

# Washoe County



**Matt Smith, Chair**  
**Kitty Jung, Vice Chair**  
**Denis Humphreys, OD**  
**Sharon Zadra**  
**George Hess, MD**  
**David Silverman**  
**Julia Ratti**

**Kevin Dick**  
*District Health Officer*

**Leslie Admirand**  
*Deputy District Attorney*

## Health District

### WASHOE COUNTY HEALTH DISTRICT

1001 East Ninth Street, Reno, Nevada 89512  
P.O. Box 11130, Reno, Nevada 89520  
Telephone 775.328-2400 • Fax 775.328.3752  
[www.washoecounty.us/health](http://www.washoecounty.us/health)

## MEETING NOTICE AND AGENDA

### Washoe County District Board of Health

Date and Time of Meeting: Thursday, July 24, 2014, 1:00 p.m.

Place of Meeting: Washoe County Health District  
1001 East Ninth Street, Building B  
South Auditorium  
Reno, Nevada 89512

All items numbered or lettered below are hereby designated **for possible action** as if the words "for possible action" were written next to each item (NRS 241.020). An item listed with asterisk (\*) next to it is an item for which no action will be taken.

Time/ Item	Agenda Item	Presenter
<b>1:00 p.m.</b> *1.	<b>Call to Order</b> <b>Pledge of Allegiance</b> - Led by Invitation	Mr. Matt Smith
*2.	<b>Roll Call</b>	Ms. Dawn Spinola
*3.	<b>Public Comment</b> - Limited to three (3) minutes per person. No action may be taken.	Mr. Matt Smith
4.	<b>Approval/Deletions to Agenda</b> - July 24, 2014 Regular Meeting	Mr. Matt Smith
5.	<b>Approval/Additions/Deletions to Minutes</b> - June 26, 2014 Regular Meeting	Mr. Matt Smith
*6.	<b>Recognitions</b> - A. Years of Service – 1. David Kelly, 10 years, hired 5/03/2004 - EHS 2. Cuauhtemoc (Tim) Buitron, 10 years, hired 7/26/04 - CCHS 3. Angela Penny, 10 years, hired 7/15/04 - CCHS 4. Kathleen Hanley, 20 years, hired 7/25/94 - EHS 5. Steve Kutz, 25 years, hired 7/17/89 - CCHS	Mr. Matt Smith Mr. Kevin Dick

<b>Time/ Item</b>	<b>Agenda Item</b>	<b>Presenter</b>
	<p>B. Promotions –</p> <ol style="list-style-type: none"> <li>1. Kelli Goatley-Seals from Health Educator II to Health Educator Coordinator effective 6/2/14 - CCHS</li> <li>2. Amber English from Environmental Health Specialist to Senior Environmental Health Specialist effective 7/1/14 - EHS</li> <li>3. Mike Wolf from Environmental Engineer II to Air Quality Supervisor effective 6/30/14 - AQM</li> </ol> <p>C. Retirements –</p> <ol style="list-style-type: none"> <li>1. Eileen Stickney - Administrative Health Services Officer –retiring 8/8/14 after 20+ years - AHS</li> <li>2. Cindy Mullen - Advanced Practitioner of Nursing - retiring 7/7/14 after 23+ years - CCHS</li> </ol> <p>D. New Hires -</p> <ol style="list-style-type: none"> <li>1. Dianna Karlicek – 7/14/14 – Environmental Health Specialist Trainee II - EHS</li> <li>2. Virginia McDonald – 7/22/14 – Bilingual OA II - CCHS</li> </ol> <p>E. Transfers -</p> <ol style="list-style-type: none"> <li>1. Nicole Alberti, transfer from Health Educator II (EPHP) to Health Educator II (CCHS) effective 6/30/14</li> <li>2. Margot Jordan, transfer from P/T (CCHS) to F/T (ODHO) Public Health Nurse II effective 7/1/14</li> </ol> <p>F. Reclassifications Effective July 1, 2014 –</p> <ol style="list-style-type: none"> <li>1. Steve Fisher from Dept. Computer Application Specialist to Dept. Systems Specialist – AHS</li> <li>2. Tina Burton from Plans/Permit Aide to Office Support Specialist – AQM</li> <li>3. Phil Ulibarri from Public Information Officer to Public Health Communications Program Manager - ODHO</li> </ol>	
7.	<p><b>Proclamations -</b></p> <ol style="list-style-type: none"> <li>A. National Immunization Awareness Month</li> <li>B. World Breastfeeding Week</li> </ol>	Mr. Matt Smith Mr. Kevin Dick
8.	<p><b>Consent Agenda -</b> Matters which the District Board of Health may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.</p> <p>A. Air Quality Management Cases:</p> <ol style="list-style-type: none"> <li>1. Recommendation to Uphold Citations Not Appealed to the Air Pollution Control Hearing Board: <ol style="list-style-type: none"> <li>a. Chottu-Arco Station No. 82438 – Case No. 1160, NOV No. 5414</li> </ol> </li> </ol>	Ms. Charlene Albee
9.	<p><b>Regional Emergency Medical Services Authority -</b></p> <ol style="list-style-type: none"> <li>A. Review and Acceptance of the REMSA Operations Reports for June, 2014</li> <li>*B. Update of REMSA’s Community Activities Since June, 2014</li> </ol>	Mr. Jim Gubbels

<b>Time/ Item</b>	<b>Agenda Item</b>	<b>Presenter</b>
10.	<b>Approval of the Health Fund Revenue and Expenditure Report for June, 2014</b>	Ms. Eileen Stickney
11.	<b>Authorization to approve a 1.5% Cost of Living Adjustment (COLA) in base wage, retroactive to July 1, 2014; and a 1% Cost of Living Adjustment in base wage effective January 1, 2015, for the District Health Officer position</b>	Ms. Laurie Griffey
12.	<b>Presentation, Discussion, and Possible Direction to Staff regarding quarterly report on implementation of Fundamental Review Recommendations</b>	Mr. Kevin Dick
*13.	<b>Staff Reports and Program Updates</b> <b>A. Director, Epidemiology and Public Health Preparedness –</b> Communicable Disease, Public Health Preparedness, and Emergency Medical Services <b>B. Director, Community and Clinical Health Services -</b> Divisional Update, Program Reports <b>C. Director, Environmental Health Services -</b> Food, Land Development, Vector-Borne Disease, Waste Management, and EHS Inspections / Permits / Plan Review <b>D. Director, Air Quality Management -</b> Keep It Clean – nO3zone Season, Divisional Update—Monthly Air Quality Index; Program Reports – Monitoring & Planning and Permitting & Enforcement <b>E. Administrative Health Services Officer –</b> No report this month. <b>F. District Health Officer -</b> REMSA/EMS, Fundamental Review, Permit Software Project, Community Health Needs Assessment, Staffing, Other Events & Activities and Health District Media Contacts	Dr. Randall Todd  Mr. Steve Kutz  Mr. Robert Sack  Ms. Charlene Albee  Ms. Eileen Stickney  Mr. Kevin Dick
*14.	<b>Board Comment -</b> Limited to announcements or issues for future agendas.	Mr. Matt Smith
15.	<b>Emergency Items</b>	Mr. Kevin Dick
*16.	<b>Public Comment -</b> Limited to three (3) minutes per person. No action may be taken.	Mr. Matt Smith
17.	<b>Adjournment</b>	Mr. Matt Smith

---

**Business Impact Statement:** A Business Impact Statement is available at the Washoe County Health District for those items denoted with a “\$.”

---

Items on the agenda may be taken out of order, combined with other items, withdrawn from the agenda, moved to the agenda of another later meeting; moved to or from the Consent section, or they may be voted on in a block. Items with a specific time designation will not be heard prior to the stated time, but may be heard later. Items listed in the Consent section of the agenda are voted on as a block and will not be read or considered separately unless withdrawn from the Consent.

---

The District Board of Health Meetings are accessible to the disabled. Disabled members of the public who require special accommodations or assistance at the meeting are requested to notify Administrative Health Services in writing at the Washoe County Health District, PO Box 1130, Reno, NV 89520-0027, or by calling 775.328.2416, 24 hours prior to the meeting.

---

**Time Limits:** Public comments are welcomed during the Public Comment periods for all matters whether listed on the agenda or not. All comments are limited to three (3) minutes per person. Additionally, public comment of three (3) minutes per person may be heard during individual action items on the agenda. Persons are invited to submit comments in writing on the agenda items and/or attend and make comment on that item at the Board meeting. Persons may not allocate unused time to other speakers.

---

**Response to Public Comments:** The Board of Health can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment period, speakers may address matters listed or not listed on the published agenda. The *Open Meeting Law* does not expressly prohibit responses to public comments by the Board of Health. However, responses from the Board members to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Board of Health will consider, Board members may choose not to respond to public comments, except to correct factual inaccuracies, ask for Health District Staff action or to ask that a matter be listed on a future agenda. The Board of Health may do this either during the public comment item or during the following item: “Board Comments – Limited to Announcement or Issues for future Agendas.”

---

Pursuant to NRS 241.020, Notice of this meeting was posted at the following locations:

Washoe County Health District, 1001 E. 9th St., Reno, NV

Reno City Hall, 1 E. 1st St., Reno, NV

Sparks City Hall, 431 Prater Way, Sparks, NV

Washoe County Administration Building, 1001 E. 9th St, Reno, NV

Washoe County Health District Website [www.washoecounty.us/health](http://www.washoecounty.us/health)

---

Supporting materials are available to the public at the Washoe County Health District located at 1001 E. 9<sup>th</sup> Street, in Reno, Nevada. Ms. Dawn Spinola, Administrative Secretary to the District Board of Health is the person designated by the Washoe County District Board of Health to respond to requests for supporting materials. Ms. Spinola is located at the Washoe County Health District and may be reached by telephone at (775) 328-2415 or by email at [dspinola@washoecounty.us](mailto:dspinola@washoecounty.us). Supporting materials are also available at the Washoe County Health District Website [www.washoecounty.us/health](http://www.washoecounty.us/health) pursuant to the requirements of NRS 241.020.

---

# WASHOE COUNTY DISTRICT BOARD OF HEALTH MEETING MINUTES

Washoe County



Health District

## Members

Matt Smith, Chair  
Kitty Jung, Vice Chair  
Dr. Denis Humphreys  
Sharon Zadra  
Julia Ratti  
Dr. George Hess  
David Silverman

Thursday, June 26, 2014  
1:00 p.m.

Washoe County Administration Complex  
Health District South Conference Room  
1001 East Ninth Street  
Reno, NV

The Washoe County District Board of Health met in regular session on Thursday, June 26, 2014, in the Health Department South Conference Room, 1001 East Ninth Street, Reno, Nevada.

### 1. Call to Order, Pledge of Allegiance

Chair Smith called the meeting to order at 1:02 p.m. Mr. Dick led the pledge to the flag.

Chair Smith requested a moment of silence for previous Board member Dr. Myles, who had passed away May 24, 2014.

### 2. Roll Call

The following Members and staff were present:

Members present: Chair Matt Smith  
Vice Chair Kitty Jung  
Dr. Denis Humphreys  
David Silverman  
Dr. George Hess  
Julia Ratti [arrived at 1:26 p.m.]

Members absent: Sharon Zadra

Staff present: Kevin Dick, District Health Officer  
Leslie Admirand, Deputy District Attorney  
Charlene Albee, Division Director, AQM  
Steve Kutz, Division Director, CCHS  
Robert Sack, Division Director, EHS  
Eileen Stickney, Administrative Health Services Officer, AHS  
Jeff Whitesides, Manager, EPHP  
Steve Fisher, Department Computer Application Specialist, AHS  
Phil Ulibarri, Public Information Officer  
Dawn Spinola, Administrative Secretary/Recording Secretary

### 3. Public Comment

As there was no one wishing to speak, **Chair Smith closed the public comment period.**

#### 4. Approval/Deletions to Agenda

**Dr. Humphreys moved to approve the agenda for the June 26, 2014, District Board of Health meeting. Dr. Hess seconded the motion which carried five in favor and none against.**

---

#### 5. Approval of Minutes

Chair Smith noted the May 22, 2014 draft minutes incorrectly stated that the Board had approved the amended April 24, 2014 agenda. At that meeting, the Board had taken action to approve the May 22, 2014 agenda so he stated the minutes should be amended to reflect that.

**Dr. Humphreys moved to approve the minutes of the May 22, 2014 District Board of Health regular meeting as amended. Mr. Silverman seconded the motion which carried five in favor and none against.**

---

#### 6. Recognitions

Presented by Mr. Dick and Chair Smith

##### A. Years of Service –

1. Darleen Bidlake, 10 years, hired 6/01/2004

Mr. Dick congratulated Ms. Bidlake for her years of service and thanked her for her efforts on behalf of the Health District and the community.

##### B. Truckee Meadows Bicycle Alliance Appreciation Presentation for Supporting the 2014 Bike to Work, School & Fun Week

Presented by Genine Wright

Ms. Wright displayed an ad that had been run in the Reno News and Review thanking the contributors and she presented statistics from the event. She thanked the Board for supporting the event and specifically Councilmember Ratti for participating in the Mayoral Challenge. She also thanked the Health District staff that participated for the 437 miles that they logged that week.

##### C. EnviroFlash Challenge Results

Mr. Dick introduced Mr. Brendan Schneider who had led the social media initiative to provide Air Quality information to the community. Due to Mr. Schneider's efforts, Washoe County had received first- and third-place awards in the National EnviroFlash Challenge.

---

#### 7. Proclamations

Presented by Mr. Dick and Chair Smith

##### A. Bear Logic Month

Mr. Dick read the proclamation.

**Dr. Hess moved to adopt the proclamation. Dr. Humphreys seconded the motion which was approved five in favor and none against.**

---

#### 8. Consent Agenda –

Matters which the District Board of Health may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.

##### A. Air Quality Management Cases

Staff Representative: Ms. Albee

---

1. Recommendation to Uphold Citations Not Appealed to the Air Pollution Control Hearing Board
  - a. Marvin Picollo Elementary School – Citation No. 5412, Case No. 1158
  - b. Steve Brown – Citation No. 5413 Case No. 1159

**B. Budget Amendments / Interlocal Agreements:**

1. Approval of Grant Assistance Amendment #A-00905414-1 from the U.S. Environmental Protection Agency (EPA) for total funding in the amount of \$686,693 for the period 10/1/13 through 9/30/14 for the Air Quality Management, EPA Air Pollution Control Program, IO 10019.

Staff Representative: Ms. Dixon

2. Ratification of Interlocal Agreement between the Washoe County Health District and the Board of Regents of the Nevada System of Higher Education to provide educational opportunities for School of Social Work students to engage in practical application of classroom instruction in a public health agency environment for the period upon approval of the Board of Regents and the Washoe County Board of Health through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

3. Ratification of Interlocal Agreement between the Washoe County Health District and the Board of Regents of the Nevada System of Higher Education to provide educational opportunities for School of Community Health Sciences students to engage in practical application of classroom instruction in a public health agency environment for the period upon approval of the Board of Regents and the Washoe County Board of Health through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

4. Ratification of Interlocal Agreement between Washoe County Health District and the Board of Regents of the Nevada System of Higher Education to provide educational opportunities for Orvis School of Nursing students to engage in practical application of classroom instruction in a public health agency environment for the period upon approval of the Board of Regents and the Washoe County Board of Health through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

5. Ratification of Interlocal Agreement between the Washoe County Health District and the Board of Regents of the Nevada System of Higher Education on Behalf of the University of Nevada School of Medicine to provide community and clinical public health opportunities for School of Medicine residents during their preceptorship experience for the period upon approval of all parties through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

6. Ratification of Interlocal Agreement between the Washoe County Health District and the Washoe County School District to provide student educational experiences as part of career exploration in public health related professions for the period upon approval of the Washoe County Board of Health and Washoe County School District through June 30, 2015, unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

7. Ratification of Interlocal Agreement between the Washoe County Health District and the University of Nevada School of Medicine Integrated Clinical Services, Inc., and the University of Nevada School of Medicine Multi-Specialty Group Practice North, Inc. (MSAN) in the total amount not to exceed \$11,300 annually in support of male sterilization procedures for the period July 1, 2014 through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

8. Ratification of Interlocal Agreement between the Washoe County Health District and the University of Nevada School of Medicine Integrated Clinical Services, Inc. and University of Nevada School of Medicine Multispecialty Group Practice North, Inc. to provide physician consultative services for the Sexually Transmitted Disease clinic in the total amount of \$10,200 per year, for the period July 1, 2014 through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

9. Ratification of Interlocal Agreement between the Washoe County Health District and the University of Nevada School of Medicine Integrated Clinical Services, Inc. and University of Nevada School of Medicine Multispecialty Group Practice North, Inc.



in the total amount of \$2,700 per year to provide laboratory director services for the period July 1, 2014 through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

10. Ratification of Interlocal Agreement between the Washoe County Health District and the University of Nevada School of Medicine Integrated Clinical Services, Inc., and University of Nevada School of Medicine Multispecialty Group Practice North, Inc., dba MEDSchool Associates North (MSAN), to provide physician consultative services in the total amount of \$7,650 for the period July 1, 2014 through June 30, 2015 unless extended by the mutual agreement of the Parties; with automatic renewal for two successive one-year periods for a total of 3 years on the same terms unless either party gives the other written notice of nonrenewal at least 60 days prior to June 30 of each year; and if approved, authorize the Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

11. Approval of Notice of Subgrant Award from the State of Nevada Division of Public and Behavioral Health in the amount of \$58,000 for the period July 1, 2014 to June 30, 2015 in support of the Fetal Infant Mortality Review (FIMR) Program; and if approved authorize the Chairman to execute.

Staff Representative: Ms. Buxton

12. Approve Subgrant Amendment #1 from the Nevada Department of Health and Human Services, Division of Public and Behavioral Health for the period January 1, 2014 through December 31, 2014 in the amount of \$223,370 for the Immunization Program Grant (IOs 10028 & 10029); and if approved authorize the Chairman to execute.

Staff Representative: Ms. Buxton

13. Ratification of Interlocal Agreement between the Washoe County Health District and the State of Nevada Division of Public and Behavioral Health to conduct a community-based Fetal Infant Mortality Review (FIMR) Program for the period upon approval until December 30, 2014 and will be renewed automatically every year unless sooner terminated by either party as set forth in the contract; and if approved, authorize Chairman to execute the Interlocal Agreement.

Staff Representative: Ms. Buxton

14. Approval of amendments totaling an increase of \$15,201 in revenue and expense to the Ryan White Part B – Health Education/Risk Reduction Grant Program (internal order #tba) FY 14 budget.

Staff Representative: Ms. Buxton

15. Approval of amendments totaling an increase of \$8,061 in revenue and expense to the Ryan White Part B - Outreach Grant Program (internal order # 11147) FY 14 budget.

Staff Representative: Ms. Buxton

**Dr. Humphreys moved to approve the consent agenda. Mr. Silverman seconded the motion which was approved five in favor and none against.**

---

**9. June 2014 Washoe County Food Policy Council (WCFPC) Update to the District Board of Health**

Presented by Ms. Kristi Jamason

Ms. Jamason presented the report. She discussed the mission and vision for the program, Washoe County food security issues, focus areas, projects and priorities, student wellness policies, rules and regulations, including the work that will be done to update Reno's Master Plan, and their outreach programs.

**[Councilmember Ratti joined the meeting at 1:26 p.m.]**

Dr. Hess asked if the WCFPC and the Food Bank were related, as Ms. Jamason is associated with both. She explained they had a good working relationship but were not related, she had been selected to be a member of the Council.

Councilmember Ratti asked what they needed from the Health District and local governments to be successful. Ms. Jamason expressed her thanks for the support they already provided. She stated WCFPC had no specific requests but were pleased that they had been asked to make the presentation, so that the Board knew what the Council is working on. She said it would be great to know how they fit in to what the Health District is trying to do. Chair Smith stated that any of their efforts helped the community and the Board supported their actions.

Commissioner Jung noted the Council was one result of the ACHIEVE grant, in which obesity was identified as the number one health issue in Washoe County. She asked if the Food Council was doing outreach to find grants to support children who are eligible for reduced-cost or free meals. Ms. Jamason replied that was not something the WCFPC had focused on, although the Food Bank had. Commissioner Jung suggested they work with the School Board Trustees to address the issues they were focusing on at the schools.

Commissioner Jung explained she had been a liaison for the ACHIEVE grant. She pointed out that nutrient-rich, low-fat food is expensive, and that low nutrient high fat foods are cheaper so poor people are generally the most obese. Transportation can be an impediment to shopping at a grocery store. She noted that it is difficult to carry groceries on a bus even when transit is available. She requested the County and City websites link to the WCFPC food regulation roadmap once it goes live.

Commissioner Jung requested any obstructive ordinances be reported to policy makers. She explained the ACHIEVE board had planned to go to the Regional Planning Governing Board to propose changes to the Development Code to require more walk-friendly, work/live environments before development ramps back up. She went on to talk about the fact that some people do not have the knowledge or resources to cook healthy food, so they had found a good solution for food distribution was ham, as it was already cured and safe to eat. She noted that Washoe County employees had adopted the Glen Duncan Elementary School garden for the summer.

Dr. Hess asked what percentage of the children in the meal program were eligible and enrolled for WIC benefits. Ms. Jamason stated she did not have the information but could get it.

---

## **10. Regional Emergency Medical Services Authority**

Presented by Jim Gubbels, President, REMSA

### **A. Review and Acceptance of the REMSA Operations Reports for May, 2014**

Mr. Gubbels presented the report. Priority One compliance was 91 percent and Priority Two compliance was 94 percent. Average Care Flight bill for the month was \$9,178, which brought the year-to-date average to \$8,008. The average Ground Service bill for the month was \$1,065, which brought the year-to-date ground average to \$1,067.

Mr. Gubbels explained the April report had contained an error and distributed a corrected copy for the record.

Dr. Hess noted the absence of Average Response Time data over the past few months. Mr. Gubbels explained REMSA had updated their Computer-Aided Drafting (CAD) system to the next version so it is not currently reporting. As the new franchise moves forward, they will be able to report the average Priority One and Priority Two responses per jurisdiction.

**Dr. Humphreys moved to accept the REMSA operations report for May 2014. Dr. Hess seconded the motion which was approved six in favor and none against.**

### **\*B. Update of REMSA's Community Activities Since May, 2014**

Mr. Gubbels reported that the Reno Fire Department, Mr. Dick and his staff, REMSA management and staff and the City Manager met that morning. Discussion involved determination of clear definitions about how REMSA will respond to the citizens of Reno. They are close to having final protocols so that both agencies are very clear on how they will respond and that they are taking steps to improve communication. Further meetings were planned and the EMS Working Group will reconvene on July 11. He emphasized they were working together to be sure things were moving forward.

Mr. Gubbels stated the ILA is very important, and this is the time to make sure the jurisdictions agree with it. It forms the EMS Advisory Board that brings the responsible agencies together to deal with operational issues. It represents an ongoing improvement in patient care. He read a press release that had been delivered jointly to all of the news stations by REMSA and Reno Fire. It emphasized that the agencies were working together to improve patient care.

