



Washington Ambulance Association Annual Report

2015

109 BEE BROOK ROAD - P.O. BOX 294 - WASHINGTON DEPOT, CT 06794 - WWW.WASHINGTONAMBULANCE.ORG

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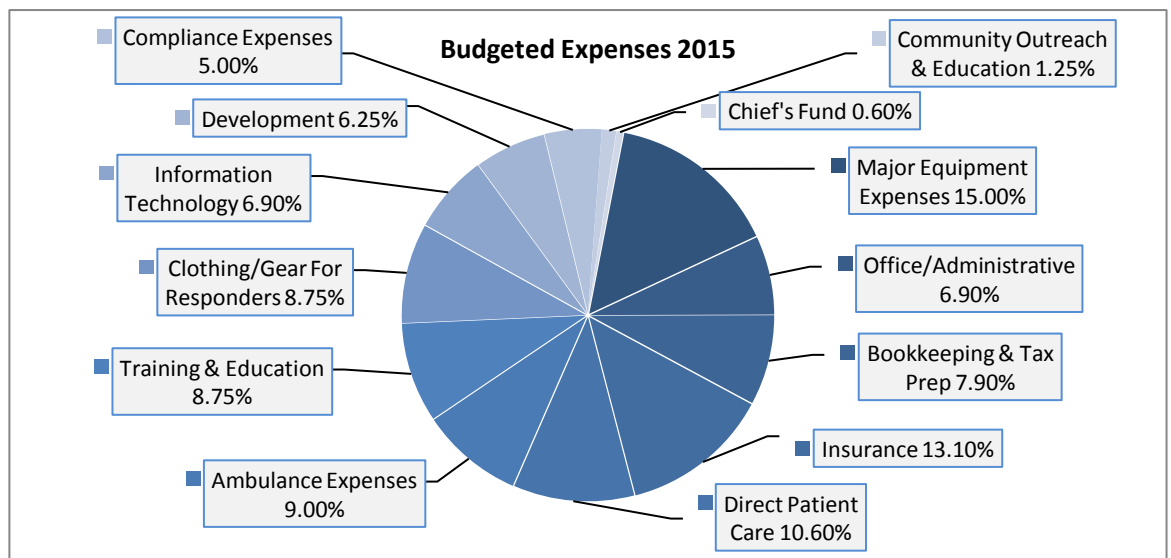
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Dear Friends and Neighbors,

Washington Ambulance Association has had a busy, productive year. Thanks to your generosity, we have not only continued to provide emergency medical services to hundreds of patients and families, but we continue to expand and improve. We are most grateful for your help! We are proud of our 40 volunteer crewmembers who have given selflessly of their time and effort all year. And we thank our Board for their careful oversight.

The Year in Review

Budget Summary. There seems to be a common misconception that Washington Ambulance Association is funded by the Town of Washington. In reality, we are a private, non-profit 501(c)(3) organization. You can look us up on GuideStar, the guide to non-profits. If you do, you will see on our tax return that 98% of our annual income comes from contributions (that means your donations!), while 2% comes from interest income. Our operating budget for calendar 2015 was \$80,000. YOU gave us the money to fund that budget, and we would like you to know how we used it, as shown in the chart below.



We are able to provide this vital service - **without charge to patients** - on this modest annual budget because we operate with all-volunteer staffing. This is truly a team effort.

Community outreach. Nationally, there has been a growing interest in how EMS organizations might help their communities prevent emergencies. While our focus continues to be on responding to emergencies, every year sees us doing more community outreach. In May 2015, our local celebration of EMS Week was dedicated to raising awareness and funds with a tag sale and raffle. We were thrilled to be a part of Washington Community Day in June. We gave ambulance tours and demos of medical equipment. Throughout the year we have responded to requests from local businesses, the Washington Senior Center, and the Gunn Memorial Library to present workshops on topics such as First Aid, CPR, and home safety. We have visited classrooms to teach our children and spark their interest in future participation in EMS. Finally, we have reorganized and expanded the membership of our Patient Advocacy Team to better serve our patients' families when they face the pain and difficulties of serious illness, injury, or death of a loved one.

