, doctors, and Emergency Management assisted in deconning the patient. Because of the burns, a full trauma was called. The SDS Sheet called for 30 minutes of flushing which the our staff and the EMS crew



did with the patient on TVAC's stretcher. The crew from Thomaston was amazing and were very cooperative with the extra steps that they needed to take in order to save the patient. The crew from Thomaston, is the reason this patient is alive today. The patient was transferred to Bridgeport Burn Center to start their road to recovery. We would like to thank both EMT Amy Call and EMT Tom Mancione for their great work to keep this patient alive and for their cooperation with hospital staff. We will celebrate as soon as we can.

### Beacon Hose Ambulance Burns During Transport

On May 11, a Beacon Hose Company #1 ambulance crew was transporting a difficulty breathing patient to Waterbury Hospital when their ambulance caught fire.

EMT's Gretchen Carlson and Patty Crossley were transporting the patient when the vehicle began showing signs of trouble. Carlson was caring for the patient in the back when Crossley, who was driving, noticed the vehicle had lost power. "All of the sudden the gages on the dash went out and I heard a loud pop from under the hood." explained Crossley. "Then smoke started coming through the air vents".

Crossley radioed back to CMED dispatch and reported they needed another unit for transport and the vehicle was on fire. Both Carlson and Crossley quickly removed the patient from the ambulance and reassured her she was safe. "Our patient was already nervous because she was having trouble breathing", said Carlson.

Within a few minutes, the engine compartment was completely engulfed in flames. Beacon Hose's second ambulance arrived on scene quickly and resumed transport of the patient. Fortunately, the patient suffered no deleterious effects from the incident.

Fire Chief Brian DeGeorge praised



crew members for acting quickly to protect the patient. "I am impressed by the professionalism and quick action Patty and Gretchen", he said. "They kept their cool and did everything perfectly to insure the patient was safe".

DeGeorge reports the ambulance was deemed a total loss. Beacon Hose had already had its replacement ordered at the time of the fire. "We weren't quite ready to retire it just yet. The new truck isn't ready", he said.

Within 24 hours of the fire, Beacon Hose officials received a call from Southbury Training School Fire Chief Tim Baldwin offering help. STS had recently ceased operation of their ambulance service and had an ambulance in storage. Chief Baldwin asked in Beacon Hose would be interested in borrowing the vehicle while they await the replacement of the burned unit. "Chief Baldwin and his team at the state really came through for Beacon Hose and our town", said Jeremy Rodorigo, Beacon Hose's PIO. "We are so grateful to Tim and the state for making this happen. It shows that those of us in EMS and public safety look out for each other".

Within 24 hours of having the borrowed STS ambulance in service as Beacon Hose's backup unit, it was used on a double trauma call on Route 8. It has been used on several occasions since.

# Stress Management for First Responders



Shift work, overtime, and the nature of our jobs are stressful... are you running yourself in the red?

Come spend time with fellow first responders

Online meetings every Tuesday at 7pm-8pm

Meeting ID: 857 8990 7798

Password: 405 428

Same meeting ID every meeting

Log into zoom and click join a meeting

Different topics each week including open discussions

Police-Fire-EMS-Vets-Dispatchers-Corrections-ER Staff welcome

Email [stevenwilcox298@gmail.com](mailto:stevenwilcox298@gmail.com)  
with any questions or for more information.