---

## **11. Approval of the Health Fund Revenue and Expenditure Report for May, 2014**

Staff Representative: Ms. Stickney

Ms. Stickney presented the staff report. She noted fiscal year (FY) closeout was proceeding in an orderly fashion.

**Councilmember Ratti moved to accept the report. Dr. Humphreys seconded the motion which was approved six in favor and none against.**

---

## **12. Fiscal Year 2015 Budget Update with possible direction to staff**

Staff Representative: Ms. Stickney

Ms. Stickney presented the staff report. She reminded the Board that the budget they see in March for approval contains what the District is requesting. For this meeting, she had provided a copy of the budget as adopted. She pointed out an administrative change that had no effect on the financial information and briefly explained how to read the information.

**13. Presentation, Discussion, and Possible Approval of Amendment to Policy Authorizing the District Health Officer to Execute Agreements to Amend Simply to Substitute \$100,000 for \$50,000**

Staff Representative: Ms. Stickney

Ms. Stickney presented the staff report. She noted the amount the District Health Officer (DHO) had been authorized to execute had been incrementally increased by the Board over time. She noted the current status had caused grant delays.

**Commissioner Jung moved to authorize the change. Councilmember Ratti seconded the motion.**

Dr. Hess expressed concern with the proposed amount, noting \$100,000 was a large percentage of the overall budget. He opined there were not that many contracts that currently required Board approval, so it was unlikely there were many delays. He suggested an alternative process that involved contacting one or two Board members for signatures.

Councilmember Ratti acknowledged Dr. Hess' concerns and pointed out that the Board had never pulled a contract off the Consent agenda for discussion. She was not suggesting that the Board was not fulfilling its fiduciary responsibility, but that there were many things that were done to comply with state law and that they were putting faith in the DHO to be sure those laws were adhered to. By the time the contract is put in place, the Board has already been through the processes and approved the work.

Dr. Hess reiterated his concern. Commissioner Jung stated she could see both points and agreed with his proposal, suggesting the contract be emailed to the Chair for review so the fiduciary responsibility of the Board is being maintained. Ms. Stickney added that during the budget process, staff could advise the Board of the contracts that would be presented to them.

Dr. Hess moved to table the motion. There was no second.

Mr. Dick opined there were two issues addressed by the proposal: 1) the amount of administrative work that goes into preparation of the staff item for approval, and; 2) the process delay. The funding may be coming from a grant that needs to be expended in a short period of time. He agreed it was a good compromise to consider a process that included the Chair or Vice Chair in an expedited review so the Board maintains its fiduciary responsibility.

Chair Smith stated it was acceptable to him to have the Chair and Vice Chair able to review and sign. Councilmember Ratti clarified they would be amending the execution of agreement policy to say that the DHO would have sole discretion to approve a contract up to \$50,000 but would require the approval of the Chair or the Board designee up to \$100,000. Contract amounts over \$100,000 must be approved by the Board.

**Councilmember Ratti stated she was willing to amend her motion. Commissioner Jung stated she agreed to the amended motion. The amended motion was approved six in favor and none against.**

---

**14. Presentation, Discussion and Possible Direction to Staff Regarding the Fundamental Review Recommendation #10 – Perform Cost Analyses of All Programs**

Staff Representative: Ms. Stickney

Ms. Stickney presented the staff report. The review would be sectioned into phases, as opposed to being calendared, due to the unknown amount of time each one would take. This project relates to Recommendation #1 regarding time accounting.

Commissioner Jung asked if completed studies with proposed rate changes would come to the Board. Ms. Stickney explained this item had to do with compiling information regarding the actual costs of the

programs. The fees are a component and would come back to the Board. Staff will also present progress reports to the Board for feedback.

**Commissioner Jung moved to adopt. Dr. Hess seconded the motion which was approved six in favor and none against.**

---

**15. Recommendation to approve the Interlocal Cooperative Agreement Establishing the Regional Business License and Permits Program among the City of Reno, the City of Sparks, and Washoe County concerning the governance and implementation of a Regional License and Permit Program, effective from execution signing date through June 30, 2020 and authorize automatic renewals beginning July 1, 2020 unless otherwise terminated as per the Agreement; direct staff to return prior to project implementation with a regional technology fee to recover portions of the project's costs.**

Staff Representative: Mr. Dick

Mr. Dick presented the staff report. He acknowledged the contributions of County Manager John Slaughter, Laura Schmidt and the staff of Tech Services, Sparks City Manager Steve Driscoll, Bob Webb of the Community Service Department, Ms. Albee, Mr. Sack and Mr. Fisher. The Health District benefits from the County's generous use of Capital Improvement funding that will be used for the initial purchase and implementation of the software. In subsequent years the District will support the project by paying a subscription cost.

Mr. Dick explained the project is supported by the business community as it provides 24/7 capability to obtain and renew permits, as well as paying fees online. There is support for a technology service fee that can be implemented at the time the system goes live to pay for the subscription costs. Implementation is anticipated to take 16 months. The current software is no longer supported so it is critical to move to a new software platform.

Commissioner Jung pointed out the idea had come from the Shared Services Committee, as a way for the governments to share more services. She noted Washoe County had loaned money to the City of Reno to implement the software, indicating the commitment level of the Board of County Commissioners (BCC).

**Commissioner Jung moved to approve the Interlocal Cooperative Agreement Establishing the Regional Business License and Permits Program. Dr. Hess seconded the motion.**

Councilmember Ratti advised the motion be clarified, suggesting it also direct staff to return prior to project implementation with a regional technology fee.

**Commissioner Jung amended her motion to include the suggested language. Dr. Hess agreed to the amendment. The motion was approved six in favor and none against.**

---

**16. Presentation, Discussion, and Possible Approval of the Interlocal Agreement for Emergency Medical Services Oversight**

Staff Representative: Mr. Dick

Mr. Dick presented the staff report. He noted the item had been heard at the concurrent meeting of February 10, 2014, resulting in a resolution to continue to develop an Interlocal Agreement (ILA) for Emergency Medical Services (EMS) oversight. Staff has worked with the District Attorney's office to develop the agreement. He reviewed the history of the project and the reasons that the ILA was developed.

Mr. Dick explained the EMS oversight program will be part of the Health District and funding for new positions for that program had been approved as part of the FY15 budget. Those staff members will work with REMSA, Reno and Sparks Fire Departments, Truckee Meadows Fire Protection District and the

County to pull together information about EMS services and responses. They will analyze the information and the agencies will work together to identify and update a response map for the region and also develop a five-year plan. The ILA provides for an advisory board. The BCC had approved the agreement and it will be going before the other agencies over the course of the next 30 days. The effective date is July 1 and the agencies are cooperating, so the signatures are just a formality.

Dr. Humphreys acknowledged the hard work that went into the creation of the agreement. He opined everyone should be proud of the cooperative efforts.

**Dr. Humphreys moved to approve the Interlocal Agreement for Emergency Medical Services Oversight. Mr. Silverman seconded the motion.**

Dr. Hess asked if the ILA covered all of Washoe County, if Gerlach and Incline would eventually be a part of it. Mr. Dick explained North Lake Tahoe Fire Protection District had participated in the discussions, but were not a signatory. Chief Brown intends to participate in that they will be providing data.

Councilmember Ratti opined the staff report needed to be updated. Currently it states that on February 10, 2014, the decision was made to change the fee from 25 percent oversight fee to 12.5 percent but it doesn't distinguish that it was 25 percent of the new portion and turned into 12.5 percent of the total costs. She preferred that be clarified for the record. Mr. Dick verified it was correct in the franchise agreement.

**The motion was approved six in favor and none against.**

---

## **17. Staff Reports and Program Updates**

### **A. Director, Epidemiology and Public Health Preparedness**

Mr. Whitesides stated he had nothing to add to the report and was available for questions.

### **B. Director, Community and Clinical Health Services**

Mr. Kutz stated he had nothing to add to the report and was available for questions.

### **C. Director, Environmental Health Services**

Mr. Sack stated he had nothing to add.

### **D. Director, Air Quality Management**

Ms. Albee encouraged the Board members to sign up for EnviroFlash. She explained the different types of alerts the system could provide. She explained that the Facebook and Twitter accounts were helping AQM get information out to the public more quickly. The news agencies and National Weather Service are tied into EnviroFlash so are receiving information distributed by AQM.

Councilmember Ratti opined one concern during the Rim Fire was at-risk populations that may not have access to shelter. She requested the information be provided to Health and Human Services, homeless shelters and others that may need to know. Ms. Albee noted they were working on getting the information out to as many entities as possible.

### **E. Administrative Health Services Officer**

Ms. Stickney stated she had nothing to add to the report and was available for questions.

### **F. District Health Officer**

Mr. Dick will provide more detail about progress on the Fundamental Review on a quarterly basis beginning in July.

Councilmember Ratti asked if there was any possibility of changes to the Franchise Agreement as a result of the ongoing meetings. Mr. Dick stated not at this time, nothing needed to be changed. He recently met with the Reno Fire Chief, the Reno City Manager and Mr. Gubbels to discuss details.

Another meeting was scheduled for the following Monday to inform other agencies of where things stand and discuss the work that still needs to be done as Reno Fire adjusts their response protocols.

---

**18. Board Comment**

None.

---

**19. Emergency Items**

None.

---

**20. \*Public Comment**

Mr. Ulibarri recognized the passing of Cathy Jacobs, long-time Executive Director of the Crisis Call Center. He noted she had always worked hard to pass along necessary information when there was a crisis and that she was instrumental in moving the 211 system forward in Nevada.

---

**21. Adjournment**

**At 2:19 p.m., Dr. Humphreys moved to adjourn. Councilmember Ratti seconded the motion which was approved six in favor and none against.**

Respectfully submitted,



---

Kevin Dick  
District Health Officer



---

Dawn Spinola, Administrative Secretary/Recording Secretary

Approved by Board in session on \_\_\_\_\_, 2014.



# WASHOE COUNTY HEALTH DISTRICT



**Public Health**  
Prevent. Promote. Protect.

## Immunization Awareness Month Proclamation

**WHEREAS**, vaccines are among history's most successful and cost-effective tools available for preventing disease and death, and

**WHEREAS**, despite success, vaccination rates for some diseases are not meeting national public health goals, and

**WHEREAS**, vaccine preventable diseases still circulate in our community and around the world, so vaccination is necessary to protect everyone, and

**WHEREAS**, when people are unvaccinated, diseases like whooping cough, measles and polio return with serious complications, sometimes including death, and

**WHEREAS**, currently the Washoe County Health District has a safe and effective vaccine supply, and

**WHEREAS**, the month of August 2014 has been dedicated to ensuring that everyone knows the benefits of vaccine in preventing disease.

Now, therefore, be it resolved that the Washoe County District Board of Health does hereby proclaim August 2014 as

## Immunization Awareness Month

and encourages the public to make vaccinations a priority to protect themselves, their families, and the community from vaccine preventable diseases.

**ADOPTED**, this 24th day of July, 2014.

---

A. M. Smith III, Chairman  
Washoe County District Board of Health





# WASHOE COUNTY HEALTH DISTRICT



**Public Health**  
Prevent. Promote. Protect.

## Breastfeeding Awareness Month Proclamation

**WHEREAS**, the Washoe County Health District and WIC Program mission is to protect and enhance the quality of life by promoting healthy lifestyle choices, and

**WHEREAS**, breastfeeding is a proven prevention strategy, protecting both infants and mothers from chronic and acute diseases and conditions, and

**WHEREAS**, breastfeeding provides a safe, reliable, and renewable food source, especially critical during natural disasters and emergency situations; and

**WHEREAS**, employers providing workplace support for breastfeeding moms experience impressive returns on investment, including improved morale and productivity, lower health care costs and absenteeism, and

**WHEREAS**, the Surgeon General asks health care providers, employers, policymakers, and the community at large to support breastfeeding mothers in nurturing their infants, and

**WHEREAS**, keeping breastfeeding high on the public health agenda is critical to improving the health and well-being of moms and babies.

Now, therefore, be it resolved, that the Washoe County District Board of Health does hereby proclaim August 2014 as

## Breastfeeding Awareness Month

in and for Washoe County, Nevada.

**ADOPTED**, this 24th day of July, 2014.

---

A. M. Smith III, Chairman  
Washoe County District Board of Health



# WASHOE COUNTY HEALTH DISTRICT

AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

## STAFF REPORT

**BOARD MEETING DATE:** July 24, 2014

**DATE:** July 24, 2014

**TO:** District Board of Health

**FROM:** Charlene Albee, Director, Air Quality Management Division  
(775) 784-7211, calbee@washoecounty.us

**SUBJECT:** Recommendation for the Board to uphold a citation not appealed to the Air Pollution Control Hearing Board issued to Chottu Inc. - ARCO #82438, Case No. 1160, Unappealed Citation No. 5414, with a \$2,500.00 negotiated fine.

---

### SUMMARY

Air Quality Management Division Staff recommends Citation No. 5414 be upheld and a fine of \$2,500.00 be levied against Chottu Inc.-ARCO #82438 for failure to maintain gasoline dispensing equipment in good working condition in compliance with Permit to Operate No. G02-0008, Condition No. 6. Failure to maintain the gasoline dispensing equipment constitutes a major violation of the District Board of Health Regulations Governing Air Quality Management, specifically Section 030.2175, Operations Contrary to Permit. This is a negotiated settlement.

**District Health Goal supported by this item:** Achieve targeted improvements in health outcomes and health equity.

### BACKGROUND

On May 14, 2014, Specialist Suzanne Dugger performed a routine annual inspection at the Arco Service Station located at 700 Keystone Avenue in Reno. During the inspection Ms. Dugger noted the vapor check valve was defective on pump No. 7 and the vapor vault poppet cap and poppet on the unleaded gasoline tank were also defective. Condition No. 6 of Permit to Operate No G02-0008 states:

All hoses, boots, faceplates/flexible cones, nozzle shut off mechanisms, check valves, swivels, tanks, tank fill tubes, and fill tube cap seals must be maintained in good working order with regular maintenance to prevent leakage and excess escape of vapors (i.e.. no tears, slits, holes, leaks, or malfunctions -- Section 040.080.)

On the inspection sheet Specialist Dugger noted it would be necessary to replace or repair the defective equipment ASAP. The store manager advised Specialist Dugger the defective nozzle would be replaced immediately and that the vapor vault poppet cap and vapor poppet would also be repaired. Specialist Dugger instructed the store manager to contact her for a re-inspection when repairs were completed.

After not being contacted by the store manager for approximately two weeks a second site visit was performed on June 2, 2014, at which time Specialist Dugger determined the required repairs had not been performed on the defective equipment as noted on the previous inspection report. Based on the failure to perform the required maintenance, Specialist Dugger issued Notice of Violation Citation No. 5414 for a major violation of Section 030.2175 Operations Contrary to Permit. During the June 2nd inspection, the station manager replaced the defective nozzle on Pump No. 7.

On June 3, 2014, Specialist Dugger received a call from L.A. Perks Petroleum Services advising the vapor vault poppet cap had been replaced and the poppet had been repaired.

On June 12, 2014, Senior Air Quality Specialist Dennis Cerfoglio conducted a negotiated settlement meeting attended by Specialist Suzanne Dugger and Mr. Sunil Chawla, President of Chottu Inc. Specialist Cerfoglio carefully explained to Mr. Chawla the citation had been issued due to lack of maintenance. Mr. Chawla was informed that routine scheduled maintenance of all dispensing equipment is a necessity in order to remain in compliance with permit conditions. When the equipment is not properly maintained it compromises the effectiveness of the Phase II vapor recovery system resulting in excess emissions. Mr. Chawla stated he realized his responsibility to maintain the equipment and that he would do a better job in the future. After consideration of the facts, Specialist Cerfoglio proposed that Citation No. 5414 be upheld with a fine of \$2,500.00. A Memorandum of Understanding was signed by all parties.

### **FISCAL IMPACT**

There are no fiscal impacts resulting from the Board upholding the issuance of the Notice of Violation Citation and associated fine. All fine money collected is forwarded to the Washoe County School District to be used for environmentally focused projects for the benefit of the students.

### **RECOMMENDATION**

Staff recommends the Board uphold unappealed Notice of Violation Citation No 5414 issued to Chottu Inc. - ARCO #82438 with a \$2,500.00 negotiated fine. Alternatives to upholding the citation as presented include:

1. The District Board of Health may determine that no violation of the regulations has occurred and dismiss Citation No. 5414.
2. The Board may determine to uphold Citation No. 5414 and levy any fine in the range of \$0 to \$10,000 per day.

In the event the Board determines to change the penalty, the matter should be continued to allow Mr. Chawla to be properly noticed.

### **POSSIBLE MOTION**

Should the Board agree with staff's recommendation, a possible motion would be:

“Move to approve the Consent Agenda as presented.”



**NOTICE OF VIOLATION**

NOV 5414

DATE ISSUED: 6-2-2014

ISSUED TO: CHOTTU - ARCO # 82438 PHONE #: 775-322-0580

MAILING ADDRESS: 700 KEYSTONE AVE CITY/ST: RENO NV ZIP: 89503

NAME/OPERATOR: SUNIL CHAWLA PHONE #: 762-6842

PERMIT NO. G02-0008 COMPLAINT NO. CMPI4-0086

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 6-2-2014 (DATE) AT 2:15 P.M. (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

- |  |  |
|--|--|
| <input type="checkbox"/> MINOR VIOLATION OF SECTION: | <input checked="" type="checkbox"/> MAJOR VIOLATION OF SECTION:            |
| <input type="checkbox"/> 040.030 DUST CONTROL        | <input type="checkbox"/> 030.000 OPERATING W/O PERMIT                      |
| <input type="checkbox"/> 040.055 ODOR/NUISANCE       | <input checked="" type="checkbox"/> 030.2175 VIOLATION OF PERMIT CONDITION |
| <input type="checkbox"/> 040.200 DIESEL IDLING       | <input type="checkbox"/> 030.105 ASBESTOS/NESHAP                           |
| <input type="checkbox"/> OTHER _____                 | <input type="checkbox"/> OTHER _____                                       |

VIOLATION DESCRIPTION: FAILURE TO REPAIR UNLEADED VAPOR VAULT POPPET CAP.

LOCATION OF VIOLATION: 700 KEYSTONE AVE RENO NV 89503

POINT OF OBSERVATION: GAS STATION FACILITY VAPOR UNLEADED VAULT.

Weather: CLOUDY Wind Direction From: N E S W

Emissions Observed: \_\_\_\_\_  
 (If Visual Emissions Performed - See attached Plume Evaluation Record)

**WARNING ONLY:** Effective \_\_\_\_\_ a.m./p.m. \_\_\_\_\_ (date) you are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature \_\_\_\_\_

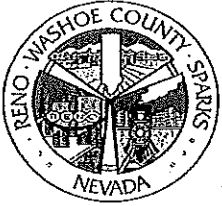
**CITATION:** You are hereby notified that effective on 6-2-2014 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within IMMEDIATELY hours/days. You may contact the Air Quality Management Division to request a negotiated settlement meeting by calling (775) 784-7200. You are further advised that within 10 working days of the date of this Notice of Violation, you may submit a written petition for appeal to the Washoe County Health District, Air Quality Management Division, P.O. Box 11130, Reno, Nevada 89520-0027. Failure to submit a petition within the specified time will result in the submission of this Notice of Violation to the District Board of Health with a recommendation for the assessment of an administrative fine.

**SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT**

Signature: Stephanie Duggan Date: 6-2-2014

Issued by: [Signature] Title: Acting Manager

**PETITION FOR APPEAL FORM PROVIDED**



DISTRICT HEALTH DEPARTMENT
AIR QUALITY MANAGEMENT DIVISION

MEMORANDUM OF UNDERSTANDING

WASHOE COUNTY HEALTH DISTRICT
AIR QUALITY MANAGEMENT DIVISION

Date: June 12, 2014
Company Name: Chottu - Arco # 82438
Address: 700 Keystone Avenue
Notice of Violation No.: 5414 Case No.: 1160

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation: 030.2175 Violation of Permit Condition No. 6 of Permit To Operate G02-0008

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ 2,500.00. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July 24, 2014 3 equal payments of \$ 833.33

Signature of Company Representative

Signature of District Representative

Print Name: Sunil CHAWLA

Print Name: DENNIS A. CERFOGLIO

Title: President

Title: Sr. Air Quality Specialist

Witness

Witness

Witness

Witness

## Administrative Penalty Table

### Air Quality Management Division Washoe County Health District

#### I. Minor Violations - Section 020.040(C)

<u>Regulation</u>	<u>1<sup>st</sup> Violation</u>	<u>2<sup>nd</sup> Violation</u>
040.005 Visible Emissions	\$ 1,000	\$ 2,500
040.030 Dust Control (fugitive)	250	750
040.035 Open Fires	500	1,000
040.040 Fire Training	500	1,000
040.050 Incinerator	1,000	2,000
040.051 Woodstoves	500	1,000
040.055 Odors	1,000	2,000
040.080 Gasoline Transfer (maintenance)	1,000	2,000
040.200 Diesel Idling	500	1,000
050.001 Emergency Episode	1,000	2,000

#### II. Major Violations - Section 020.040

<u>Regulation</u>	<u>Violation</u>	<u>Source Category</u>	
		<u>Minimum</u>	<u>Maximum</u>
030.000	Construction/Operating without Permit (per major process system or unit/day)	\$ 2,000	\$ 10,000
030.1402	Failure to Comply with Stop Work Order	2,000/day	10,000/day
030.2175	Operation Contrary to Permit Conditions (per day or event)	2,500	10,000
030.235	Failure to Conduct Source Test or Report (per Reporting Period for Each Unit)	2,500	5,000
	All other Major Violations (per day or event)	\$ 5,000	\$ 10,000
030.000	Construction Without a Dust Control Permit		
	Project Size – Less than 10 acres	\$ 500 + \$50 per acre	
	Project Size – 10 acres or more	\$1,000 + \$50 per acre	

#### III. Major Violations - Section 030.107 Asbestos

A. Asbestos Sampling & Notification	\$ 2,000 - \$10,000
B. Asbestos Control Work Practices (per day or event)	\$ 2,000 - \$10,000
C. Asbestos Containment & Abatement (per day or event)	\$ 2,000 - \$10,000

**Washoe County Air Quality Management  
Permitting & Enforcement Branch  
Recommended Fine Calculation Worksheet**

Company Name Chouttu-Arco Inc. No. 82438  
 Contact Name Sunil Chawla

Case 1160 NOV 5414 Complaint cmp14-0086

Violation of Section 030.2175 Operations Contrary to Permit

I. Base Penalty as specified in the Penalty Table = \$ 2500.00

II. Severity of Violation

A. Public Health Impact

1. Degree of Violation

(The degree of which the person/company has deviated from the regulatory requirements)