Communication. We want you to know who we are and what we do and to bring personal and community health and safety issues to your attention. We also want to hear from you. Words cannot fully express how touched we are when we receive thank you cards from our patients & families. With the writer's permission, we'd like to share a recent note:

"To you selfless individuals, All of you who at the 'drop of a hat' lay aside whatever you are doing in order to go to the aid of those in distress... (we) send our thanks and express our admiration of your thoughtful and professional service placing our town foremost in communities where we support the well-being of all by rendering service to each. We owe you a debt unlimited."

How can we serve you better? To that end, we have improved and expanded our website. Please visit www.washingtonambulance.org. There you will find copies of our Quarterly Newsletters and other helpful information. You can contact us to ask questions or raise suggestions. We'd love to hear from you!

Our community support is amazing!

Please open to the center section to see our recognition of those who were so very generous.

\$101,140.00

was raised during our 2014-15 campaign

2014 ANNUAL APPEAL

Recognizing contributions made between April 1, 2014 and March 31, 2015

LIFE SAVER (\$10,000 +)

Robert and Mary Shea

FULL CREW (\$5,000 to \$9,999)

Middlebrook Family Advised Fund

The Ursula S. Riotte Charitable Remainder Trust

FIRST RESPONDER (\$1,000 to \$4,999)

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2014 ANNUAL APPEAL

Recognizing contributions made between April 1, 2014 and March 31, 2015

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and Daniel Bresnihan
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Janet Young
Robert E. Young
Helen and Dick Zampiello

IN HONOR OF

All the volunteer ambulance
& firefighters
The EMTs
Marilyn and Bob Farber

Debbie Forese
Deborah Griesbach
Eliot Johnson & Family
Jacob Mandl

Hallie and Gretchen Meyer
Darryl Wright
Steve Wright
Mary Jane Yurchak

The wonderful men and women of
Washington Ambulance Association

IN MEMORY OF

William C. Bader
Will Barney, Sr.
Willie Barney, Jr.
Virginia Cherniske
Don Etherington
Jerome Keip

Andy Lecher
Dotty Lee
Peter Locke
John Marsh
Mercedes Mestre
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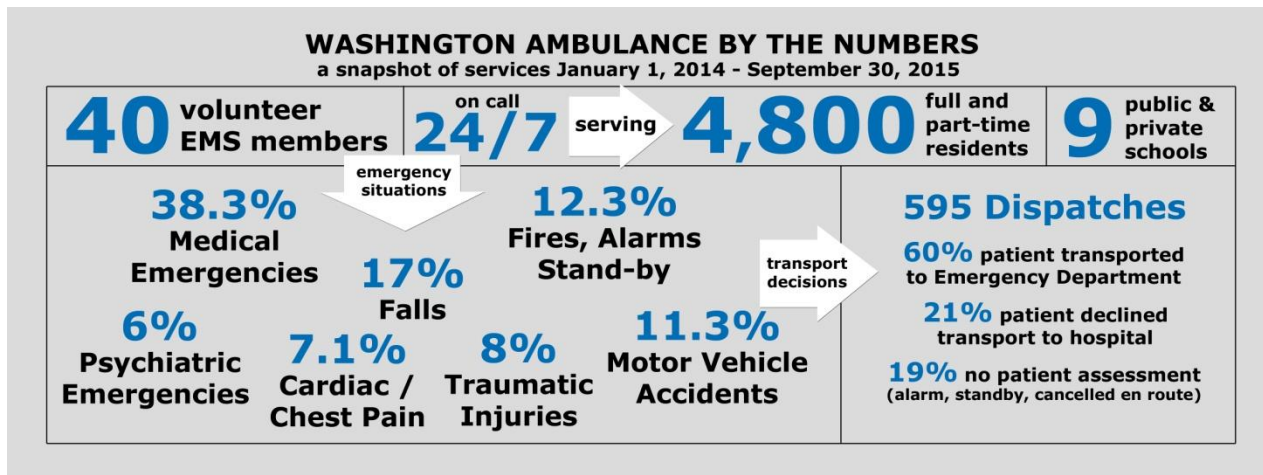
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Paul Revere
Virginia S. Risley and
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Isabel Simonds
Arthur F. Smith
Barry J. Volante
Sue Werkhoven

THANK YOU for your support. It matters.