Minor – 0.5 Moderate – 0.75 Major – 1.0 Adjustment Factor 1.00

Comment: Major Violation of Permit Condition

2. Toxicity of Release

Criteria Pollutant – 1x  
 Hazardous Air Pollutant – 2x Adjustment Factor 1.0

Comment: Gasoline Vapors

3. Environmental/Public Health Risk (Proximity to sensitive environment or group)

Negligible – 1x Moderate – 1.5x Significant – 2x Adjustment Factor 1.0

Comment: \_\_\_\_\_

Total Adjustment Factors (1 x 2 x 3) = 1.00

B. Adjusted Base Penalty

Base Penalty \$ 2500.00 x Adjustment Factor 1.00 = \$ 2500.00

C. Multiple Days or Units in Violation

Adjusted Penalty \$ 2500.00 x Number of Days or Units 1 = \$ 2500.00

Comment: \_\_\_\_\_

D. Economic Benefit

Avoided Costs \$ \_\_\_\_\_ + Delayed Costs \$ 400.00 = \$ 400.00

Comment: \_\_\_\_\_

Penalty Subtotal

Adjusted Base Penalty \$ 2500.00 + Economic Benefit \$ 400.00 = \$ 2900.00

**Washoe County Air Quality Management  
Permitting & Enforcement Branch  
Recommended Fine Calculation Worksheet**

**III. Penalty Adjustment Consideration**

<b>A. Degree of Cooperation</b> (0 – 25%)	-	<u>5%</u>
<b>B. Mitigating Factors</b> (0 – 25%)	-	<u>20%</u>
1. Negotiated Settlement		
2. Ability to Pay		
3. Other (explain)		
<b>Comment</b> _____		
<b>C. Compliance History</b>		
No Previous Violations (0 – 10%)	-	<u>          </u>
<b>Comment</b> _____		
Similar Violation in Past 12 months (25 - 50%)	+	<u>          </u>
<b>Comment:</b> _____		
Similar Violation within past 3 year (10 - 25%)	+	<u>10%</u>
<b>Comment:</b> <u>Similar Violation on 5-17-2012 N.O.V. No. 5113</u>		
Previous Unrelated Violation (5 – 25%)	+	<u>          </u>
<b>Comment:</b> _____		
<b>Total Penalty Adjustment Factors</b> – sum of A, B, & C		<u>-15%</u>

**IV. Recommended/Negotiated Fine**

Penalty Adjustment:											
\$ <u>2900.00</u>	x	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; text-align: center;"><u>-15%</u></td> <td style="width: 5%; text-align: center;">=</td> <td style="width: 65%; text-align: right;"><u>-435.00</u></td> </tr> <tr> <td style="text-align: center;">Total Adjustment Factors</td> <td></td> <td style="text-align: right;">Total Adjustment Value</td> </tr> <tr> <td style="text-align: center;">(From Section II)</td> <td></td> <td style="text-align: right;">(From Section III)</td> </tr> </table>	<u>-15%</u>	=	<u>-435.00</u>	Total Adjustment Factors		Total Adjustment Value	(From Section II)		(From Section III)
<u>-15%</u>	=	<u>-435.00</u>									
Total Adjustment Factors		Total Adjustment Value									
(From Section II)		(From Section III)									

Additional Credit for Environmental Investment/Training - \$           

**Comment:** \_\_\_\_\_

Adjusted Penalty:

\$ <u>2900.00</u>	+/-	\$ <u>-435.00</u>	=	\$ <u>2500.00</u>
Penalty Subtotal		Total Adjustment Value		Recommended/Negotiated
(From Section II)		(From Section III + Credit)		Fine

*Shayne Ruyter*  
Air Quality Specialist

6-12-2014  
Date

*Dennis A. Cerfoglio*  
Senior AQ Specialist/Supervisor

6-12-2014  
Date





# PERMIT TO OPERATE

An Air Pollution Emission Source

No. G02-0008

Issued By Air Quality Management Division, Washoe County Health District

P.O. Box 11130, Reno, Nevada 89520-0027 • Phone (775) 784-7200

ISSUED TO: CHOTTU INC. - ARCO #82438 Gen Air - Gasoline

ADDRESS: 700 KEYSTONE AVENUE, RENO NV, 89503

LOCATION: 700 KEYSTONE AVENUE, RENO, NV 89503-4147

EQUIPMENT COVERED UNDER THIS PERMIT GASOLINE DISPENSING FACILITY WITH BALANCE PHASE II VAPOR RECOVERY, CARB EXECUTIVE ORDER #G-70-52-AM, 8 GASOLINE DISPENSING NOZZLES

THE CONDITIONS OF OPERATION LISTED ON THIS PERMIT SUPERCEDE ALL PREVIOUS PERMIT CONDITIONS

**CONDITIONS OF OPERATION LISTED ON THIS PERMIT:**

- A. **ALTERATIONS:** This permit becomes void upon any change of ownership or address or any alteration of permitted equipment.
- B. **POSTING:** This permit shall be posted on or near the equipment listed above. This permit shall be made readily available at all times while the equipment is operating.
- C. **MODIFICATION OF EQUIPMENT:** Any modification of the equipment other than normal repair and maintenance will require a new permit.
- D. **RECORDS:** Any records of operation which effect the potential of the source to emit air pollutants, such as fuel or products consumed, products produced, hours of operation, chemicals or supplies used in source operation, must be maintained for a period of at least 5 years and made available to the Control Officer upon request.
- E. **EQUIPMENT FAILURE:** All upset or breakdown conditions resulting in increased emissions or air pollutants shall be reported in compliance with District regulations, Section 020.075 and 020.076.
- F. **ACCESS:** The Control Officer will be provided access to the facility to inspect operations and equipment covered under this permit whenever necessary to determine compliance with this permit and any other air pollution limitations specified in District regulations.

**ADDITIONAL CONDITIONS:**

- 1: The annual throughput/consumption figures must be submitted in writing to the A.Q.M.D. no later than the 20th of the month, approximately 6 weeks prior to the expiration date of the permit.
- 2: All gasoline transfer and dispensing facilities must operate in accordance with Section 040.080 of the Washoe County District Board of Health Regulations governing Air Quality Management.
- 3: A Static Pressure Decay Test must be completed once every three (3) years to demonstrate compliance with the CARB Executive Orders for balance phase II vapor recovery systems. Once the monthly distribution of gasoline exceeds 100,000 gallons, the Pressure/Vacuum Vent Valves must also be tested once every three (3) years to demonstrate compliance with the NESHAP Subpart CCCCC. The AQMD must be notified at least 72 hours prior to the test(s).
- 4: To reduce evaporative loss all components of the Phase I and Phase II vapor recovery systems shall be installed and maintained in accordance with California Air Resources Board (CARB) Executive Orders, or New York State Department of Environmental Conservation approvals.
- 5: A flow limiter is required on dispensers that have a maximum flow rate in excess of 10 gallons/minute.
- 6: All hoses, boots, faceplates/flexible cones, nozzle shut off mechanisms, check valves, swivels, tanks, tank fill tubes, and fill tube cap seals must be maintained in good working order with regular maintenance to prevent leakage and excess escape of vapors (i.e. no tears, slits, holes, leaks, or malfunctions -- Section 040.080.)
- 7: In accordance with Section 040.095 of the Washoe County Air Quality Regulations and 40 CFR, Part 80, all gasoline dispensed to motor vehicles between October 1 and January 31 must contain the proper amount of oxygenate and each dispenser must be properly labeled with the following statement: The gasoline dispensed from this pump is oxygenated and will reduce carbon monoxide pollution from motor vehicles. The

*Kevin K. Dill*

CONTROL OFFICER

10/31/2014

EXPIRATION DATE

\$527.00

ANNUAL RENEWAL FEE

G02-0008

PERMIT NO.

FAILURE TO COMPLY WITH THE CONDITIONS OF THIS PERMIT MAY RESULT IN CITATIONS OR PERMIT REVOCATION



# PERMIT TO OPERATE

An Air Pollution Emission Source

No. G02-0008

Issued By Air Quality Management Division, Washoe County Health District

P.O. Box 11130, Reno, Nevada 89520-0027 • Phone (775) 784-7200

ISSUED TO: CHOTTU INC. - ARCO #82438 Gen Air - Gasoline

ADDRESS: 700 KEYSTONE AVENUE, RENO NV, 89503

LOCATION: 700 KEYSTONE AVENUE, RENO, NV 89503-4147

EQUIPMENT COVERED UNDER THIS PERMIT GASOLINE DISPENSING FACILITY WITH BALANCE PHASE II VAPOR RECOVERY, CARB EXECUTIVE ORDER #G-70-52-AM, 8 GASOLINE DISPENSING NOZZLES  
label must be clearly visible to the public on the upper two-thirds of the pump on the vertical surface near the gallonage and price meters.

8: Fuel spills or leaks must be cleaned up or corrected immediately using proper waste disposal methods. (Including accumulations of fuel in spill containers, condensation pots, and liquid collectors).

9: "Instructions for operating the phase II vapor recovery equipment must be posted for the customers, and must stress that "Topping Off" is prohibited --Section 040.080.C. The Air Quality Management Division's answer line phone number must be posted for customers with comments/problems regarding the nozzles - (775) 784-7200."

10: All operations must comply with 40 CFR Part 63, Subpart CCCCCC - National Emission Standards for Hazardous Air Pollutants (NESHAP) for Source Category: Gasoline Dispensing Facilities.

CONTROL OFFICER

10/31/2014

EXPIRATION DATE

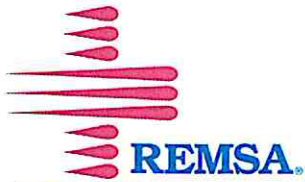
\$527.00

ANNUAL RENEWAL FEE

G02-0008

PERMIT NO.

FAILURE TO COMPLY WITH THE CONDITIONS OF THIS PERMIT MAY RESULT IN CITATIONS OR PERMIT REVOCATION



---

*Regional Emergency Medical Services Authority*

**REMSA**

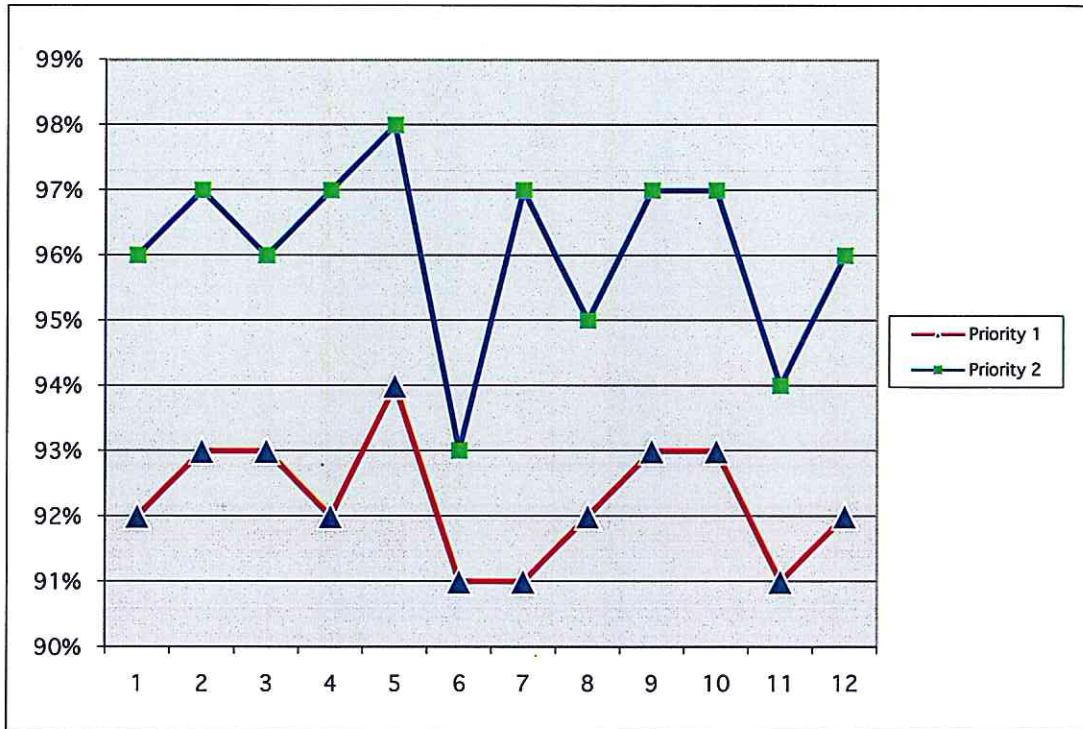
**OPERATIONS REPORTS**

**FOR**

**JUNE 2014**

Fiscal 2014

Month	Avg. Response Time	Avg. Travel Time	Priority 1	Priority 2
Jul. 2013	5 mins. 56 secs.	5 mins. 3 secs.	92%	96%
Aug.	6 mins. 0 secs.	5 mins. 3 secs.	93%	97%
Sept.	5 mins. 46 secs.	4 mins. 47 secs.	93%	96%
Oct.	5 mins. 50 secs.	4 mins. 50 secs.	92%	97%
Nov.	5 mins. 29 secs.	4 mins. 39 secs.	94%	98%
Dec.	6 mins. 14 secs.	5 mins. 21 secs.	91%	93%
Jan. 2014	5 mins. 50 secs.	4 mins. 54 secs.	91%	97%
Feb.	5 mins. 44 secs.	4 mins. 43 secs.	92%	95%
Mar.	5 mins. 45 secs.	4 mins. 51 secs.	93%	97%
Apr.			93%	97%
May			91%	94%
June 2014			92%	96%



Care Flight

Month	#Patients	Gross Sales	Avg. Bill	YTD Avg.
Jul-13	15	\$116,951	\$7,797	\$7,797
Aug.	20	\$183,197	\$9,160	\$8,576
Sept.	15	\$129,788	\$8,653	\$8,599
Oct.	11	\$80,637	\$7,331	\$8,370
Nov.	7	\$53,811	\$7,687	\$8,300
Dec.	12	\$82,429	\$6,869	\$8,085
Jan. 2014	3	\$20,080	\$6,693	\$8,035
Feb.	11	\$83,307	\$7,573	\$7,981
Mar.	13	\$96,656	\$7,435	\$7,915
Apr.	10	\$72,571	\$7,257	\$7,858
May	15	\$137,664	\$9,178	\$8,008
June	7	\$54,126	\$7,732	\$7,994
<b>Totals</b>	<b>139</b>	<b>\$1,111,218</b>	<b>\$7,994</b>	<b>\$7,994</b>

Adjusted Allowed Average Bill - \$7,641.00

REMSA Ground

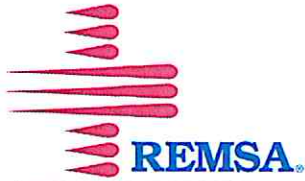
Month	#Patients	Gross Sales	Avg. Bill	YTD Avg.
Jul-13	3528	\$3,760,993	\$1,066	\$1,066
Aug.	3361	\$3,580,384	\$1,065	\$1,066
Sept.	3269	\$3,475,246	\$1,063	\$1,065
Oct.	3376	\$3,597,764	\$1,066	\$1,065
Nov.	3316	\$3,543,650	\$1,069	\$1,066
Dec.	3559	\$3,824,810	\$1,075	\$1,067
Jan. 2014	3393	\$3,622,271	\$1,068	\$1,067
Feb.	3051	\$3,246,776	\$1,064	\$1,067
Mar.	3278	\$3,504,742	\$1,069	\$1,067
Apr.	3369	\$3,587,581	\$1,065	\$1,067
May	3656	\$3,894,253	\$1,065	\$1,067
June	3602	\$3,847,277	\$1,068	\$1,067
<b>Totals</b>	<b>40758</b>	<b>\$43,485,745</b>	<b>\$1,067</b>	<b>\$1,067</b>

Allowed ground avg bill - \$1,067.00

Monthly Payments

REMSA  
Monthly Debt Payments  
7/15/14

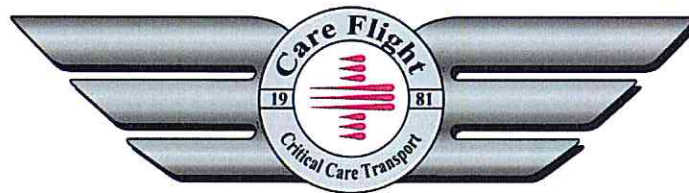
Acct No	Current Monthly Payment (P&I)
7197508-5001	\$ 14,977.27
7197608-5002	10,241.51
7197608-9042	16,480.17
7197608-9047	10,279.43
7197608-9048	6,555.95
7197608-9049	14,965.37
7197608-9050	4,787.55
7197608-9051	22,530.20
7197608-9053	2,196.54
7197608-9054	2,435.75
7197608-9055	8,353.72
7197608-9057	17,511.94
7197608-9058	25,972.42
7197608-9059	46,400.25
10099003	11,871.59
10099004	11,871.59
10099005	12,488.60
<b>Total</b>	<b>\$ 239,919.85</b>



---

*Regional Emergency Medical Services Authority*

**CARE FLIGHT  
OPERATIONS REPORT  
FOR  
JUNE 2014**



**CARE FLIGHT OPERATIONS REPORT  
JUNE 2014  
WASHOE COUNTY**

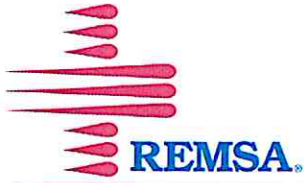
- ❖ **In Town Transfer:**
  - 0 Ground ITTs were completed
- ❖ **Outreach, Education, & Marketing:**
  - 0 Community Education & Public Events

❖ **Statistics**

**Washoe County Flights**

	# patients
Total Flights:	7
Total Patients	7
Expired on Scene	0
Refused Transport (AMA)	0
Scene Flights	1
Hospital Transports	6
Burns	0
Cardiac	1
Trauma	3
Medical	1
Pulmonary	2
High Risk OB	0
Neuro	0
Pediatrics	0
Newborn	0
Full Arrest	0
Surgical	0
<b>Total</b>	<b>7</b>

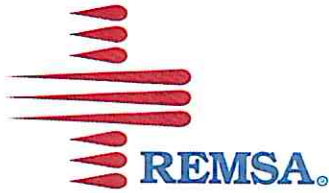




---

*Regional Emergency Medical Services Authority*

**REMSA**  
**GROUND OPERATIONS REPORT**  
**FOR**  
**JUNE 2014**



## GROUND AMBULANCE OPERATIONS REPORT

June 2014

### 1. OVERALL STATISTICS:

Total Number Of System Responses	5026
Total Number Of Responses In Which No Transport Resulted	1408
Total Number Of System Transports	3618

### 2. CALL CLASSIFICATION REPORT:

Cardiopulmonary Arrests		1%
Medical		55%
OB		0%
Psychiatric/Behavioral		6%
Transfers		24%
Trauma		13%
	Trauma – MVA	4%
	Trauma – Non MVA	9%
Unknown/Other		1%
Total Number of System Responses	100%	

### 3. MEDICAL DIRECTOR'S REPORT:

The Clinical Director or designee reviewed:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients (transport and non-transport patients)
- 100% of advanced airways (outside cardiac arrests)
- 100% of STEMI Alert or STEMI rhythms
- 100% of deliveries and neonatal resuscitation
- 100% Advanced Airway Success rates for nasal/oral intubation and King Airway placement for adult and pediatric patients.
- 100% of TAP (paramedic orientee) charts during orientation period and 10% in the first month post orientation clearance.

Total number of ALS calls resulting in a system transport: 3045  
 Total number of above calls receiving QA reviews: 358  
 Percentage of charts reviewed from the above ALS transports: 12%

*Note: In addition to the above manually reviewed charts, all call system responses with a documented PCR are electronically reviewed for protocol compliance.*

All follow-up deemed necessary resulting from Communication CQI was completed by Chris Barton, EMD, Communications Education and CQI Coordinator

<b>4. EDUCATION AND TRAINING REPORT:</b>
--

**A. Public Education**

**Advanced Cardiac Life Support**

Date	Course Location	Students
3/17/2014	EMS CES 911 Training	2
6/9/2014	REMSA	17
6/18/2014	REMSA	9
6/26/2014	REMSA	11

**Advanced Cardiac Life Support Recert**

Date	Course Location	Students
5/30/2014	ACLS R	8
6/5/2014	EMS CES 911 Training	3
6/11/2014	Nampa Fire Department	1
6/11/2014	EMS CES 911 Training	2
6/11/2014	Saint Mary's Regional Medical Center	10
6/12/2014	REMSA	11
6/12/2014	Humboldt General Hospital	10
6/14/2014	EMS CES 911 Training	1
6/19/2014	REMSA	1
6/21/2014	REMSA	11
6/24/2014	EMS CES 911 Training	5
6/29/2014	EMS CES 911 Training	1

6/30/2014	REMSA	10
-----------	-------	----

**Advanced Cardiac Life Support Skills**

Date	Course Location	Students
6/13/2014	Riggs Ambulance	1
6/26/2014	Riggs Ambulance	1

**Advanced Cardiac Life Support Prep Course**

Date	Course Location	Students
6/5/2014	REMSA	2

**Bloodborne Pathogen**

Date	Course Location	Students
5/21/2014	Carson City BLM - REMSA	14
6/1/2014	Carson City BLM - REMSA	10
6/5/2014	ABC Fire	9
6/5/2014	ABC Fire	9
6/18/2014	US Forest Service - REMSA	20

**Basic Life Support Instructor**

Date	Course Location	Students
6/17/2014	REMSA	10

**Health Care Provider CPR**

Date	Course Location	Students
3/22/2014	National Guard	5
5/18/2014	Nevada Air Guard	1
5/23/2014	Sierra Nevada Job Corps	16
5/23/2014	CPR 1st Aid Training Site	1

6/1/2014	Nye County EMS	4
6/3/2014	Barrick Goldstrike Mines	21
6/3/2014	EMS CES 911 Training	3
6/3/2014	REMSA	9
6/4/2014	EMS CES 911 Training	2
6/4/2014	Jennifer Kraushaar	2
6/5/2014	REMSA	9
6/5/2014	Barrick Goldstrike Mines	12
6/5/2014	Sierra Nevada Job Corps	4
6/5/2014	CPR 1st Aid Training Site	2
6/6/2014	Carlin Volunteer Fire Department	1
6/6/2014	Career College of Northern Nevada	14
6/7/2014	REMSA	8
6/9/2014	REMSA	10
6/9/2014	Tahoe Pacific Hospital	3
6/9/2014	Jennifer Kraushaar	4
6/10/2014	Reno Orthopedic - REMSA	7
6/10/2014	EMS CES 911 Training	5
6/11/2014	Willow Springs	1
6/12/2014	West Hills Hospital	3
6/12/2014	Lander County Community Health	5
6/12/2014	Silver Lake Volunteer Fire Department	1
6/13/2014	CPR 1st Aid Training Site	1
6/13/2014	EMS CES 911 Training	3
6/14/2014	REMSA	8
6/16/2014	Trent Waechter	14

6/16/2014	Nye County Emergency Management	3
6/16/2014	Nye County Emergency Management	4
6/17/2014	Trent Waechter	9
6/18/2014	Trent Waechter	15
6/18/2014	REMSA	7
6/19/2014	UNR EHS	1
6/20/2014	REMSA	9
6/20/2014	Silver Lake Volunteer Fire Department	1
6/23/2014	REMSA	10
6/23/2014	EMS CES 911 Training	5
6/23/2014	Barrick Goldstrike Mines	14
6/23/2014	Nye County Emergency Management	3
6/24/2014	REMSA	4
6/27/2014	Jennifer James	1
6/27/2014	Career College of Northern Nevada	11
6/27/2014	Regent Care Center Reno	6
6/28/2014	EMS CES 911 Training	3
6/30/2014	Willow Springs	1

**Health Care Provider Employee**

Date	Course Location	Students
4/1/2014	REMSA	1
5/30/2014	REMSA	1
6/2/2014	REMSA	1
6/3/2014	REMSA	1
6/10/2014	REMSA	1
6/21/2014	REMSA	1

6/23/2014	REMSA	1
6/24/2014	REMSA	1
6/24/2014	REMSA	1
6/27/2014	REMSA	1
6/30/2014	REMSA	1
6/30/2014	Josh Duffy	1

### Health Care Provider Recert

Date	Course Location	Students
6/2/2014	Nampa Fire Department	3
6/2/2014	REMSA	1
6/4/2014	Eastern Plumas Healthcare	5
6/4/2014	Leslie Brown	1
6/5/2014	Allergy & Asthma Associates - REMSA	7
6/5/2014	EMS CES 911 Training	1
6/6/2014	Jennifer Kraushaar	3
6/6/2014	Alison Kesler	1
6/7/2014	EMS CES 911 Training	1
6/10/2014	REMSA	8
6/10/2014	Janesville Fire Department	10
6/10/2014	Humboldt General Hospital	8
6/11/2014	Nampa Fire Department	1
6/11/2014	EMS CES 911 Training	1
6/11/2014	Washoe County School District	4
6/12/2014	REMSA	8
6/12/2014	Eastern Plumas Healthcare	6
6/12/2014	ABC Fire	1

6/12/2014	ABC Fire	1
6/13/2014	REMSA	1
6/17/2014	Oral Maxillofacial Surgery Associates - REMSA	8
6/17/2014	Tahoe Forest Hospital	6
6/18/2014	Eastern Plumas Healthcare	1
6/18/2014	REMSA	8
6/19/2014	REMSA	8
6/20/2014	Elko Fire Department	1
6/21/2014	REMSA	8
6/23/2014	EMS CES 911 Training	1
6/24/2014	REMSA	3
6/24/2014	EMS CES 911 Training	1
6/25/2014	REMSA	4
6/25/2014	Pyramid Lake Clinic - REMSA	5
6/26/2014	REMSA	9
6/27/2014	REMSA	9
6/28/2014	EMS CES 911 Training	1
6/30/2014	REMSA	8

### Health Care Provider Skills

Date	Course Location	Students
5/4/2014	Tahoe Forest Hospital	1
5/4/2014	Tahoe Forest Hospital	5
5/22/2014	Tahoe Forest Hospital	2
5/29/2014	REMSA	1
5/30/2014	REMSA	1
6/2/2014	Majen	2



6/3/2014	Elko County School District	1
6/3/2014	REMSA	1
6/5/2014	Willow Springs	1
6/9/2014	Majen	1
6/10/2014	Tahoe Forest Hospital	3
6/11/2014	Willow Springs	1
6/11/2014	Majen	1
6/11/2014	Tahoe Pacific Hospital	2
6/12/2014	Riggs Ambulance	1
6/12/2014	REMSA	1
6/12/2014	Tahoe Forest Hospital	2
6/13/2014	Majen	2
6/18/2014	Willow Springs	1
6/24/2014	Majen	1
6/24/2014	Tahoe Forest Hospital	1
6/26/2014	REMSA	2
6/27/2014	Riggs Ambulance	1
6/30/2014	REMSA	1
6/30/2014	Majen	5
6/30/2014	Elko County School District	1

**Heart Saver CPR/AED**

Date	Course Location	Students
5/23/2014	Sierra Nevada Job Corps	8
5/28/2014	Roxanne Davis	1
5/30/2014	Silver Bear Swim School - REMSA	19
5/31/2014	REMSA	7

6/2/2014	Erica Krysztof	4
6/2/2014	Storey County Fire Department	1
6/2/2014	Washoe County School District	6
6/3/2014	Washoe County School District	3
6/4/2014	UNR Athletics	23
6/5/2014	Washoe County School District	4
6/6/2014	Atlantis Casino	2
6/7/2014	Washoe County School District	4
6/9/2014	EMS CES 911 Training	2
6/9/2014	Nampa Fire Department	2
6/9/2014	UNR EHS	16
6/9/2014	UNR EHS	13
6/9/2014	Washoe County School District	5
6/11/2014	REMSA	9
6/12/2014	ABC Fire	8
6/13/2014	Sierra Nevada Job Corps	12
6/16/2014	UNR EHS	8
6/17/2014	Majen	1
6/17/2014	UNR EHS	4
6/18/2014	Washoe County School District	5
6/18/2014	UNR EHS	7
6/19/2014	ABC Fire	6
6/19/2014	UNR EHS	9
6/19/2014	Washoe County School District	3
6/21/2014	REMSA	12
6/21/2014	Washoe County School District	5
6/22/2014	Nevada Air Guard	2

6/23/2014	DIPACO - REMSA	6
6/23/2014	UNR EHS	5
6/24/2014	Washoe County School District	5
6/25/2014	Pyramid Lake Clinic - REMSA	11
6/25/2014	Jennifer Kraushaar	7
6/28/2014	EMS CES 911 Training	5
6/28/2014	REMSA	10

### Heart Saver CPR/First Aid

Date	Course Location	Students
3/29/2014	Susan Phillips	3
3/29/2014	Cynthia Sablica	5
4/3/2014	Sierra Army Depot Training Division	4
4/17/2014	Elko BLM	16
4/18/2014	Sierra Nevada Job Corps	1
5/21/2014	Carson City BLM - REMSA	14
5/23/2014	Nevada ANG CSMS Carson City	2
5/28/2014	Humboldt General Hospital	6
5/29/2014	Humboldt General Hospital	6
5/29/2014	Humboldt General Hospital	6
6/1/2014	Carson City BLM - REMSA	10
6/3/2014	Majen	13
6/3/2014	Jennifer Kraushaar	38
6/3/2014	Susan Phillips	2
6/3/2014	Susan Phillips	4
6/3/2014	Humboldt General Hospital	3
6/4/2014	Northern Nevada International Center - REMSA	2

6/5/2014	Sierra Nevada Job Corps	8
6/6/2014	AMEC Consulting - REMSA	7
6/6/2014	Sierra Nevada Job Corps	5
6/6/2014	Jennifer Kraushaar	3
6/6/2014	Sierra Army Depot Training Division	4
6/7/2014	REMSA	10
6/7/2014	James Bronneke	5
6/8/2014	James Bronneke	4
6/8/2014	Elko BLM	23
6/9/2014	Majen	8
6/10/2014	Gerald Purdum	1
6/10/2014	Susan Phillips	4
6/11/2014	Great Basin Sierra Club - REMSA	6
6/11/2014	Majen	14
6/11/2014	Amazon	3
6/12/2014	Majen	11
6/13/2014	Community Living Options	8
6/13/2014	Elko BLM	15
6/14/2014	Majen	16
6/15/2014	Atlantis Casino	3
6/15/2014	Michael Applegate	2
6/17/2014	Majen	3
6/17/2014	Newmont Mines	4
6/17/2014	Jennifer Kraushaar	17
6/18/2014	US Forest Service - REMSA	20
6/20/2014	Alex MacLennan	6

6/21/2014	REMSA	9
6/24/2014	EMS CES 911 Training	2
6/24/2014	Susan Phillips	5
6/24/2014	Majen	4
6/26/2014	JS Red Path	6
6/27/2014	Tahoe Forest Hospital	22
6/28/2014	Scott Zettelmeyer	3
5/28/2017	Humboldt General Hospital	6

#### Heart Saver First Aid

Date	Course Location	Students
6/4/2014	EMS CES 911 Training	2
6/6/2014	Career College of Northern Nevada	14
6/6/2014	Sierra Nevada Job Corps	6
6/10/2014	Washoe County School District	4
6/11/2014	Majen	1
6/12/2014	REMSA	3
6/17/2014	Majen	1

#### Heart Saver CPR/First Aid - Spanish

Date	Course Location	Students
6/20/2014	Barrick Pueblo Viejo MTC	9

#### Heart Saver Pediatric First Aid / CPR

Date	Course Location	Students
6/9/2014	EMS CES 911 Training	1
6/10/2014	Elko County School District	12
6/14/2014	REMSA	10

6/21/2014	Jennifer Kraushaar	4
-----------	--------------------	---

**Pediatric Advanced Life Support**

Date	Course Location	Students
6/3/2014	REMSA	7
6/6/2014	EMS CES 911 Training	6
6/13/2014	REMSA	2
6/25/2014	American Medflight	2
6/29/2014	EMS CES 911 Training	1

**Pediatric Advanced Life Support Recert**

Date	Course Location	Students
5/23/2014	REMSA	1
6/8/2014	EMS CES 911 Training	1
6/11/2014	Eastern Plumas Healthcare	2
6/17/2014	REMSA	3
6/18/2014	Nampa Fire Department	1
6/23/2014	REMSA	6
6/25/2014	REMSA	1
6/25/2014	EMS CES 911 Training	3
6/12/2014	Riggs Ambulance	1

**CE Courses**

Date	Course Location	Students
6/11/14	REMSA- Trauma	57

**Ongoing Courses**

Date	Course Description / Location	Students
8/1/14	AACT – EMT	9

4/15/14	REMSA Education - A EMT	30
2/1/14	REMSA Education - Paramedic	13
8/14/13	REMSA Education – Paramedic	13
Total Students This Report		1532

**5. COMMUNITY RELATIONS:**

**Community Outreach:**

**Point of Impact**

Date	Description	Attending
6/7/14	Give Kids a Booth Health and Safety Fair; 48 booster seats distributed.	1 staff, 8 volunteers
6/10-6/13/14	National Child Passenger Safety Certification Training	7 students
6/14/14	Child Safety Seat Checkpoint, hosted by Saint Mary's Regional Medical Center and held at the Northern Nevada Fitting Station, Reno; 11 cars and 17 seats inspected.	17 volunteers, 3 staff
6/17/14	Technician Update providing CEUs for recertification.	6 volunteers, 1 staff
6/27/14	16th Annual Point of Impact Charity Golf Tournament	2 staff
6/30/14	Technician Update providing CEUs for recertification.	6 volunteers, 1 staff

**Northern Nevada Fitting Station Project**

Date	Description	Attending
6/5/14	Fitting Station partners special meeting, REMSA.	3 volunteers
6/26/14	Fitting Station partners special meeting, REMSA.	4 volunteers

**Safe Kids Washoe County**

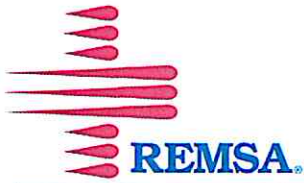
Date	Description	Attending
6/3/14	2014 Nevada Health Conference Planning meeting, Reno.	1 staff
6/6/14	Washoe County Child Death Review bi-monthly	2 staff

	meeting, Reno.	
6/7/14	7th Annual Give Kids A Boost Health and Safety Fair, Sun Valley. There were 53 vendors, and Safe Kids exhibits included Cribs for Kids, Spot the Tot and Trunk Entrapment.	2 staff; 85 volunteers; 600 participants
6/9/14	Final Photovoice meeting at Esther Bennett Elementary School, Sun Valley.	3 volunteers, 8 students
6/10/14	Safe Kids Coalition monthly meeting, Sparks.	11 volunteers, 1 staff
6/12/14	Chronic Disease Coalition quarterly meeting, Washoe County Health District.	1 staff
6/16/14	Northern Nevada Maternal and Child Health coalition monthly meeting, Reno.	2 staff, 2 student interns
6/19/14	Immunize Nevada Outreach Committee teleconference subcommittee meeting.	1 volunteer
6/23/14	Give Kids A Boost subcommittee wrap-up meeting, Sparks.	6 volunteers
6/25/14	Statewide Maternal Child Health Screening of Documentary Raising of America	2 staff

### Public Relations

Date	Description	Attending
6/4/14	KOLO Ch. 8 ABC pre-story on Give Kids A Boost Fair.	1 volunteer
6/10/14	Interview with Entravision Spanish TV with Safe Kids Washoe County about hyperthermia and Not Even For A Minute.	1 staff
6/11/14	Press release for 2014 from Safe Kids Washoe County about hyperthermia and Not Even For A Minute.	1 staff
6/12/14	Telephone interview with Nevada News Service; article released 6/13/14 about hyperthermia and Not Even For a Minute.	1 staff
6/19/14	Telephone interview with Reno Gazette Journal; article released 6/30/14 about hyperthermia and Not Even For a Minute.	1 staff





---

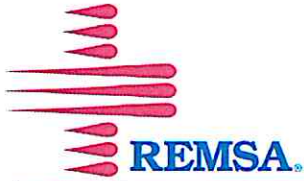
*Regional Emergency Medical Services Authority*

**GROUND AMBULANCE AND CARE FLIGHT  
INQUIRIES  
FOR  
JUNE 2014**

**INQUIRIES**

**June 2014**

There were no inquiries in the month of June.



---

*Regional Emergency Medical Services Authority*

**GROUND AMBULANCE  
CUSTOMER SERVICE  
FOR  
JUNE 2014**

**GROUND AMBULANCE CUSTOMER COMMENTS JUNE 2014**

	<b>What Did We Do Well?</b>	<b>What Can We Do To Serve You Better</b>	<b>Description / Comments</b>
1			We did not use your service. Has this been billed in error?
2	I was uncontroious and never saw them.		
3			He was in a rehab center and fell. Was transported from there and has since passed away.
4	From the time/impact to the arrival @ Renown - I was not aware of anything except that the ambulance crew was there.		
5	Packing up the patient.	Talk to the patient more.	In general, O.K.
6	We felt comfortable.	Not have the patient info written on your hands.	
7	Very professional and polite. Had a really pleasant experience.	The wheelchair service would certainly have been enough - I assume they were not available. Perhaps you should consider more of them.	
8	Curtious, explained things as they did what they did.		Was wearing Road ID bracelet they removed it but did not utilize it and was left behind so couldn't be used by hospital personel. ROAD ID MEDICAL BRACELET: has contact information on website of patient condition and medications.
9	Everything was fine.	Took a while getting going out of the driveway. 15-20 min.	
10		Get here sooner.	
11	Arrived very quickly. I was still on the phone with the dispatcher.	The patient had great difficulty walking, but instead of bringing the gurney (stretcher) into the house, the paramedics walked her out to the driveway.	
12	EMTs were wonderful - professional - caring, helpful. Very short ride but have no complaints about them.	Please don't have paramedic student ask medical questions during initial contact. My husband was picked up at DaVita dialysis, yet he asked "so are his kidneys ok?" Really???	
13		Not keep the caller on phone so long.	The crew who came out later were very helpful on medication.
14			Patient is still in a hospital. These are so annoying. PLS STOP sending them! I'm not going to answer anymore.
15			Please do not send REMSA unit unless I or the Lifeline I use calls for one.
16	Very professional, made me feel extremely comfortable in the face of much pain.	All went well - accidental missed vein for IV, but understandable.	
17	Treated my dad very well, very focused on making sure he was comfortable.		Was unclear why my dad was not taken to South Meadows, which was our preference.
18		Tell crew more direct route to my address. They were told ALONG way so it took much longer to get here. Thank you.	
19	Medicate me and explain relative things to me, care for me and get me to VA as was directed & requested.	You have done a marvelous job and I don't see need at this time for too much improvement.	Very good job done, courteous personnel to proper places, VA, etc. (Questionable billing procedure.)
20		Ascertain condition of patient so that transport vehicle is dispatched for pick up from hospital.	My sprained knee was not supported during transport home. Transport was 1 hour late.
21	The transfer seemed safe.	Don't rush. Check belongings before & after.	Between Living Care Center/REMSA/St. Mary's Hospital transfer, medication was taken from my belongings.
22	Great job transporting to my requested hospital.	Should not have listened to REMSA on dumping me onto ER lobby - 3-1/2 hours later I was still not seen by the doctor - requested another transfer to a PDX hospital.	
23		Lock the front door when leaving.	Nice people. Made me feel safe.
24	I was very upset and your EMTs were able to calm me.		Your service was excellent.
25	Was very kind to my brother, in treatment, being aware of his Alzheimer's.		
26	Came soon after called. The lady paramedic was assuring while waiting for OX from V.A. Besides, she is a cutie.		Thank all of you. May the you trip of life be pleasant.
27	Everything! The team was amazing. Professional. One EMT in particular helped my daughter and I. She was calming and very friendly. In a bad situation they made in bearable and took care of my daughter. They went above and beyond and we are iternal grateful. They reminded us that there is still good ppl in the world.		Amazing service. We are so very thankful for your care & compassion.
28	Communicated what they were doing at each step and what I needed to do - they were calm and very nice!	Nothing!	REMSA is always professional, efficient, supportive and friendly.
29	Care, attentive.	Less speed.	Pleasant.
30	Unfortunately, my wife has had to use REMSA several times in the last two years. Your service is HIGHLY professional.		
31	Everything that was needed for my problem.	REMSA is just great.	Just keep doing the great job. Could you send me the info on the rules on how many times a member can call for help with a problem with their membership for a senior female. Thank you.
32	This was a non-emergency transport to St. Mary's. Staff was helpful, calm.		
33	Very nice and concerned about my health.	You're great.	
34			Great.
35	Arrived at home very quickly - nice admit to St. Mary's.		
36	Everyone was polite and very helpful and made me feel comfortable knowing I was in good hands.	Can't think of anything, the service was excellent.	I appreciate the care I was given. Thank you so much.
37	Administered immediate help very efficiently.	Just fine as it is.	
38		Kindness to the patient & family.	Very satisfied w/the care received & thank you!
39	Very quick - efficient - knowledgeable. Amazing - like "troops to the rescue."		Thank you SO MUCH!!
40	Excellent and professional assistance.	Nothing - you're great!	Your staff is GREAT!
41	Kindness and medical knowledge.	You did it all!	You are the greatest.
42	Very friendly and helpful.		
43	Everything.		
44	Meds.	Do not ? them.	

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
45	Taking care of me professionally, they were awesome.		This time I make my effort to pay my bills, the last time of my service they are very rude, but people are very professional. They treated me w/respect.
46	I really felt like they cared about me and I know I can trust their methods.	Nothing.	Thanks to those that helped me get the medical attention I needed.
47	Very friendly, professional, and gentle.		
48	Very caring & concerned - treated promptly & respectfully - check in on me @ hospital as well. Thank you!		
49	Response time good. Liked the personnel.		
50	Whole process was very professional.		
51	Arrived quickly, assessed problem. Took course of action.		
52			Nurse help line is very helpful. Great service.
53	Everyone was calm.	The service was superior.	My experience has always been reassuring.
54	We had no problems with anyone. Don't see the need for the fire truck!		
55	I can't say enough about how terrific REMSA was to me. I was having a heart attack and REMSA had me comfortable and the hospital ready to receive me.	You did all that was possible.	
56	Put up with a very rude patient. I want to apologize for my verbal behavior.	Nothing. Verbally to the staff and want to apologize.	I was very rude. Thank you for your kindness to me and my husband.
57		Checked vitals, asked how I was doing, kind to me.	
58		When being transferred from Renown to NAMS, her leg (knee to ankle) brace (which she was wearing) was not received at NAMS.	So I think REMSA left it at Renown or in ambulance.
59	Everything: EMTs were professional and got my husband to the hospital quickly and were very comforting to him.		
60	Everything.	Everything was fine as is.	
61			I'm sorry I can't be more helpful.
62	Answer ASAP. Courteous.	N/A	I broke my hip. Were careful & professional.
63	Helpful to patient and wife.	Nothing.	
64	Response and care were very good.	Put the IV in before moving...EMT had a hard time with it.	
65	Got me to the Vet. Hosp. quickly -		
66	Crew was extremely helpful and polite.	Nothing.	
67	Thanks for all you do!!		
68	Everything.	I was very pleased with my care.	
69	Staff was caring, helpful & polite.		
70	Everything.		Thank you.
71	Got here in a hurry.		
72	Politeness & efficiency.	Nothing.	-
73	Yes, everything.	-	
74	Drive the ambulance to the hospital.	Listen when the patient requests no IV. Dr. asked me why REMSA put it in, to charge me?	I got 5 stitches for a laceration to the forehead. No need for the ambulance!! Also, please remember patients don't want to be there, and don't understand your normal routines. Slow down, explain, be courteous. Thank you.
75	I got treated well.	Nothing, they have good services.	
76	Everything! They talked to my daughter & had me hooked up & IV put in very quickly.	Nothing, everyone & everything was really great!	Very good service, especially for someone who hates ambulances!
77	Hearthstone made the call - and patient passed away in the emergency room.		
78	Great service.		
79	Got to the house fast.		
80	Your crew has ALWAYS taken great care of me.	Keep up the good work!!	
81	Got here quickly.		Have no complaints. Good service.
82	Everything.	My husband did pass on 5/19/14 at Renown - but I truly think he was gone before he left our home. Thank you for all you did. My prayers are with you all.	I miss him, but I know he's in peace and in no more pain and suffering, and he is with our Lord and Savior. P.T.L.
83	Got my 6'6" husband out of the house.		
84	Fast arrival.	Must a fire engine always arrive?	
85	Quick response & assessment. Good explanation of tests.	Keep up the good work.	I wasn't told how the billing process works or amount billed.
86		The crew was extremely helpful with explaining everything and making me at ease with dealing with trauma.	Your crew made a difficult situation much easier to deal with.
87			Great job.
88	Everything.	Nothing.	
89	Just about everything!	Maybe let me run the siren?	You folks are tops at what you do.
90	The team was SO very kind & respectful to my father. He felt like he had made some new friends!		They guys were awesome!
91	Dispatcher stayed on phone (calming wife and providing life saving instructions) until REMSA ambulance arrived. Crew was very professional.		You saved my life - thank you!
92	They were quick to arrive.	They did fine.	Have a nice day. Thank you.
93	Everything.	Don't change anything.	
94	Everything. Very caring, efficient and polite.		
95	Everything.	All was fine.	
96	Everything - especially care of my wife.		
97	Transport, medical attention, and kept me informed on my medical situation.		
98	Helped me not be so afraid. Were knowledgeable - explained what was going on.		I just think the guys were great.
99	Just being there you get a gold star.	N/A	
100	Arrived promptly & careful with well-being of patient.	Nothing.	Great service.