We have made every effort to ensure the accuracy of this donor list for contributions made between April 1, 2014 and March 31, 2015. We apologize for any errors. Please let us know about them by emailing info@washingtonambulance.org.

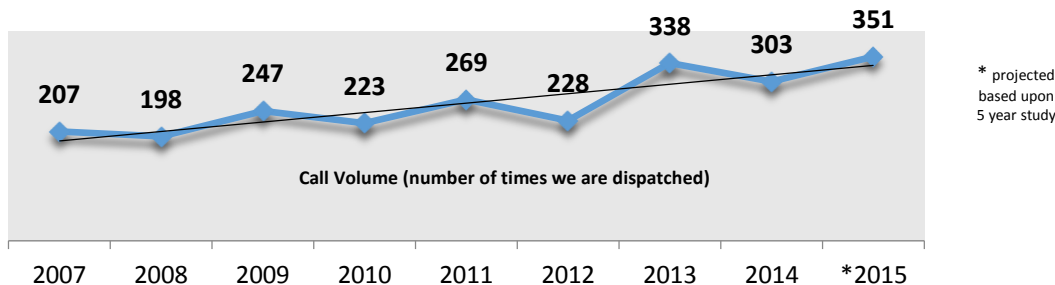
Emergency calls. Our primary mission is to serve our town by providing professional and compassionate emergency medical services. We have compiled call data over the previous 21 months **January 1, 2014 - September 30, 2015** to give you an idea of what we do. We were called into action 595 times.



Please note, many of the calls resulting in "patient declined transport to hospital" were from patients age 65+ who had fallen. They were not seriously injured, but they were unable to get up without assistance and often required EMS assessment of potential injury. We respond promptly when our neighbors call 911, for any reason. We are proud of the job we have done in emergency situations. We are equally proud of the fact that we have remained faithful to our mission to provide all services "as a public benefaction", free of charge. This is what we train for and work so hard to accomplish as a team!

Looking to the future

Perhaps the biggest item on next year's agenda is strategic planning. Our Board, our officers and our crew must work together on a long term plan for the Washington Ambulance Association. It is clear that changes are coming and they will inevitably influence our practice. Demographically, we are an aging population, nationally and locally. Overall, 38.3% of Emergency Department patients arriving by ambulance are age 65+. As our residents age, odds increase they will require emergency medical care. Based on current data, the median age in Washington has increased over seven years in the past decade, reaching a current age of over 50 and a projected median age of 55 by 2021. The graph below shows that, as our residents age, our call volume continues to trend upward.



We must also address the ever changing requirements of State and Federal regulatory agencies. For instance, each ambulance service in Connecticut is required to develop a local EMS Plan. This will involve not only Washington Ambulance, but many town agencies and individuals. New and different strains of disease impact medical and EMS practice. The recent increase in narcotics addiction, including heroin addiction, pose frightening challenges for our town and for our ambulance service. We take these challenges seriously and are planning accordingly.

Development. In addition to our Annual Fund, this year we broadened our development efforts. Our lists of donors attest to our success. We are grateful to all 487 donors for their kind generosity, and to the Connecticut Community Foundation for recognizing the importance of supporting local non-profits and for bringing that message to others through programs such as Give Local. While we are grateful for our current supporters and friends, we must find ways to increase their number and to improve our position in everyone's charitable giving plans. As we plan future budgets we must include provision for the specialized lifesaving equipment that will enable us to help those in direst need. On a happy, related note, we will complete our specifications and plans for the new ambulance, order it, and get it organized. At the same time, we must determine what to do with our current ambulance. We have compiled data and will continue to assess our community needs.

Finally, let us once again thank all of our supporters, our volunteers, and our patients. Special thanks go to the Washington Lion's Club for their support dating back to the founding of our Washington Ambulance Association in 1942. We have had a good year working together to make Washington healthy and safe! Let's make next year even better.

Sincerely,
Susan Wallace Wyant – Chief of Operations
Philip Wildman – President, Board of Directors