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
101	Comforted me, made sure I was set up in hospital room before leaving.	?	Always a satisfied customer.
102		Not your usual and helpful crew!	REMSA has some caring people and they are appreciated. CREW OF 3. Young lady needs to GROW up. Giggling and smart mouth do not go - (a smile is great). She needs to realize her job is serious and people are scared and/or worried. The young man had a very puzzled look. Looked at the rest of us as if he could not understand what was going on. I felt sorry for him. He could probably be A-OK, if he had opportunity to train with a good crew. The other man added nothing good or bad to the nightmare. They told me they needed to decide if they would take me or not. I told them the Dr. just told me to get to ER. Not your usual caliber of people.
103	Everything.		The EMTs were sooooo nice & help me (lots of pain). Great crew.
104	Caring, good listeners and cooperating together to make & help me on my way.	Continue in the great service and speedy arrival.	As a senior and living alone, your care was very much appreciated.
105	Everything fine.		
106	Took care of me.	More conversations in back while riding, if health can stand for it.	You were good - thank you.
107	Everything.		Did not know until we called that info at house was free upon request.
108	Prompt & thorough!	Keep up the good work!!	They took care of my husband - i can't thank you enough!! We are new to the area! Love it.
109	All went well.	I'm happy.	Great crew.
110	All the effort put forth on me was great.		
111	Professional & courteous.		
112	Everyone was professional & great - top notch! Great team from dispatcher to medical professionals.		Have not dealt with (billing staff) them yet.
113	Transferred to NNAMHS. Still in hosp.		
114	Came quickly and tell the family how to do. Do not make big noise and disturb the neighbor.	You are very good.	
115	Prompt & courteous.	Nothing.	Good service.
116	EMTs were caring and calming.		
117	Excent service and thank you.		
118	Everything.		
119	The only thing i remember (I had a seizure while driving) is the face of the paramedic who reassured me that I was ok and told me exactly what they were going to do and did his very best to calm and reassure me.		None.
120	Treated patient with professional expertise and kindness.	Be communicative about the process of service by stating what the charge for service is.	How much does this service cost?
121	Very nice and respectful.		
122	Response time was good and taking care to get me off the floor onto gurney. Got to hospital ER quickly.		
123	Very organized.		
124	Communicated and helpful in calming patient (me) down.	Service was great. Change nothing.	
125	They were verry polite.		
126	Got me to the emergency room as soon as possible under difficult circumstances (dirt trail at base of mountain).		
127	All.	Just come when needed.	
128	Kept me calm and explained what they were doing as they did it.	Nothing that I could see.	
129	Everyone did a good job.	No.	No problems.
130	You took care of me!!!!	Have more staff taking care of people.	
131	Everything, your crew was helpful and polite.	You're doing great.	
132	Everything you guys did everything well.	Nothing. You guys do everything professionaly.	I wanted to tanks the crew who tranported me. Tank you.
133	Everything was done well.	Nothing.	
134	Communicate.		
135	All good.		Patient still in hospital.
136	Patience with the patient, an eldy and calm attitude to settle others.		
137	I was not there for pick up do to so many changes.	Don't change pick up times so many times. It upsets patient.	You were careful with my husband. Thanks.
138	The personnel were very knowledgeable, courteous and helpful.		
139	Great response time and made my husband feel like he was special and made me feel comfortable.		
140	Were very helpful and made me feel comfortable.	Nothing. You did your job well.	
141	Everything was done well.		
142	Everything.		Thank you for all your personnel did to assist us.
143	Prompt; friendly; efficient; nice men.	Can't think of anything.	You're great. Thank you.
144	You called my daughter and provided excellent service.	Nothing - all good.	
145	Yes.		Nothing.
146	Excellent response and care. Thank you! to all REMSA staff who responded.		
147	Communicated who they were - patient - explained where taking patient - explained how get there.	Don't know of anything.	This was first time having contact with your service. Thank you.
148	Arrived fast, very calm, moved quickly when it became apparent that dad wasn't stable.		Thanks for the Silver Saver program!
149	Ambulance EMT/paramedics were helpful, but didn't know the severity of my case.	Do not judge on what you see, it could be a complete 360 and you are wrong.	It's nice to tell the patient what you think it is, but when you are wrong about your diagnosis, such as mine, i was told that it was reflux, that this was common and easy to fix. I ended up with Cauda Equina, which was a difficult fix. It was upsetting!
150	I liked the service. Very nice and knowledgeable.		

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
151	Prompt - courteous - professional - respectful.	Hopefully, nothing.	They look so young, but then, I'm 87.
152	Got me right to the hospital from work. I was coming down with pneumonia, my lungs and brain were blocked from oxygen, so I don't remember much.		I have Medicare plus Federal GEHA.
153	Everything! Great.	N/A	Always knowledgeable, efficient, compassionate.
154	Took very good care of patient and made family comfortable in all processes.	Nothing.	
155	Everything.		
156	Answered questions.	?	None.
157	All was EXCELLENT. Staff was great.	Thank you.	
158	Everything was done very professionally.		
159	Attentiveness to my needs/concerns; empathetic.	Honor my request for allowing me to take off my outer attire to save it, when it is within my capability. Also, don't let my belongings get stolen. My cell phone was stolen out of my jacket while in REMSA's custody. Not happy.	
160	Eased a stressful, scary situation. We were so relieved once we knew our son was in your care. Thank you...	Nothing. The response time was great and the care and comfort was second to none.	Thank you to the REMSA staff.
161	I was pretty nervous, your crew calmed me down, was very professional.	I can't think of anything.	Very good, dispatcher was very helpful.
162	Everyone was fast and efficient. I was well cared for and made to feel safe.	Keep up the great work.	Thank you for being there, quick to respond and taking care of me.
163	They were very compassionate and answered any questions.	Very happy with the service.	
164	You came and helped!	Hurry!	
165	Everything.		
166	Quick respond.	-	Thanks to the crew I cannot ask for better service.
167	They tried to calm me down and made me realize that it was for my benefit to go to the hospital.	Nothing!	
168	Comfort me.	I don't know.	Good, good.
169	Showing the care - making sure that I was alright.	Cannot think of anything at this time.	They made sure that I understood what they were doing.
170	Everything.		
171	Respectful and caring.		Thank you again!
172	Personnel help defuse the situation and calm my son down.	Everything went good.	Intern was very helpful, knew how to relate to my son.
173	All were nice & very professional.		How do we look into Silver Saver Ins?
174	Communication, came fast. Polite.	Everything was fine.	Glad to have a REMSA.
175	Respond fast to my location.	Nothing.	
176	They were very caring and took me to the hospital. They checked my blood sugar and other things to make sure I was okay.		They are very professional and know what to check for.
177	Everything - prompt - courteous - professional		
178	Everything.	Nothing.	
179	Follow up on patient (me).		REMSA is one of the best ambulance services I've encountered.
180	Quick response time.		
181	I was impressed with their help and caring manner.	Not sure.	Keep up the good service - thank you.
182	Everything. The guys were considerate, knowledgeable and professional.	Keep up the good work.	
183	Everything.	Nothing.	
184	It was a pleasant experience, considering being scared of high/low BP.	Nothing.	
185	First time in an ambulance & your attendants made me comfortable, relaxed & at ease.		
186		Wonderful service. Keep up the wonderful job.	
187	Great.	Nothing.	
188	Response time was exceptionally short. Personal was very courteously efficient. Good job!!!		
189	You were very quick on arrival.	Don't use such a big IV needle. It bruised my wrist all the way around, and I still have a knot there.	
190	I was very comforted by the staff & very thankful for them.		You all are AWESOME. I'm so glad you were all there that day!
191	Came quickly, did a wonderful job.		Personel were kind and gentle and quick to respond.
192	Talked about what they were doing & why.	Nothing - you came quickly & were good.	
193	Provide an efficient, courteous service!	-	-
194	Communication at home & hosp.		
195	Everything.		
196	You did a good job taking my wife home, as she wished, so she could pass away in peace.	Carry on the good work. And have a very friendly crew. Thank you again.	
197	Very quick response time.	Nothing.	Excellent.
198	Empathy & service.		
199	You saved my wife's life! All I can say is thank you to you all!		
200	Speedy, very good professional service! Thank you.		
201	Communication with all involved.		
202	Communication with all involved.		
203	Everything.	Keep up the good work.	Excellent service!!
204	Everything.	Stay the same.	
205	Everything.	Nothing - help and care excellent.	
206	Taking care of me and taking me to Renown.		
207	1) Prompt response 2) Team professionalism constant medical status	Nothing - perfect service - thank you.	None.
208	Everything.	I can't think on anything that you could improve on.	Care & service is excellent.
209	Everything.	Nothing.	The service is great!
210	Personel were kind, soft spoken & could not have been more gentle.	-0-	On 2 occasions it was the same EMT.

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
211	Courteous, knowledgeable, friendly.	Medic couldn't get a vein for IV - multiple tries.	
212	Personalities were excellent, very helpful in every way.	Nothing I can think of.	
213	Very helpful, getting me to the hosp.		
214	Made me feel very comfortable.		Very good.
215	Took me from Renown on S Meadows to the Renown on Mill St. without incident.		
216	Made me feel safe.	No idea - best service.	
217	Fast service, professional!	Nothing.	
218	Everything, very good service.	Nothing.	
219	Brought a smile to my wife's face - very thorough, thoughtful and kind.		
220	Everything + + +		Excellent.
221	Helped my husband up. I couldn't move him.	Nothing. Your staff is wonderful	
222	My son loves his Bobby Bear! They were so nice while transferring.		Rig 32 was great!
223	Everything. Employees were excellent.	Nothing.	
224	Everything was outstanding!		
225	Perfectly trained and competent, very polite and kind!	Just keep up the good work!	Very, very good service and care as in the past!
226	Everything.		
227	The nurse at Emertus called to have mom taken to St. Mary's. She was very ill with severe pneumonia & passed away on June 2. However, I'm sure your crew was very professional & helpful as always.		
228	Very patient & professional.		
229	Taking care of the patient.	Nothing.	
230	Everything!	Nothing!	
231	Perfection is great!	Nothing.	
232	Trying to make me comfortable.		
233	Carefully & professionally carried patient to Mill Street facility.		
234	Very well.		
235			Thank you all.
236	Very helpful. I was very pleased with the help I received.	Very helpful.	
237	Everything!!		Thank you for being there.
238	Everything was done well.	Service and follow up was great.	
239	Communicate.	It was well done!	N/A
240	Understanding my illness.	A good job - they were excellent!!	They couldn't do any better.
241	Everything.	Did very good job.	
242	REMSA took very good care of my husband. They also helped me calm down.	Nothing. They did a great job!	
243		I would like a call after you receive my comments.	My son called 911 from Las Vegas as he was on the phone with me when I fell on my head in the bathroom. I am still in a rehab facility. I had 4 staples put in my head and had a pacemaker put in on 05/11/14. The ambulance personnel never even looked at my head. After they left, my neighbor (former cardiac nurse) noticed my head was bleeding and she drove me to the ER. The mistake we made was not calling the paramedics back to take me to the ER. Hopefully, the paramedics will be more cautious next time, otherwise it may be a matter of death to some poor soul. THEY SHOULD BE RETRAINED OR REPRIMANDED.
244	Billing staff was very nice. So was dispatch.		
245	Everything.		
246	Always take good care of me.		
247	Everything, very courteous!	I don't know - already doing.	I would recommend your service anytime.
248	Everything.	Nothing.	
249	Everything.	Nothing.	Wonderful.
250	Prompt, attentive.		
251	I had passed out in Wal-Mart shopping parking lot & did not regain consciousness till they were taking me into emergency room. They gave me my wallet & cell phone back. They contacted one of my sons & informed him of my condition & location. Thank them.		
252	Yes, very well!	Nothing - the crew were very professional.	Excellent. Very good looking as well!
253	Everything was great.		
254	Transport me with heart attack symptoms from my home to Renown - Reno.		EMTs were understanding & expedient in moving me.
255	The staff helped me to calm down. Everyone was kind and very calm and tried to meet all my needs. Everyone seemed to care.	The ambulance arrived quickly and the personnel was so nice and helpful. That's all one can ask for. I don't see how you could do it better.	
256	Great, I can't say enough about your people. Great job when I needed you the most. Thanks!!		
257	Professional - took care of my mom.		
258	Can't remember the girl's name, but between her and the other EMT, they kept me calm and explained everything to me beforehand.	They were a great team, I couldn't have gotten a better ride. The two of them made my ride very comfortable.	
259	They did good.		
260	Keeping me informed helped relieve my stress.		All three personnel were FABULOUS. Bad situation made nice due to the staff. Thank them for me.
261	Very kind & respectful to my elderly mother.		
262	Everything.	Don't change.	EMT & his partner were gentle.



	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
263	They were about to pull away with my 92 yr. old mom & saw me running, waited for me (non-emergency) and were so personable as I rode along in the ambulance. Very efficient, professional & personable.		Continue to try to provide cost effective service in negotiations with city fire department.
264	Took care of me & got me to the hospital S.A.P.	Nothing.	
265	Everyone was great and helpful.	Nothing.	Great.
266	Nothing.	Retrain drivers and personal.	One of the personal ask me what did I plan on getting out of this. I had kidney stone was treated like heronin addict going thru with draws. Very unprofessional staff to me. Should sue.
267	Got me to the hospital in a timely manner.		REMSA has very nice EMTs.
268	Arrive promptly, polite & caring.	Not much.	Excellent!
269	Personnel was extremely kind, detailed & gentle with my grandmother. The way they got her off ground was graceful.	Great job! Thank you!!	
270	Everyone was very helpful.		
271	The EMTs were great, helping patient with the incredible pain she was experiencing, also taking info on all information of meds.	No.	The EMTs were best ever that we've dealt with. We wish all EMTs were this great!
272	I am very thankful they were there, it saved my life - a smooth ride - keep up the good work.	Get one more helicopter - because of how far we had to get to hospital.	If they were not at Gardnerville ER, I might not be alive.
273	Nice and caring crew.	Nothing.	I was well cared for.
274	Courtesy and efficiency.	Keep up the good work.	
275	Knowledgeable, professional and efficient. Kept me informed of my status, very polite and courteous.		
276	Transport me to Renown - Reno from Manor Care due to acute condition. Thank you.		
277	Very, very nice.		
278	Everything.	N/A	A-OK
279	Everything.		
280	Curteous.		
281	I thought service was well done overall.	I think that you need to get patients to the hospital faster (the whole process) to get them to dr's ASAP.	IV was missed 1st try and 2nd attempt was successful! But nurses/drs did not like ambulance IV so nurse's 3rd try at IV was satisfactory for them (hospital emergency room). (I was a pin cushion.)
282			I have the Silver Saver.
283	Everything. REMSA has always been very good with me.	And I do thank you all very much.	
284	Very quick to start treatment & get my airways open, to transport me to Northern NV Hosp.	Nothing - everyone did a great job! Thank you.	Thank you, thank you again -
285	Made me feel comfortable and less fearful.		
286	Paramedics very calming and explained everything step by step so I knew what would happen.	Nothing - everything was great.	
287	Courteous, prompt, efficient, caring.		
288	Very much helpful to me in every way. I can't complain. May God bless everyone of the crew.	No comment because you have served me very well.	May your service will continue forever, being their in time of need. Thank you very much.
289	Everything - the crew was quick, competent, professional and explained as much as I could understand at the time.		
290			Very good.
291	Everything.	N/A	
292	Everything.		Very professional.
293	Everything.	You served me well.	Everyone was very helpful and professional.
294	Good job.	N/A	N/A
295	Everything - probably saved my life.	Keep the good work going.	Very well informed. Courteous - polite -
296	Quick response.	I was twitching constantly, uncontrollably. They tried several times to put an IV in the back of my (R) hand in order to give me medication to stop my twitching. After they were unable to get the IV in, bent my (R) elbow backwards making me scream while trying to hold me still. Also, someone either had their elbow or knee on my left hip causing severe pain. It finally dawned on them to put the medication directly into my (L) arm. My twitching slowed considerably allowing them to put an IV into my (R) forearm. The back of my (R) hand turned black with bruising and is to this day sensitive to the touch. I had a bruise on my (L) hip. I am not impressed with their medical training in the areas mentioned.	
297	They were very good. Considerate, good bedside manner. Got me breathing and everything. Got me to the hospital in a good, rapid time. Did an outstanding job.		
298	Showed great care and concern. Very knowledgeable.		I thought they were great.
299	All personnel was kind, professional & focused.	Nothing.	Wonderful service CA. Should evaluate the service we received from ambulance & hospital staff (Renown).
300	Excellent.	Just be there.	You were very informative to patient & family. Also very kind.
301	Everything was fine.		
302	All of it was done well. Your staff is exelent. I have no complaints.	I don't know.	
303	Check me out carefully & being concerned.		Excellent service.
304	Much better response - were not dismissive of pt concerns, made sure I stayed involved.		Very good service this time.
305	Everything was good.		
306	Everything. I felt very at ease with all your help & service.	-	
307	Service was good.		
308	Everything anyone could ask for. Made me feel relaxed and comfortable.		

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
309	Excellent.	Not much. It was my first experience in ambulance and I have no complaints.	
310	I was very scared - your crew put me at ease immediately. Thank you.		
311			My sister, the patient, died 5/30. I was not personally involved, but by personal experience and that of friends, I am confident that REMSA's service was excellent, as always.
312	Fast arrival/professional.	Can't think of anything.	
313	Everything.	Not very much.	Thank you so much.
314	Everything was perfect.	Nothing.	Your staff is friendly and very helpful.
315	Everything from the time you arrived & left.	Nothing, you are very efficient.	
316	OK	Get some that know how to use needs right way. Tried to get needs in said vein were not right. Tried two times. Hospital had no trouble.	
317	Everything from the time you arrived & left.	Nothing, you are very efficient.	
318	Crew was professional.		
319	Was punctual, polite, reassuring.		
320	Everything was well done. I got really good care. Thank you.	Nothing. Keep up the good work.	UR awesome and being a vol-firefighter even more. Well, if I need to go again, I will look forward of you transporting me to the hospital. Thank you. -- Cold Springs Vol. Fire Dept. Firemen
321	Everything.		
322	Excellent.	Stay on top, where you are.	
323	Cheerful and reassuring in ambulance.		Excellent service.
324	They did everything well, by attending the patient and the attention of my child.	Nothing, I was satisfied.	I was satisfied by everything and don't have any comments.
325	Everything! Good job!	Nothing. It was a great flight. I felt safe, everyone was friendly & very helpful.	The service was very good, thank you!
326	Everything. They explained each & every procedure, while making sure I was comfortable.	Nothing that I can think of.	
327	Prompt treatment & good care.		Excellent!
328	Everything was great!		
329	My husband was so upset, but the dispatcher helped him so much. My husband was very upset and they helped him - I was pretty out of it, but I'm alive, so they did their job.	Keep up the great work - nice people! The response time is great for Cold Springs.	I don't remember too much, but the men were so nice. Thanks for the great service. You helped save my life.
330	Excellent.		Excellent.
331	Very polite & considerate.	Very difficult.	
332	Dr. Sunstrom's office 975 Ryland to Renown ER short trip.	IV it was very uncomfortable. Too deep in my elbow every time I moved my arm. Had to be moved as it looked.	
333	Very friendly & caring.		
334	Everything. Your staff was very kind. Thank you & thank them. They convey confidence at a very stressful time.	Please tell them thank you on my behalf.	
335	The ambulance crew were terrific - I felt I couldn't breathe - not realizing I had broken ribs and they calmed me down.	Nothing.	Just thank you! And thank you to all!
336	Everywhere.		
337	Everything.	Nothing.	
338	All.		
339	My husband was very upset, and they were able to talk him down.		
340	Have not yet been billed, so does not apply.	Was served very well.	No comment on above, but the care was good.
341	Understanding my condition.		
342	Attitude toward patient helpful and expedient.		Service & care comforting and speedy.
343	Everything was done VERY WELL!		
344	Got here quickly, polite & nice.	Not much, good experience.	Took care of me well, non judgemental.
345	Just being kind and helpful with information.	Just being kind.	
346	Everything.		
347	Very fast service, very comforting staff. Made me feel unafraid.		Thank you so much for respecting & caring for me, even though I was very intoxicated.
348	Everything.	You do it now.	Thank for everything, when we need you.
349	Everything was done perfectly. Don't change a thing.		Keep up the good work.
350	Came promptly. Were helpful & nice.		
351	Everything was done very well.	Nothing, you did a great job.	
352	Kept situation calm and informed for 90 year old patient (husband) and family (wife) at almost midnight. Upon arrival at Renown So. Meadows emergency, EMT took "charge" to tell them situation, etc. Always looking after both of us.	Continue!!!	Both EMTs were very professional - especially caring for patient and wife (passenger). And thank you for your care and concern. Blessings!
353	Well, we were not in an accident.	Stop wasting patient time on scene.	Not at all happy. The military term "cluster fuck" comes to mind! I went into A-Fib while at a REHAB facility. First the firemen arrived, 4 big guys crowded into the room, with their equipment. Then your guys came and crowded 4 more bodies into the room. They asked questions (same as firemen!) took readings in the room & killed maybe 10 minutes then, they put me on a gurney and put the gurney in the vehicle. THEN while still parked - spent another several minutes asking the same questions & taking readings. From the first fireman arrival till the ambulance actually started rolling was close to 30 minutes. While I am having heart issues this sucks! You really need to review your procedures!
354	Made sure I was comfortable and kept me informed what was happening.	Nothing. You were great!	The team was friendly and careful during transport.
355	Great.	Nothing.	All was very professional.
356	Moved me quickly with a minimum of discomfort.		
357	I was very please with their care and helpfulness. All were sincerely concerned.	If everyone was as considerate as these crews were, there would be less trouble in this world.	We THANK YOU VERY MUCH for sending such great CREWS.

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
358	Everything.		
359	A very safe and caring transport.	Outstanding service.	
360	Everything.	Nothing.	Your EMT was so patient. I was not in the best state of mind.
361	Very informing and helpful in keeping calm with assisting my daughter.	Let family sit with patients in the back of ambulance.	Everyone that assisted my daughter was helpful and informat not to mention extremely caring giving they were helping a child.
362	As far as I'm concerned, I have never had such excellent care & fast service.	You can't do any better. Perfect.	My husband has demencha and I couldn't leave him. He rode in front and the gal was very understanding. Great team. Thanks again.
363	Treated well by some not bad looking guys which was just an added bonus.		
364	Everything.		
365	ARRIVED quickly & very friendly & helpful.	N/A	
366	Everything. Quick response, effcent & kind & considerate.	No complaints. Have had prior experience with REMSA crew & very professional & efficient.	
367	All things.	?	
368	Everything.		Kindness, encouragement and assistance all excellent.
369	Everything.	Nothing.	
370	All things.	Same.	
371	Treated patient compassionately & with minimum pain.		
372	Everything.		You are the best. BILLING FOR SECONDARY UHC INSURANCE CAN BE FOUND AT 877-717-9517 OR 800-945-0135 OR 877-842-3210. www.UHCRetiree.com/delta may help
373	Crew was personable and considerate.	Keep up the good service.	I was scared & in a lot of pain. The paramedics helped me calm down & were very gentle with my injuries.
374	Your response time was prompt. The attendants were extremely caring & gentle.	You're doing fine.	
375	Nice work.		
376	Everything.	I can't think of one thing.	
377	Everything.	Nothing.	Excellent.
378	Staff made me feel comfortable in a difficult situation.		
379	Everything was great as always.	Nothing.	
380	Helped take my wife to respite care @ Manor Care.		
381	Communication.		
382	Everything!		
383	Everything.		
384	Quick, efficient.		
385	They explained why I should go to the hospital.	Keep up the good work.	
386	By being fast to patient, taking charge and making patient feel "taken care of."		
387	Prompt eval. of situation.	Just keep up the good work!	The personal was very conscise and polite plus extremely caring.
388	Everything.	You're already doing it.	
389	Being here fast and being helpful and careful.		
390	Got here quickly.		
391	You took me from VA Hospital to Renown Hosp.	Your service was excellent. Could not have been better.	You performed very professional.
392	The staff used professional non-stop perservance to get me out of the wreckage safely and to the medical center.	I think you are the BEST! I thank you all for helping me.	Nothing could be better than this service, EVER. Thank the staff for me. Just want to say all the people in Reno are just great.
393	Everything.	You were just fine.	FROM WIFE: I just want to say how nicely we (patient) and I were out of town guest (I bow!) and your treatment was the very best! So thank you and God Bless. Our marriage was at our church with God as our witness and we love each other very much. (10/3/13)
394	I was out of it for the most part.	I don't know.	The flight was smooth, as I recall.
395		Have pediatric nasal cannula available in ambulance.	My son is 3 years old. There was no pediatric nasal cannula available in the ambulance, just the adult sized one and this bothered him and stressed him out quite a bit in an already stressful situation. A properly fitting nasal cannula would have helped.
396	I feel your crew understood the severe chest pain I was having and I could not breathe.	Nothing -	Your crew was so kind and caring. They really tried to help me. I believe they did their job 100% - Thank you!
397	Everything!	Nothing - you were perfect!	Thank you! Thank you! Thank you!
398	Treated well, doctors were friendly.		
399	REMSA was awesome. As an RN, they were reassuring and explained everything well. Great service.	GPS sent us the long way out of Somersett - not a REMSA problem, just GPS.	Thank you for everything. Please tell those who assisted me THANK YOU!!! *Sorry for the penmanship; my right hand is broken*
400	Satisfied! Arrived quickly. Professional.		Great service!
401	They did everything well!	N/A	As above - great. Apologize for taking so long in returning this form.
402	The men were very professional & caring for my husband & myself. They were wonderful.	Nothing.	
403	Everything.	Stay the same.	Great.
404	Great REMSA crew! Very caring!		
405			Everything was fine.
406			You did good!
407	N/A	Very nice.	
408	Kept me calm in a time of panic.	Nothing.	You are all great people! Thank you!
409	Great! Both of us were respectfully treated. We appreciated ALL the crews efforts on our behalf.	?	
410	Whoever those 2 young guys were that helped me, were totally "AWESOME"!! I believe they saved my life.	-0-	Keep up the great work!
411	Everything was great. I was treated with the best care. Made sure I didn't hurt.	I felt all that needed to be done was done, I appreciate the service. Grade: A+.	From what I remember was that they were all very professional and treated me greatly.
412	Everything.		
413	Everything.	Very good now.	

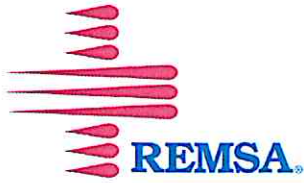
	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
414	Crew was personable and considerate.	Keep up the good service.	BILLING FOR SECONDARY UHC INSURANCE CAN BE FOUND AT 877-717-9517 OR 800-945-0135 OR 877-842-3210. www.UHCRetiree.com/delta may help
415	The paramedic was the best! He was kind, smart, amazing. I cannot say enough about him!	Nothing.	I had a great experience in a stressful situation.
416	Everything.	No need.	
417	Everything was done well.	Nothing that I know of.	Very good.
418	Everything.		I have no complaints at all. I have been complimented for carrying my emergency wallet with all the information your personnel need.
419	Everything was done well.	Nothing that I know of.	Very good.
420	The perimedics were FANTASTIC.		Thank them for me, please.
421	Arrived promptly.		
422	Excellent service.		
423	As the patient I felt in good hands, safe, and that all that could be done was done, though my memory of it is spotty.	- ?	Care and service was excellent.
424	Service was great. Thank you.		
425	They saw me (on their way to another accident and stopped) they were the first ones at the scene. Extremely helpful - AWESOME. They are very special men. When they saw me on the ground (motorcycle acc.) they stopped immediately before 911 was even called.		I was so impressed with their care, professionalism, and compassion. AGAIN they deserve special recognition.
426	Besides making me feel bad about coming in sooner, I have nothing but WONDERFUL things to say about billing - in regards to your billing staff they have helped me so much and they are nothing short of angels. Thank you and I sincerely mean that your billing team has nearly taken the stress out of it all together for me.  Everything. The nurse wouldn't even leave my side, he went above and beyond when I finally got there. The only concern I did have was I was in extreme pain & they sat there talking not moving for at least 15 min.  ...BTW when I made the comment in regards for sitting 15 min while they joked (she even giggled & so I guess we should have left already lol) my temp was 102 & when we arrived 106.		
427	Everything!	You are perfect now!	Thank you!
428	Everything was perfect.	Nothing.	
429	I believe that the job was done very well and I wanted to let remsa know that I am doing everything I can to get the bill paid as quickly as possible. my address is happinessmusicreach37@gmail.com  thank you so much  Ryan B		
430	Everything that was necessary		
431	All the guys did a great job and performed their duties on myself within a timely manner. They all took great concern and asked plenty of questions. They got me started on pain meds and took vitals rather quickly. So yeah those guys did a good job being my very 1st ambulance ride.	keep doing what they are doing.	

**CARE FLIGHT  
CUSTOMER SERVICE  
FOR  
JUNE 2014**



**CARE FLIGHT CUSTOMER COMMENTS JUNE 2014**

	What Did We Do Well	What Can We Do To Serve You Better	Description / Comments
1	I don't really remember being put on the helicopter. I was unconscious.		
2			I have amnesia for the event... sorry.
3	Everything!	Good job!	
4	You got me where I needed to go. Quickly and safely.	Keep up with the training offered you	All personnel were kind in getting me from my home to hospital.
5	You put the patient first and my safety.	More ac in the helicopter, more female security guards, communicate with patient entire flight.	Flight nurse was very personal, kind and compassionate.
6	Fly and land the helicopter in the high wind! Helicopter was at location when I arrived with paramedics.		Helicopter pilot and paramedics were calm and professional, thank you!
7	Everything was above expectations.		
8	Saved my life.		Fast, orderly and sincere
9	Great service and crew. I have nothing bad to say.		
10	Seemed concerned	Nothing I can think of	Haven't dealt with the billing dept yet.
11	Got me there.		
12	Very polite, made sure I was comfortable and got to the right place "hospital"	Everything was wonderful.	
13	Speedy service	Lower the cost.	Don't remember much.
14	Everything! First time in helicopter, your staff kept me calm, informed, explained everything as they did it.		Awesome!
15	Everything.		
16	Nurse was very compassionate.	Explain why pt. is being taken and if this was necessary.	Staff was fine but we were not given a choice and we cannot afford this. Lives on SS only.
17	Help maintain and saved my life.	Keep up the hard work.	Crew were very professional.



*Regional Emergency Medical Services Authority*

**REMSA  
PUBLIC RELATIONS REPORT  
FOR  
JUNE 2014**

## PUBLIC RELATIONS

June 2014

ACTIVITY	RESULTS
Wrote and distributed press release regarding "Heart Healthy Heroes" 5k run.	Alice radio and Channel 2 covered the run.
Assisted with media interviews regarding the Not Even For A Minute campaign about not leaving children alone in (hot) cars.	Reno Gazette Journal ran a front page story of this issue and Channel 2 ran information regarding it. Nevada News Service also ran a story on this issue.
Conducted and managed a media tour for local media in order to educate them about REMSA.	Channels 2 and 8 as well as the Reno Gazette Journal and Entravision had representatives as part of the tour.
Wrote the joint press release between REMSA and Reno Fire Department.	Channels 2, 4 and 8, as well as the Reno Gazette Journal picked up the release and ran verbatim.





## Free REMSA Hands-Only CPR Demonstrations all Week

Published: 6/01/14 4:13 pm

RENO, Nev. (KRNV & MyNews4.com) - Jason Finley was just planning on having breakfast at the Squeeze-Inn in South Reno. He didn't expect he'd learn something new as well, as REMSA set up outside offering CPR demonstrations.

"They asked me if they wanted to learn chest compressions, and I said, "Why not?" says Finley. Like the unplanned life-lesson, J.W. Hodge with REMSA says cardiac arrest can happen anywhere at any time.

"We know that about 90% of cardiac arrest are outside of the hospital and of those people, a majority of time, they don't get hands only, or any CPR because people don't know what to do," says Hodge.

So in an effort to raise awareness, REMSA is bringing the classroom out into the community, complete with mannequins to practice on, and a certified CPR instructor to teach you. The basic steps include checking your surrounds, calling 911, checking on the victim, and performing chest compressions at 100 beats per minute. These easy steps only take a few minutes, but it makes a huge difference.

"The sooner someone starts CPR, on a victim that's gone down," says Hodge. "The higher their chances of survival are." And it's a few minutes Finley is happy to give.

"It's something everybody should know," he says. "We're always around people and things happen. At least if you can react and maybe give somebody that extra 5 minutes that they need, then you're doing something good. "

REMSA will be at a different location every day:

Sunday, June 1 at Squeeze Inn - South Reno (25 Foothill Road, Suite 3, Reno) from 9 a.m. to noon

Monday June 2 at Swill Wine and Coffee (3366 Lakeside Ct., Reno) from 9 a.m. to noon

Tuesday, June 3 at Whole Foods Market (6139 S Virginia St, Reno) from 11 a.m. to 2 p.m.

Wednesday, June 4 at Feed the Camel (McKinley Arts & Culture Center, 925 Riverside Dr, Reno) from 5 p.m. to 8 pm..

Thursday, June 5 at MidTown Farmers Market (MidTown District, Reno) from 10 a.m. to 2 p.m.

Friday, June 6 at Scheels (1200 Scheels Dr, Sparks) from 2 p.m. to 6 p.m.

Saturday, June 7 at The Club at Town Center in Somerset (7650 Town Square Way, Reno) from 9 a.m. to 11 a.m. as part of the Heart Healthy Heroes 5K and Fun Run.

For more information or questions, contact REMSA at (775) 353-0772 or [www.remsaeducation.com](http://www.remsaeducation.com)

## Health and Safety Fair in Sun Valley Saturday

*Posted: Jun 02, 2014 10:47 AM PDT Updated: Jun 02, 2014 10:47 AM PDT*

Fire trucks, helicopters and free required school immunizations for children four through 18 years old are just a few of the exciting activities available to families from throughout Washoe County at the combined “Lights, Sirens, Safety” and “Give Kids a Boost” health and safety fair on Saturday, June 7, 2014 at the Sun Valley Neighborhood Center at 115 West 6th Avenue from 10am-1pm.

The Washoe County Sheriff’s Office and Truckee Meadows Fire Protection District are joining forces with REMSA, Immunize Nevada, Safe Kids Washoe County, Virginia Palmer Elementary School, Rotary Club of Reno Sunrise, the Sun Valley Resource Center and a number of other community resource agencies to provide a free, three-hour event, filled with fun and information aimed at helping kids grow up safe and healthy.

Prevention is the key to keeping your families safe and this free event helps residents of all ages learn more about the tools and resources available in Washoe County to create a safer environment at home and at work.

“Lights, Sirens, Safety” provides hands-on information about a variety of crime prevention and personal safety topics. Safety fair visitors may take part in interactive demonstrations and equipment exhibits, featuring the RAVEN Helicopter, firefighting apparatus, Care Flight, K-9s, Motor Units, Washoe County Sheriff’s Reserves, the Sheriff’s Mobile Auxiliary Response Team (S.M.A.R.T.), the Community Emergency Response Team (CERT), AlertID/Neighborhood Watch, and the Emergency Services Dispatch Center.

For more information about Give Kids a Boost, visit Immunize Nevada online at [immunizenevada.org](http://immunizenevada.org) or [www.safekidswc.com/v2/](http://www.safekidswc.com/v2/)



## REMSA Introduces Heart Healthy Heroes 5k and Fun Run

*Updated: Mon 8:12 AM, Jun 02, 2014*

RENO, NV - As part of National CPR and AED Awareness Week (June 1-7), the Regional Emergency Medical Services Authority (REMSA) will hold its inaugural Heart Healthy Heroes 5K and Fun Run on Saturday, June 7 at Somersett Town Square, 7650 Town Square Way, in Reno. The 5K run will begin at 9 a.m. with the kids' fun run starting at 10 a.m.

Registration for the 5k run is \$40 and the kids' fun run is \$10. All proceeds will benefit the American Heart Association in their fight to reduce death and disability from cardiovascular diseases. As part of the run, participants are encouraged to wear their favorite red her costume, dress, tutu or other red running gear.

Runners can register by visiting [bit.do/remсарun](http://bit.do/remсарun) and will pick up their run packets on Friday, June 6 between 3 p.m. to 7 p.m. at Scheels in Sparks (participants can also register at this event). Runners can also register between 7:30 a.m. to 8:45 a.m. the day of the race.

Sudden cardiac arrest is a leading cause of death in the country. Everyone should know how to perform CPR in an emergency. Immediate, effective CPR could more than double a victim's chance of survival.

More than 300,000 people will die from coronary heart disease this year before reaching the hospital. Victims that receive immediate CPR and a shock from an AED within three to five minutes have up to a 74 percent chance of survival. Currently, less than 8 percent of victims survive due to lack of CPR and AED use across the country.

For more information or questions, contact REMSA at (775) 858-5700 or online at [remsaeducation.com](http://remsaeducation.com).

### REMSA demonstration locations:

Sunday, June 1 at Squeeze Inn - South Reno (25 Foothill Road, Suite 3, Reno) from 9 a.m. to noon

Monday June 2 at Swill Wine and Coffee (3366 Lakeside Ct., Reno) from 9 a.m. to noon

Tuesday, June 3 at Whole Foods Market (6139 S Virginia St, Reno) from 11 a.m. to 2 p.m.

Wednesday, June 4 at Feed the Camel (McKinley Arts & Culture Center, 925 Riverside Dr, Reno) from 5 p.m. to 8 pm..

Thursday, June 5 at MidTown Farmers Market (MidTown District, Reno) from 10 a.m. to 2 p.m.

Friday, June 6 at Scheels (1200 Scheels Dr, Sparks) from 2 p.m. to 6 p.m.

Saturday, June 7 at The Club at Town Center in Somersett (7650 Town Square Way, Reno) from 9 a.m. to 11 a.m. as part of the Heart Healthy Heroes 5K and Fun Run.



---

*Regional Emergency Medical Services Authority*

**FOR IMMEDIATE RELEASE:**

**June 3, 2014**

**CONTACT:** Scott Walquist, KPS|3, 775-686-2116, scottkps3.com

**\*MEDIA ADVISORY\***

**REMSA TO HOLD “HEART HEALTHY HEROES”  
5K AND FUN RUN**

**WHO:** Regional Emergency Medical Services Authority (REMSA) and the American Heart Association (AHA).

**WHAT:** In honor of National CPR and AED Awareness week (June 1-7), REMSA will hold its inaugural Heart Healthy Heroes 5K and Fun Run where it will present the proceeds from the event to the American Heart Association.

Hearth Healthy Heroes 5K and Fun Run encourages runners to run in heart healthy hero outfits, including a cape, dress, tutu, or other red running gear in order to support the American Heart Association.

**WHEN:** Saturday, June 7. The 5K run will begin at 9 a.m. and the Fun Run will begin at 10 a.m.

**WHERE:** The Club at Town Center in Somersett, 7650 Town Square Way, Reno

**About REMSA**

REMSA is a private emergency medical services system serving northern Nevada. REMSA’s state-of-the-art 9-1-1 dispatch communications center is fully accredited, as are all emergency medical transport services of the company. REMSA provides quality patient care with no taxpayer support or other subsidies.

## Car Safety Seat Check This Saturday in Reno

Posted: Jun 09, 2014 7:04 PM PDT Updated: Jun 09, 2014 7:04 PM PDT

You can make sure your child's car seat is properly installed at an event this Saturday morning at Northern Nevada Fitting Station in Reno.

Saint Mary's Regional Medical Center and Safe Kids Washoe County are partnering with REMSA for an inspection starting at 9am at 595 Bell Street.



There, safety technicians will make sure the seat is properly installed and the right kind for the age and weight of your child.

REMSA says 3 out of 4 car seats are not installed correctly. And according to the National Highway Traffic Safety Administration, car crashes are the number one cause of death for all children.

The event is limited to 30 cars so you'll want to get there early.

For more information, call 858-KIDS.

## Warning: Keep Pets Out of Hot Cars

Posted: Mon 7:56 PM, Jun 09, 2014

By: Terri Russell

RENO, NV - Early June warm temperatures simply foreshadow what we can expect into the summer months. The hot temperatures are also a warning for our family pets, and the dangers of taking them for short errands where they can be left in the car. A dramatic demonstration by Regional Animal services shows us just how dangerous that practice can be. Terri Russell offered to be part of that demonstration.

A REMSA paramedic was on hand to take our vital signs before we started the experiment.

My blood pressure and pulse were well within normal ranges.

And that was important as we prepared to voluntarily lock ourselves in a car where the outside temperature was in the low nineties.

"Just show people the affects of a hot vehicle on us the humans and how we translate to our pets that we leave in our vehicles," says Bobby Smith with Washoe County Regional Animal Services.

Smith had us get into the air conditioned car and drive around the streets for a bit--just like you might with your animal. Inside, the temperature is a comfortable 75 degrees.

We get back to home base, turn off the car, crack the windows just slightly and wait.

"It was 62 and in 2 minutes it was 81. It is starting to get stuffy in here, I know I can feel it. It, it's getting stuffy and at this point your dog is getting warm," said Smith.

Its about 100 degrees in the car, and all of us are sweating, and it feels very confined.

We stay still and don't talk much. But a dog's reaction is going to be different; he may panic, move around, react to people outside, and at one-hundred-degrees he can no longer cool himself.

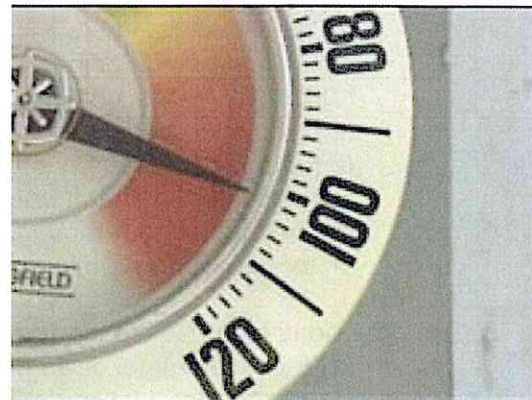
Animal control officers stress they don't always get a call right away; they may make it to a scene where a dog is confined inside a hot car--20 minutes after the fact. "It's 120 right here, sitting here is 112," says Smith after about 20 minutes. For us, that meant 112 degrees, 120 on the dash.

I keep thinking... what would it be like to have a fur coat on inside the car?

Here is the Nevada Revised Statute regarding cruelty to animals.

NRS 574.195 Allowing cat or dog to remain unattended in motor vehicle during period of extreme heat or cold unlawful; removal of animal; exceptions; immunity from liability; penalty.

1. Except as otherwise provided in subsection 3, a person shall not allow a cat or dog to remain unattended in a parked or standing motor vehicle during a period of extreme heat or cold or in any other manner that endangers the health or safety of the cat or dog.



**FOR IMMEDIATE RELEASE:**

**June 11, 2014**

**CONTACT: Scott Walquist, KPS3, 686-2116, [scott@kps3.com](mailto:scott@kps3.com)**

## **Safe Kids Washoe County Warns of Heat Stroke In Children As Temperatures Rise**

**Reno, Nev.** - As temperatures rise in northern Nevada, Safe Kids Washoe County is working to increase awareness and urge caregivers to never leave children alone in a vehicle with its “Not Even For A Minute” campaign that points out that even one minute is too long to leave a child unattended in an automobile.

Since 1998, more than 600 children have died in the U.S. from heat stroke after being left in or becoming trapped in a vehicle - that’s one child every 10 days. In half of the cases, these children are simply “forgotten” by a distracted driver when they arrive at their destination. Other heat stroke fatalities occurred when a child was playing in an unattended vehicle and became trapped, or when a child was intentionally left unattended by an adult “for just a few minutes.”

A child is susceptible to heat stroke and even death on a 72-degree day with the temperature inside a car rising 20 degrees in just 10 minutes. Heat stroke happens when the body cannot cool itself fast enough and the core temperature rises to dangerous levels. A child’s body heats up three to five times faster than adult’s, making them more susceptible to heatstroke. When a child’s internal temperature reaches 104 degrees, major organs begin to shut down, and when that temperature reaches 107 degrees, the child can die.

“The overall goal of our ‘Not Even For A Minute’ campaign is to make sure people are aware of the dangers in and around vehicles,” said Melissa Krall, Safe Kids Washoe County coordinator. “We want parents and caregivers to take proper steps so that this tragedy does not happen to them. Heatstroke can happen anytime, anywhere, but can be avoided with a little awareness and by taking a few simple precautions.”

To help prevent these tragedies, Safe Kids is asking everyone to help protect kids by remembering to ACT:



## Safe Kids Washoe County Warns of Heat Stroke in Children As Temperatures Rise

Posted: Jun 11, 2014 11:12 AM PDT  
 Updated: Jun 16, 2014 12:32 PM PDT

From KPS3:

As temperatures rise in northern Nevada, Safe Kids Washoe County is working to increase awareness and urge caregivers to never leave children alone in a vehicle with its "Not Even For A Minute" campaign that points out that even one minute is too long to leave a child unattended in an automobile.

Since 1998, more than 600 children have died in the U.S. from heat stroke after being left in or becoming trapped in a vehicle - that's one child every 10 days. In half of the cases, these children are simply "forgotten" by a distracted driver when they arrive at their destination. Other heat stroke fatalities occurred when a child was playing in an unattended vehicle and became trapped, or when a child was intentionally left unattended by an adult "for just a few minutes."

A child is susceptible to heat stroke and even death on a 72-degree day with the temperature inside a car rising 20 degrees in just 10 minutes. Heat stroke happens when the body cannot cool itself fast enough and the core temperature rises to dangerous levels. A child's body heats up three to five times faster than adult's, making them more susceptible to heatstroke. When a child's internal temperature reaches 104 degrees, major organs begin to shut down, and when that temperature reaches 107 degrees, the child can die.

"The overall goal of our 'Not Even For A Minute' campaign is to make sure people are aware of the dangers in and around vehicles," said Melissa Krall, Safe Kids Washoe County coordinator. "We want parents and caregivers to take proper steps so that this tragedy does not happen to them. Heatstroke can happen anytime, anywhere, but can be avoided with a little awareness and by taking a few simple precautions."

To help prevent these tragedies, Safe Kids is asking everyone to help protect kids by remembering to ACT:  
**A:** Avoid heatstroke-related injury and death by never leaving your child alone in a car, not even for a minute. And make sure to keep your car locked when you're not in it so kids don't get in on their own.

**C:** Create reminders by putting something in the back of your car next to your child such as a briefcase, a purse or a cell phone that is needed at your final destination. This is especially important if you're not following your normal routine.

**T:** Take action. If you see a child alone in a car, call 911. Emergency personnel want you to call. They are trained to respond to these situations. One call could save a life.

For more information on preventing heat stroke deaths, please call Safe Kids Washoe County at 858-5700, ext. 6227 or visit [www.safekidswc.com](http://www.safekidswc.com) or [www.safekids.org/nlyca](http://www.safekids.org/nlyca).

From KPS3

### You May Like

Promoted Content by Taboola



**New Policy - If You Drive 50 mi/day or Less You Better Read**  
 Smart Life Weekly



**One Way You Didn't Know You Could Pay Off Credit Card Debt**  
 The Art of Better Living



**Seriously, Stop Refrigerating These Foods**  
 Reviewed.com



## Reno Rodeo Officials Emphasize Safety

Posted: Jun 20, 2014 11:52 PM

PDT Updated: Jun 20, 2014 11:52 PM PDT

Day two of the Reno Rodeo wrapped up Friday, and after months of preparation, organizers are making safety a top priority.



Local agencies are working together to make sure everyone has a good experience at the 10 day event. The Washoe County Sheriff's Office is urging you to report anything suspicious to a roaming officer or at their mobile command center located near the main entrance.

The Martin-Ross Security Team works on traffic control, as well as anywhere else they are needed, like the Jack Daniels tent for the 21 and over crowd.

"We have a lot of people on safety detail at night as far as keeping the crowd control down to make sure people don't get injured and have the people kind of getting dumb actually getting removed from the situation," said Clint Reeder, Director of Security for Martin-Ross.

The Sheriff's Office has some tips to make sure you stay as safe as possible. With the large crowd the rodeo sees every night, they say to keep a close eye on your kids.

"Hold their hands when you get an opportunity, especially smaller children," said Bob Harmon, Public Information Officer for the Washoe County Sheriff's Office. "Carry them, have them in a stroller. Keep your hands on them somehow, so you don't end up losing them in the crowd."

Also, keep a close eye on your belongings. If you're with someone, Harmon suggests putting your purse or backpack in between the two of you.

"Have whoever's carrying the purse wear it on the inside," he said. "So that way, you're not leaving it on the outside where it could be vulnerable to someone who's looking for an opportunity to take something from you."

If you're drinking, make sure to have a plan to get home safely, whether it's having a designated driver or calling a cab.

"That's A-okay, but we remind you now before you head out to the rodeo is the time to start planning about how you're going to get home," Harmon said.

REMSA is also reminding people who are drinking to also stay properly hydrated.

"I know, the rodeo, you drink a lot of beer, but also be safe and drink water with them too," said Alan Tom, Special Events Manager with REMSA.

REMSA is working with the Reno Rodeo medical personnel for any emergencies around the events center.

"We're working the rodeo and the carnival and some of the indoor events," Tom said. "We cover all the medical throughout the rodeo grounds."

Reno Rodeo medical staff have a long work day. They roam the grounds between 6 a.m. until 2 a.m. on most nights.

## Care Flight / Calstar Training at Spooner Lake

June 23, 2014

Carson Valley Times contributor Michael Chapton sent in a number of photos from Care Flight of Nevada and Calstar from South Lake Tahoe conducting a joint training at Spooner Lake over the weekend.

“It was great talking with the crews from both aircraft and they were good enough to pose for me,” he said.



# Safe Kids working to end kids' heatstroke deaths

Susan Skorupa, RGJ 9:02 p.m. PDT June 29, 2014



(Photo: Dzmity Marhun, Getty Images/iStockphoto)

In 2010, 49 children died in the U.S. from heatstroke from being left unattended in a vehicle.

In 2011, 33 children died; a year later, 34 children died.

Last year, 43 children succumbed to heatstroke after being left unattended in an automobile in the U.S. So far this year, 13 children are dead from the effects of being left in a hot vehicle, the most recent a child in Georgia, said Melissa Krall, coordinator of Safe Kids Washoe County, an organization devoted to preventing unintentional childhood injury.

"Most are in the hottest part of the year, but deaths have been recorded in 11 of the 12 months," Krall said.

Safe Kids Washoe County, part of Safe Kids Worldwide, was founded in 2000 and is led by REMSA.

"We up public awareness at this time of year, but it does not happen just when there are really hot temperatures," Krall said. "Temperatures (can be too hot) if children are in cars or if they're outside playing.

They can get in a car if it's unlocked and not be able to get out.

"Their little bodies do not compensate (for heat) like adults," she said. "They heat up more rapidly; they heat up three to five times faster than adults."

Safe Kids has launched a "Not Even for a Minute" campaign that stresses that even one minute is too long to leave a child unattended in an automobile.

Safe Kids also is concerned with other incidents involving children and motor vehicles such as: backovers, vehicle power accessories, runaway vehicles and children becoming locked in trunks.

Since 1998, at least 600 children — one every 10 days — have died in the U.S. from heatstroke after being left in or trapped in an automobile, Safe Kids officials said.

About half — 52 percent — were simply forgotten by distracted caregivers. Children who were playing in a vehicle and became trapped accounted for 29 percent of deaths and children who were intentionally left unattended in a vehicle for "just a few minutes" accounted for 18 percent of death, according to a Safe Kids news release.

"We have been fortunate in Nevada; we have not had many deaths in recent years," Krall said.

"According to our data, since 2004, there have been four deaths in Clark County from hyperthermia and none in Washoe County," she said.

"We're not only worried about children in cars, but we pay attention to health and wellness," Krall said. "You or I get in a car, flip on the air conditioning and think it's cooling down. The child in the back seat is just as hot. Just be conscious of that. Cool the vehicle down a little (before putting a child inside). Or park in the shade."

On a day when the outside temperature is 72 degrees, the temperature inside a closed car can rise 20 degrees in just 10 minutes, Safe Kids said.

Heatstroke occurs when a body cannot cool itself fast enough as the temperature rises and the body's core temperature jumps to dangerous levels.

But a child's body, Safe Kids said, can heat up three to five times faster than an adult's body. At an internal temperature of 104 degrees, a child's major organs begin to shut down; at 107 degrees, the child can die.

"When body temperatures rise, skin flushes," Krall said.

With heatstroke, "they stop sweating, they have dry skin, vomiting or seizures," she said. "If you see the early signs, seek help immediately, call 911, go to Urgent Care or to your doctor. If you see a child alone in a vehicle, seek emergency help immediately.

"The overall goal of our 'Not Even for A Minute' campaign is to make sure people are aware of the dangers in and around vehicles," Krall said. "We want parents and caregivers to take proper steps so that this tragedy does not happen to them. Heatstroke can happen anytime, anywhere, but can be avoided with a little awareness and by taking a few simple precautions."

### Protect your children

Safe Kids offered these steps — using the acronym ACT — to protect children:

A: Avoid heatstroke-related injury and death by never leaving your child alone in a car, not even for a minute. Keep your car locked when you're not in it so kids don't get in on their own.

C: Create reminders by putting something in the back of your car next to your child, such as a briefcase, a purse or a cell phone that is needed at your destination, especially if you're not following your normal routine.

T: Take action. If you see a child alone in a car, call 911. Emergency personnel are trained to respond to these situations.

For more information on preventing heatstroke deaths, please call Safe Kids Washoe County at 775-858-5700, ext. 6227, or visit [www.safekidswc.com](http://www.safekidswc.com) or [www.safekids.org/nlyca](http://www.safekids.org/nlyca).

Read or Share this story: <http://on.rgj.com/1lqSu8G>

### MORE STORIES



**Monty Python promise smut and laughs for reunion shows**

[\(/videos/life/2014/06/30/11792885/\)](/videos/life/2014/06/30/11792885/)

[\(/videos/life/2014/06/30/11792885/\)](/videos/life/2014/06/30/11792885/)

June 30, 2014, 12:55 p.m.



**Local muse: Sarah McLachlan shines in Tahoe concert**

[\(/story/life/nightlife/2014/06/29/sarah-](/story/life/nightlife/2014/06/29/sarah-mclachlan-shines-tahoe-concert/11562571/)

[mclachlan-](/story/life/nightlife/2014/06/29/sarah-mclachlan-shines-tahoe-concert/11562571/)

[shines-tahoe-](/story/life/nightlife/2014/06/29/sarah-mclachlan-shines-tahoe-concert/11562571/)

[concert/11562571/\)](/story/life/nightlife/2014/06/29/sarah-mclachlan-shines-tahoe-concert/11562571/)

[\(/story/life/nightlife/2014/06/29/sarah-](/story/life/nightlife/2014/06/29/sarah-mclachlan-shines-tahoe-concert/11562571/)

[mclachlan-shines-tahoe-concert/11562571/\)](/story/life/nightlife/2014/06/29/sarah-mclachlan-shines-tahoe-concert/11562571/)

June 29, 2014, 11:20 a.m.



**Listen to Tahoe the bear's happy chortle**

[\(/videos/life/2014/06/30/11790271/\)](/videos/life/2014/06/30/11790271/)

[\(/videos/life/2014/06/30/11790271/\)](/videos/life/2014/06/30/11790271/)

June 30, 2014, 12:23 p.m.



# WASHOE COUNTY HEALTH DISTRICT

## ADMINISTRATIVE HEALTH SERVICES DIVISION



**Public Health**  
Prevent. Promote. Protect.

July 11, 2014

To: District Board of Health Members

From: Eileen Stickney

Subject: Approval of the Health Fund Revenue and Expenditure Report for June 2014

### Recommendation

Staff recommends that the District Board of Health accept the attached report of revenues and expenditures for the Health Fund for June 2014 of Fiscal Year 14.

### Background

The attached reports are for the accounting period 12/14 and the percentages should approximate 100% of the year. The total revenues and expenditures for the current year (FY14) compared to last year (FY13) are as follows:

<b>JUNE 2014</b>	<b>FY14 – REV</b>	<b>FY13 – REV</b>	<b>FY14 – EXP</b>	<b>FY13 – EXP</b>
Overhead-GF			\$2,898,034.00 100%	\$2,553,372.00 100%
AHS	\$87,277.36 56%	\$33,453.43 29%	\$1,240,959.18 94%	\$1,305,406.86 99%
AQM	\$2,547,008.72 93%	\$2,068,697.31 93%	\$2,139,236.66 73%	\$2,297,077.30 79%
CCHS	\$2,734,359.03 78%	\$3,322,667.15 93%	\$5,762,446.18 94%	\$5,757,303.78 93%
EHS	\$1,863,111.07 92%	\$1,828,481.59 104%	\$4,771,581.93 84%	\$4,772,941.60 83%
EPHP	\$1,538,574.01 92%	\$1,833,643.49 99%	\$2,014,628.98 93%	\$2,129,309.77 90%
Adjustment				100.78
<b>TOTAL</b>	<b>\$8,770,330.19</b> <b>87%</b>	<b>\$9,086,942.97</b> <b>95%</b>	<b>\$18,826,987.71</b> <b>89%</b>	<b>\$18,815,411.31</b> <b>89%</b>
GF Transfer	\$8,603,891.00 100%	\$8,623,891.00 100%		

The Environmental Oversight Account balance for June \$108,332.11.

I would be happy to answer any questions of the Board during the meeting or you may contact me directly at 328-2417. Thank you.









**Washoe County Health District**  
**REVENUE / EXPENSE**  
**Pds 1-12, FY14**

<b>Accounts</b>	<b>2014 Plan</b>	<b>2014 Actuals</b>	<b>Balance</b>	<b>Act%</b>	<b>2013 Plan</b>	<b>2013 Actual</b>	<b>Balance</b>	<b>Act%</b>
711504 Equipment nonCapital	135,712.36	105,564.26	30,148.10	78	155,955.08	186,106.68	30,151.60-	119
* Services and Supplies	6,328,754.12	5,253,934.64	1,074,819.48	83	5,897,250.85	5,004,785.57	892,465.28	85
781004 Equipment Capital	332,748.07	152,550.82	180,197.25	46	397,107.01	212,624.40	184,482.61	54
781007 Vehicles Capital	100,000.00		100,000.00					
* Capital Outlay	432,748.07	152,550.82	280,197.25	35	397,107.01	212,624.40	184,482.61	54
** Expenses	21,148,962.01	18,826,987.71	2,321,974.30	89	21,142,496.28	18,815,411.31	2,327,084.97	89
485193 Surplus Supplies Sales		652.80-	652.80					
485196 Insur Reimb-F/A Loss								
* Other Fin. Sources		652.80-	652.80					
621001 Transfer From General	8,603,891.00-	8,603,891.00-		100	8,623,891.00-	8,623,891.00-		100
* Transfers In	8,603,891.00-	8,603,891.00-		100	8,623,891.00-	8,623,891.00-		100
811001 Transfer to General								
818000 Transfer to Intrafund								
* Transfers Out								
** Other Financing Src/Use	8,603,891.00-	8,604,543.80-	652.80	100	8,623,891.00-	8,623,891.00-		100
*** Total	2,435,636.44	1,452,113.72	983,522.72	60	2,997,615.77	1,104,577.34	1,893,038.43	37



**Washoe County Health District  
Administrative Health Services  
Pds 1-12, FY14**

Accounts	2014 Plan	2014 Actuals	Balance	Act%	2013 Plan	2013 Actual	Balance	Act%
710551 Cash Discounts Lost						3.81	3.81-	
710585 Undesignated Budget								
710600 LT Lease-Office Space								
710872 Food Purchases	2,725.50		2,725.50		2,725.00		2,725.00	
711100 ESD Asset Management								
711114 Equip Srv O & M								
711117 ESD Fuel Charge								
711119 Prop & Liab Billings	5,772.00	5,772.00		100	6,383.00	6,383.04	0.04-	100
711210 Travel	33,428.55	6,847.89	26,580.66	20	38,165.00	7,946.88	30,218.12	21
711300 Cash Over Short		40.00	40.00-					
711504 Equipment nonCapital	3,456.01	88.01	3,368.00	3	3,775.00	721.81	3,053.19	19
* Services and Supplies	114,040.56	142,047.97	28,007.41-	125	126,637.00	124,655.95	1,981.05	98
** Expenses	1,317,326.79	1,240,959.18	76,367.61	94	1,318,686.66	1,305,406.86	13,279.80	99
485193 Surplus Supplies Sales		652.80-	652.80					
* Other Fin. Sources		652.80-	652.80					
818000 Transfer to Intrafund						61,135.00	61,135.00-	
* Transfers Out						61,135.00	61,135.00-	
** Other Financing Src/Use		652.80-	652.80			61,135.00	61,135.00-	
*** Total	1,161,709.68	1,153,029.02	8,680.66	99	1,203,936.66	1,333,088.43	129,151.77-	111



**Washoe County Health District  
Air Quality Management  
Pds 1-12, FY14**

Accounts	2014 Plan	2014 Actuals	Balance	Act%	2013 Plan	2013 Actual	Balance	Act%
710361 Express and Courier	75.00	22.09	52.91	29	80.75	589.18	508.43-	730
710500 Other Expense	100.00	8,965.47	8,865.47-	8,965	100.00	1,662.30	1,562.30-	1,662
710502 Printing	800.00	1,038.54	238.54-	130	800.00	1,670.21	870.21-	209
710503 Licenses & Permits					135.00	868.89	733.89-	644
710505 Rental Equipment	1,800.00	1,800.00		100	1,800.00	1,800.00		100
710506 Dept Insurance Deductible		333.86	333.86-					
710507 Network and Data Lines		5,760.00	5,760.00-			5,635.00	5,635.00-	
710508 Telephone Land Lines	5,500.00	3,500.38	1,999.62	64	6,500.00	4,317.02	2,182.98	66
710509 Seminars and Meetings		4,329.99	4,329.99-		3,005.00	2,898.00	107.00	96
710512 Auto Expense	500.00	124.23	375.77	25	1,000.00	302.52	697.48	30
710519 Cellular Phone	4,700.00	3,556.62	1,143.38	76	4,700.00	3,875.34	824.66	82
710529 Dues	3,250.00	1,133.00	2,117.00	35	4,435.00	4,025.00	410.00	91
710535 Credit Card Fees	2,300.00	3,551.01	1,251.01-	154	1,600.00	2,683.75	1,083.75-	168
710546 Advertising	1,650.00	7,643.00	5,993.00-	463	1,000.00	11,688.00	10,688.00-	1,169
710550 Small Differences								
710577 Uniforms & Special Clothing	100.00	2,979.21	2,879.21-	2,979	1,100.00	1,247.97	147.97-	113
710585 Undesignated Budget	25,879.62		25,879.62					
710600 LT Lease-Office Space								
710721 Outpatient								
711100 ESD Asset Management	6,432.00	8,040.00	1,608.00-	125	2,592.00	2,712.00	120.00-	105
711113 Equip Srv Replace	9,523.78	9,525.36	1.58-	100	8,499.58	9,524.58	1,025.00-	112
711114 Equip Srv O & M	11,981.33	11,235.40	745.93	94	10,384.74	8,432.09	1,952.65	81
711115 Equip Srv Motor Pool								
711117 ESD Fuel Charge	12,156.58	9,116.36	3,040.22	75	10,687.05	10,571.63	115.42	99
711119 Prop & Liab Billings	9,321.78	9,321.84	0.06-	100	9,525.40	9,525.36	0.04	100
711210 Travel	54,419.48	14,215.37	40,204.11	26	36,088.25	12,104.54	23,983.71	34
711300 Cash Over Short						37.92	37.92-	
711399 ProCard in Process								
711504 Equipment nonCapital	34,300.35	22,498.90	11,801.45	66	37,117.08	48,262.74	11,145.66-	130
* Services and Supplies	796,430.95	263,932.69	532,498.26	33	565,715.09	343,521.50	222,193.59	61
781004 Equipment Capital	249,176.82	119,971.57	129,205.25	48	342,770.01	211,274.40	131,495.61	62
* Capital Outlay	249,176.82	119,971.57	129,205.25	48	342,770.01	211,274.40	131,495.61	62
** Expenses	2,926,717.41	2,139,236.66	787,480.75	73	2,901,655.53	2,297,077.30	604,578.23	79
818000 Transfer to Intrafund						332,303.00	332,303.00-	
** Other Financing Src/Use						332,303.00	332,303.00-	
*** Total	186,034.41	407,772.06-	593,806.47	219-	666,263.53	560,682.99	105,580.54	84







**Washoe County Health District  
Community and Clinical Health Services  
Pds 1-12, FY14**

<b>Accounts</b>	<b>2014 Plan</b>	<b>2014 Actuals</b>	<b>Balance</b>	<b>Act%</b>	<b>2013 Plan</b>	<b>2013 Actual</b>	<b>Balance</b>	<b>Act%</b>
* Capital Outlay	30,378.00	32,579.25	2,201.25-	107	17,000.00	1,350.00	15,650.00	8
** Expenses	6,145,726.83	5,762,446.18	383,280.65	94	6,213,044.52	5,757,303.78	455,740.74	93
811001 Transfer to General						1,007,896.00	1,007,896.00-	
818000 Transfer to Intrafund								
** Other Financing Src/Use						1,007,896.00	1,007,896.00-	
*** Total	2,636,670.41	3,028,087.15	391,416.74-	115	2,649,389.74	3,442,532.63	793,142.89-	130





**Washoe County Health District  
Environmental Health Services  
Pds 1-12, FY14**

<b>Accounts</b>	<b>2014 Plan</b>	<b>2014 Actuals</b>	<b>Balance</b>	<b>Act%</b>	<b>2013 Plan</b>	<b>2013 Actual</b>	<b>Balance</b>	<b>Act%</b>
711399 ProCard in Process								
711504 Equipment nonCapital	89,242.00	45,868.95	43,373.05	51	62,544.00	52,312.52	10,231.48	84
* Services and Supplies	1,227,794.32	699,168.06	528,626.26	57	1,184,175.02	637,161.50	547,013.52	54
781004 Equipment Capital	53,193.25		53,193.25		25,000.00		25,000.00	
781007 Vehcles Capital	100,000.00		100,000.00					
* Capital Outlay	153,193.25		153,193.25		25,000.00		25,000.00	
** Expenses	5,704,899.71	4,771,581.93	933,317.78	84	5,782,367.15	4,772,941.60	1,009,425.55	83
485196 Insur Reimb-F/A Loss								
* Other Fin. Sources								
621001 Transfer From General								
* Transfers In								
818000 Transfer to Intrafund						841,746.00	841,746.00-	
* Transfers Out						841,746.00	841,746.00-	
** Other Financing Src/Use						841,746.00	841,746.00-	
*** Total	3,676,334.67	2,908,470.86	767,863.81	79	4,021,601.15	3,786,206.01	235,395.14	94



**Washoe County Health District  
Epidemiology Public Health Preparedness  
Pds 1-12, FY14**

Accounts	2014 Plan	2014 Actuals	Balance	Act%	2013 Plan	2013 Actual	Balance	Act%
710529 Dues	1,110.00	720.00	390.00	65	1,630.00	865.00	765.00	53
710535 Credit Card Fees	2,000.00	2,031.55	31.55-	102	2,000.00	2,059.01	59.01-	103
710546 Advertising	2,625.00	1,390.00	1,235.00	53	2,625.00		2,625.00	
710585 Undesignated Budget					55,777.00		55,777.00	
710620 LT Lease-Equipment								
710703 Biologicals	3,420.79	1,389.48	2,031.31	41	3,420.79		3,420.79	
710721 Outpatient	2,135.00	1,578.81	556.19	74	2,135.00	2,434.28	299.28-	114
710872 Food Purchases	1,000.00		1,000.00		2,400.00	1,988.90	411.10	83
711010 Utilities	180.00		180.00					
711100 ESD Asset Management	6,432.00	9,648.00	3,216.00-	150	2,304.00	3,456.00	1,152.00-	150
711113 Equip Srv Replace	377.94	378.00	0.06-	100	377.95	378.00	0.05-	100
711114 Equip Srv O & M	1,609.62	1,882.98	273.36-	117	654.46	1,117.76	463.30-	171
711115 Equip Srv Motor Pool					1,605.00		1,605.00	
711117 ESD Fuel Charge					78.58	14.56	64.02	19
711119 Prop & Liab Billings	9,114.95	9,115.08	0.13-	100	9,711.98	9,711.96	0.02	100
711210 Travel	51,250.00	10,126.99	41,123.01	20	65,367.00	27,750.32	37,616.68	42
711504 Equipment nonCapital	2,764.00	13,891.48	11,127.48-	503	45,489.00	77,344.35	31,855.35-	170
* Services and Supplies	306,606.57	324,113.66	17,507.09-	106	542,456.87	520,522.58	21,934.29	96
781004 Equipment Capital					12,337.00		12,337.00	
* Capital Outlay					12,337.00		12,337.00	
** Expenses	2,156,257.27	2,014,628.98	141,628.29	93	2,373,370.42	2,129,309.77	244,060.65	90
818000 Transfer to Intrafund						310,292.00	310,292.00-	
** Other Financing Src/Use						310,292.00	310,292.00-	
*** Total	480,744.27	476,054.97	4,689.30	99	526,943.69	605,958.28	79,014.59-	115



**Washoe County Health District  
Epidemiology Public Health Preparedness  
Pds 1-12, FY14**

Accounts	2014 Plan	2014 Actuals	Balance	Act%	2013 Plan	2013 Actual	Balance	Act%
710529 Dues	1,110.00	720.00	390.00	65	1,630.00	865.00	765.00	53
710535 Credit Card Fees	2,000.00	2,031.55	31.55-	102	2,000.00	2,059.01	59.01-	103
710546 Advertising	2,625.00	1,390.00	1,235.00	53	2,625.00		2,625.00	
710585 Undesignated Budget					55,777.00		55,777.00	
710620 LT Lease-Equipment								
710703 Biologicals	3,420.79	1,389.48	2,031.31	41	3,420.79		3,420.79	
710721 Outpatient	2,135.00	1,578.81	556.19	74	2,135.00	2,434.28	299.28-	114
710872 Food Purchases	1,000.00		1,000.00		2,400.00	1,988.90	411.10	83
711010 Utilities	180.00		180.00					
711100 ESD Asset Management	6,432.00	9,648.00	3,216.00-	150	2,304.00	3,456.00	1,152.00-	150
711113 Equip Srv Replace	377.94	378.00	0.06-	100	377.95	378.00	0.05-	100
711114 Equip Srv O & M	1,609.62	1,882.98	273.36-	117	654.46	1,117.76	463.30-	171
711115 Equip Srv Motor Pool					1,605.00		1,605.00	
711117 ESD Fuel Charge					78.58	14.56	64.02	19
711119 Prop & Liab Billings	9,114.95	9,115.08	0.13-	100	9,711.98	9,711.96	0.02	100
711210 Travel	51,250.00	10,126.99	41,123.01	20	65,367.00	27,750.32	37,616.68	42
711504 Equipment nonCapital	2,764.00	13,891.48	11,127.48-	503	45,489.00	77,344.35	31,855.35-	170
* Services and Supplies	306,606.57	324,113.66	17,507.09-	106	542,456.87	520,522.58	21,934.29	96
781004 Equipment Capital					12,337.00		12,337.00	
* Capital Outlay					12,337.00		12,337.00	
** Expenses	2,156,257.27	2,014,628.98	141,628.29	93	2,373,370.42	2,129,309.77	244,060.65	90
818000 Transfer to Intrafund						310,292.00	310,292.00-	
** Other Financing Src/Use						310,292.00	310,292.00-	
*** Total	480,744.27	476,054.97	4,689.30	99	526,943.69	605,958.28	79,014.59-	115



**Washoe County Health District  
Undesignated  
Pds 1-12, FY14**

<b>Accounts</b>	<b>2014 Plan</b>	<b>2014 Actuals</b>	<b>Balance</b>	<b>Act%</b>	<b>2013 Plan</b>	<b>2013 Actual</b>	<b>Balance</b>	<b>Act%</b>
710400 Payments to Other Agencies								
711400 Overhead - General Fund	2,898,034.00	2,898,034.00		100	2,553,372.00	2,553,372.00		100
** Expenses	2,898,034.00	2,898,034.00		100	2,553,372.00	2,553,372.00		100
621001 Transfer From General	8,603,891.00-	8,603,891.00-		100	8,623,891.00-	8,623,891.00-		100
* Transfers In	8,603,891.00-	8,603,891.00-		100	8,623,891.00-	8,623,891.00-		100
818000 Transfer to Intrafund						2,553,372.00-	2,553,372.00	
* Transfers Out						2,553,372.00-	2,553,372.00	
** Other Financing Src/Use	8,603,891.00-	8,603,891.00-		100	8,623,891.00-	11,177,263.00-	2,553,372.00	130
*** Total	5,705,857.00-	5,705,857.00-		100	6,070,519.00-	8,623,891.00-	2,553,372.00	142

**Washoe County Health District  
Miscellaneous  
Pds 1-12, FY14**

Accounts	2014 Plan	2014 Actuals	Balance	Act%	2013 Plan	2013 Actual	Balance	Act%
710551 Cash Discounts Lost		100.78	100.78					
*** Total		100.78	100.78					



# WASHOE COUNTY HEALTH DISTRICT

## ADMINISTRATIVE HEALTH SERVICES



**Public Health**  
Prevent. Promote. Protect.

### Staff Report

Board Meeting Date: July 24, 2014

**DATE:** June 27, 2014

**TO:** District Board of Health

**THROUGH:** Eileen Stickney, Administrative Health Services Officer

**FROM:** Laurie Griffey, Admin Assistant I / HR Rep, Washoe County Health District  
775-328-2403, [lgriffey@washoecounty.us](mailto:lgriffey@washoecounty.us)

**SUBJECT:** Authorization to approve a 1.5% Cost of Living Adjustment (COLA) in base wage, retroactive to July 1, 2014; and a 1% Cost of Living Adjustment in base wage effective January 1, 2015, for the District Health Officer position.

### RECOMMENDATION:

Staff recommends that the District Board of Health approve a 1.5% Cost of Living Adjustment in base wage, retroactive to July 1, 2014; and a 1% Cost of Living Adjustment in base wage effective January 1, 2015, for the District Health Officer position.

### BACKGROUND

The District Board of Health has the ability to determine salary/compensation for the District Health Officer position. The employment agreement between the District Board of Health and Mr. Kevin Dick, approved and signed at the January, 23, 2014 regularly scheduled meeting, states under Section 4 Item B – “Employee’s annual salary may be adjusted as follows, by a vote of the Board, pursuant to the provisions of Section 9: a) A cost of living adjustment consistent with any cost-of-living adjustment provided to other unclassified management employees of Washoe County; and/or, b) The Board may adjust the annual salary of the Employee by increasing the base salary until the maximum of the salary range is reached.”

The Board of County Commissioners (BCC) approved a 1.5% Cost of Living Adjustment in base wage effective July 1, 2014, and a 1% Cost of Living Adjustment effective January 1, 2015, for all Unclassified Management. To ensure the District Health Officer is granted the same benefits and compensation provided to other Washoe County Unclassified Management; the District Board of Health is requested to approve the same Cost of Living increases for the District Health

Officer as were approved for the Unclassified Management by the Board of County Commissioners.

Upon approval by the District Board of Health, a letter will be drafted to the Washoe County Human Resource Department advising them to make the necessary adjustments to Mr. Dick's wages to align them with the COLA adjustments granted Unclassified Management by the Board of County Commissioners on June 17, 2014.

**PREVIOUS ACTION:**

On June 26, 2012, the District Board of Health approved wage and benefit concession adjustments from 5% to 4.5% and discontinued health cost benefit contributions for the District Health Officer, and moved to revisit these reductions for possible reconciliation should another association agree to or are awarded a different percentage reduction or cost-of-living increase. This approval was in accordance with the concessions approved for management by the Board of County Commissioners at their June 12, 2012 meeting.

On August 23, 2012, the District Board of Health approved the elimination of wage and benefit concessions effective July 2, 2012, and reinstated merit increases and career incentive payments, for the District Health Officer effective July 1, 2012, in line with the actions taken by the Board of County Commissioners for unclassified management.

On September 24, 2013, the Board of County Commissioners approved a 1% Cost of Living Adjustment in base wage effective July 1, 2013, a 1% PERS contribution in lieu of a wage increase effective July 15, 2013, and a 1% Cost of Living Adjustment effective January 1, 2014 for Unclassified Management and unrepresented Confidential employees.

On January 23, 2014, the District Board of Health approved an Employment Agreement with Mr. Kevin Dick, for the position of District Health Officer at a base wage of \$132,537.60. The employment agreement contains a provision that the annual salary may be adjusted by a vote of the Board for cost of living adjustments consistent with any cost-of-living adjustment provided to other unclassified management employees of Washoe County; and/or the Board may adjust the annual salary of the District Health Officer position by increasing the base salary until the maximum of the salary range is reached.

On February 27, 2014, the District Board of Health approved a 1% Cost of Living Adjustment in base wage effective July 1, 2013, a 1% PERS contribution in lieu of a wage increase effective July 15, 2013, and a 1% Cost of Living Adjustment effective January 1, 2014, for the District Health Officer position; to bring him into alignment with other unclassified management employees of Washoe County.

**FISCAL IMPACT:**

The annual fiscal impact associated with the 1.5% COLA increase, effective July 1, 2014, was anticipated and included in the FY15 budget.

The 1% COLA effective January 1, 2015, equaling approximately \$686 will be managed within the Health Fund.

**POSSIBLE MOTION:**

Should the Board agree with Staff’s recommendation, a possible motion would be: “Approve a 1.5% Cost of Living Adjustment in base wage, effective July 1, 2014; and a 1% Cost of Living Adjustment effective January 1, 2015, for the District Health Officer position.”



# WASHOE COUNTY HEALTH DISTRICT

OFFICE OF THE DISTRICT HEALTH OFFICER



**Public Health**  
Prevent. Promote. Protect.

**DATE:** July 24, 2014

**TO:** District Board of Health

**FROM:** Kevin Dick, District Health Officer

**SUBJECT:** Presentation, Discussion, and Possible Direction to Staff regarding quarterly report on implementation of Fundamental Review Recommendations

## Summary

The Washoe County Health District Fundamental Review was presented to the District Board of Health on February 27, 2014. On March 27, 2014 the DBOH approved an implementation plan for the recommendations provided in the Fundamental Review. This report provides an update on implementation that has occurred since that time. A dashboard providing color-coded status of recommendations is attached.

## Implementation

Staff recommends that the DBOH consider the proposed implementation of the Fundamental Review recommendations as each is addressed below. The timeframes noted are the groupings from the fundamental review, and the recommendations are numbered sequentially rather than separately for each timeframe grouping.

1. Place the WIC program organizationally where it is most closely aligned with other similar programmatic functions.
  - a) **Completed.** WIC was moved to CCHS effective January 21, 2014. The integration of delivery of other CCHS services to WIC clients is underway with scheduling of other clinical services in conjunction with WIC client scheduling beginning on July 15, 2014.
2. Develop a Washoe County District Board of Health orientation manual and program.
  - a) **Underway.** An orientation program and draft manual are being developed and will be provided to the DBOH for consideration and possible approval August 28, 2014.
3. Strengthen customer focus within regulatory programs exploring the potential for User Groups to share consumer viewpoints while continuing to focus on the purpose of regulatory efforts.
  - a) **Implement** this recommendation by establishing a land development and construction user group, and a food service user group to share consumer viewpoints of the regulatory programs provided through AQM and EHS. Establish user groups with initial meetings by July 1, 2014.

**Underway.** A land development and construction user group (land development group) was established and met on May 15, and June 12. The group discussed key issues related to the final map approval process. Representatives from the Chamber of Commerce, TMWA and NDEP also participated in the meetings which were hosted by the Builders Association of Northern Nevada (BANN). The next meeting is scheduled for August 12.

4. Critically examine clinic appointment scheduling from a patient access perspective.
  - a) **Implement** this recommendation initially by shifting CCHS staff resources as budget allows to begin providing immunization services at the Health District five days a week. If funding for a vital records position is provided in the FY14/15 budget begin providing vital records services five days a week and during lunch hours. Provide walk in access for immunization services.

**Underway.** Home visiting program resources have been shifted to provide five day per week immunization program services at the health district. This schedule began initially on July 22 with four hours of service provided on Tuesdays and Thursdays. Hours will be expanded to full day service on Tuesdays and Thursdays as vacant positions are filled.

Funding for additional vital records staff was included in the FY 14/15 adopted budget. Recruitment for this Office Assistant II position has been initiated. The additional staff will allow the program to provide service to the public five days per week and over the lunch hour.

- b) **Longer term:** Assess current after hours and weekend services provided and provide this information to DBOH. Consider opportunities and costs for extended hours/weekend provision of clinical services.

**Underway.** Immunization service hours have been extended to provide evening access by scheduling staffing from 10 am to 7 pm on the first, third, and fifth Wednesdays of the month. This provides expanded hours of access at no additional cost by shifting staff schedules and utilizing extended hours security services already provided for the family planning program and sexual health services.

- c) **Longer Term:** Explore opportunity to utilize Interactive Voice Response (IVR) software, which will be acquired for the regional permit software platform to automate clinical services scheduling.

**Underway.** Discussion has begun with Selectron, the IVR provider for the permit software project and Netsmart, the Insight software supplier. Selectron is not currently HIPAA compliant but is willing to meet this Netsmart requirement for this project to proceed. CCHS will continue to facilitate this process in order for this project to progress.

5. Update fee schedules and billing processes for all clinical and environmental services provided.
  - a) **Implement** this recommendation initially by improving clinical billing through utilization of a third-party billing service by August 1, 2014. Establish contracts with insurance providers and Medicaid for reimbursement by July 1, 2014.  
**Underway.** Third-party billing began on July 1, 2014 using Netsmart's Insight Revenue Cycle Management (RCM) Program. The CCHS Division Director is meeting with the Deputy District Attorney July 17, 2014, to discuss her concerns and answer questions regarding the four contracts submitted for legal review.
  - b) **Intermediate Term:** Identify costs for permits and services, which currently are not being charged, but are clearly a cost that should be included in fee schedules under the existing fee determination approach and adjust fees or propose new fees as appropriate to be included in the FY16 budget cycle.
  - c) **Longer Term:** Determine what costs of regulatory programs may be included in fee schedules. Determine these costs and discuss potential changes to the fee schedule with the regulated community. As directed by DBOH, propose updated fee schedules and hold workshops and public hearings.
  - d) **Intermediate and Longer Term:** Identify community and clinical services that are offered, or might be offered through the Health District for which reimbursement is available and would benefit the community. Provide and bill for these services.
6. Explore and vet a tiered level of services for environmental health regulatory programs and inspections
  - a) **"Parking Lot."** Consider the desire and support for this type of tiered structure in the user groups, potential impacts to overall service levels, and consider this item in the larger context of the updated fee schedules addressed under Recommendation 5 (above).
7. Participate in the business process analysis currently underway across all building permitting in the county.
  - a) **Underway.** The DBOH, Reno, Sparks, and Washoe County signed an Interlocal Agreement to formalize participation in the Regional Business License and Permit Software Project in June, 2014. On June 30, 2014, Washoe County signed a contract with Accela for subscriptions to the software and implementation of the project. A 16-month implementation schedule to "go live" commences the week of July 22, 2014 with a visit from the Accela implementation team.
8. Strengthen organizational effectiveness by developing infrastructure to support the District Health Officer.
  - a) **Underway.** The Office of the District Health Officer (ODHO) was established July 1, 2014 under the adopted FY14/15 budget. The ODHO includes the Health Officer, Public Health Communications Program Manager, QI Officer, and Administrative Secretary. In addition, the Nevada Public Health Foundation



Independent Contractor conducting the Community Health Assessment is housed in the ODHO. In the future, additional resources to support a Special Projects/Community Health Assessment type position within the ODHO will be explored

9. Implement time coding for employees in order to generate an accurate accounting of how employee time/costs are allocated.

- a) **Implement:** Time Coding in EHS has been expanded to better capture employee time allocations. Assess expanding enhanced time coding in AQM and other programs, and the ability to further refine this time coding within limitations of existing time accounting software, opportunities that may exist with other software investments, and in consideration of additional future capabilities of the regional permitting software platform.

**Underway.** Time Coding in EHS and AQM is underway. Significant difficulties with time coding for grant funded activities was encountered because SAP does not allow statistical orders in this instance. Time coding is being attempted through notations, but the ease and ability to conduct data analysis of these times has not yet been determined.

10. Perform cost analysis of all programs

- a) **Implement** this recommendation by developing a schedule for conducting cost analysis of programs, and a cost analysis methodology. Report progress to DBOH on June 26, 2014.

**Status:** DBOH approved the phased schedule for cost analysis of Health District programs presented on June 26, 2014. The “pilot” phase cost analysis of AHS will occur after the AHSO position is filled upon Ms. Stickney’s retirement.

11. Perform assessment of needed administrative and fiscal staffing to increase efficiencies

- a) **Assess** need for fiscal staffing and administrative staffing as workload for program cost analysis is conducted.

12. Demonstrate a concerted effort among all parties to address the tensions regarding overhead/direct costs

- a) **Underway.** Approval of an additional \$1.4 million in the FY 14/15 General Funds Transfer from Washoe has substantially reduced current tensions regarding overhead/direct costs. However, work with the County Manager and Board of County Commissioners, cost control, and revenue generation, must continue to maintain the County’s support for the Health District in the future. Even with the substantial increase in the General Fund transfer the adopted FY 14/15 Health District budget would not have balanced without an ending fund balance of over \$650,000 largely attributable to vacancy savings during FY 13/14.

13. Align programs and services with public demand for services to reflect burden of disease and effective public health intervention

- a) **Implement** this recommendation initially by shifting home visiting resources to provide additional clinical services to mothers and children visiting the WIC program and to provide immunization services five days a week. Consider some provision of more targeted home visiting program services for failure to thrive and special medical need infants where services are desired and can be delivered effectively.  
**Completed.** Home visiting services were curtailed effective June 1, 2014. Resources have been redeployed to support MCH and immunization clinical services to clients at the Health District and to integrate the delivery of these services with the WIC program.
  - b) **Assess** changes in service levels and program alignment in light of results of the Community Health Assessment, Community Health Improvement Plan, and Strategic Plan actions, or as needed to respond to service level reductions required by reductions in funding.
14. Conduct a Community Health Assessment (CHA) in concert with current partner organizations for Washoe County Health District and constituent communities.
- a) **Implement** this recommendation. Discussions are underway for a collaborative effort to conduct a Community Health Assessment involving Renown, the Health District, Human Services, and potentially Saint Mary's as supporters of the initiative. \$20,000 has been included in the FY15 budget to support this effort.  
**Underway.** In collaboration with Renown the Health District has established a contract with the Nevada Public Health Foundation to conduct a Community Health Needs Assessment. Charles Schwab Bank has committed funding to the project, and Washoe County Human Services has also agreed to provide funding support to the project. An Independent Contractor hired by the NPHF began work on the project in May 2014. The work is guided by a subcommittee to the Health Communities Conference planning committee that includes the Health District, Renown, Michael Johnson (formerly with St. Mary's Foundation and Community Health Alliance), and Northern Nevada Medical Center. Current work includes analyses of health status and risk data, and conducting focus groups to receive input from low to moderate income populations on their views of a healthy community and their health needs. The Community Health Assessment is expected to be completed by January 2015.
15. Develop metrics for organizational success and improved community health  
Implement this recommendation.
- a) **Implement** this recommendation. During FY15, programs will continue to identify metrics that help to manage programs and resources and which tell our story to our partners and the community. Outcome based measures will also be developed which can be used in assessing progress to address public health issues and which provide opportunities to critically evaluate delivery of Health District

services. This will be an ongoing continuous quality improvement process. These metrics will be reported to the Board.

16. Continue current collaborative action plan to resolve REMSA oversight issues with engagement of key partners and stakeholders
  - a) **Underway.** An Amended and Restated Franchise for Emergency Ambulance Services with REMSA was signed by REMSA and DBOH in May 2014. The agreement provides for additional data reporting by REMSA, and enhanced oversight by DBOH.  
An Interlocal Agreement for the District Board of Health to provide Regional Emergency Medical Services Oversight of REMSA, Reno Fire Department EMS, Sparks Fire Department EMS, Truckee Meadows Fire Protection District EMS, and associated EMS dispatch functions was signed by the Board of County Commissioners and DBOH in June 2014 and is expected to be signed by the other governing bodies during July. Budget for additional Health District EMS program staffing was included in the FY14/15 adopted budget and recruitment for these positions has been initiated.
17. Maintain current levels of local and state financial support
  - a) **Implement.** Action on this recommendation is captured under Recommendation 12 above.
  - b) **Implement.** Advocate to sustain or enhance funding through State Agencies that aligns with Health District Programs and priorities.
18. Conduct a governance assessment utilizing the National Association of Local Boards of Health (NALBOH) Version 3 of the National Public Health Performance Standards.
  - a) **Completed** January 16, 2014. Determine future schedule to conduct the assessment.
19. Undertake an organizational strategic plan to set forth key health district goals and objectives so that priorities are clearly articulated for the board, staff, stakeholders and community.
  - a) **Implement** recommendation by conducting a strategic planning initiative following the completion of the Community Health Assessment and a Community Health Improvement Plan.
20. Implement a performance management system
  - a) **Longer Term:** Utilize the results of the program cost analysis, metrics developed under Recommendation 15, and the Strategic Plan developed under Recommendation 19 to develop and implement a performance management system.
21. Consider alternative governance structures in order to accommodate multiple related but potentially competing objectives
  - a) This is **not a recommendation** for staff action.
22. Take a greater leadership role to enhance the strong current State/Local collaboration

- a) **Short Term:** The Health District needs to be prepared to respond to legislative and regulatory issues. However, it is recommended that the initial Health District efforts in response to the Fundamental Review recommendations are to focus on internal and local issues.
  - b) **Longer Term:** Seek direction from DBOH on a greater leadership role once the bulk of the fundamental review recommendations are implemented and the Health District is operating sustainably, and is engaged and supported at the local level.
23. Develop an organizational culture to support quality by taking visible leadership steps.
- a) **Underway.** Training and discussion sessions have been provided to develop management team support and investment for a Quality Improvement Initiative. The initiative has been launched with the establishment of a cross-divisional Quality Team (Q Team) and training and coaching of these staff through pilot project implementation. The Q-Team is wrapping up initial projects they facilitated with other members of their Division or Cross-Divisional project teams. Project updates were provided during the July 1 General Staff meeting. Next steps will to be to assess how to streamline documentation and process for QI project implementation based on experience to date, and to select priority QI projects for future implementation,
24. Seek Public Health Accreditation Board accreditation
- a) **Longer Term:** Seek DBOH direction on this recommendation once the Community Health Assessment, Community Health Improvement Plan, and the Strategic Plan have been completed.

### **Possible Motion**

A possible motion would be:

Accept the Fundamental Review Quarterly Project Report and direct staff to continue with implementation of the plan approved by DBOH in March 2014.



# WASHOE COUNTY HEALTH DISTRICT



**Public Health**  
Prevent. Promote. Protect.

## Fundamental Review Recommendation Status

Legend:

Complete
Underway
Underway - Regulatory, Budget, Policy Analysis or Issue Resolution Necessary or in Process
Underway but Progress Stalled or Delayed
Not Yet Underway - No Changes Necessary
Parking Lot
Not Recommended

Status Goal

Status	Goal
	<b>1 Place WIC organizationally where it is most closely aligned with similar functions</b>
	a. WIC moved to CCHS effective 1/21/14
	<b>2 Develop a DBOH orientation manual and program</b>
	a. Design an orientation program and compile a draft manual for possible approval 8/28/14
	<b>3 Strengthen customer focus, exploring the potential for user groups to share consumer viewpoints</b>
	a. Land development user group established.
	<b>4 Critically examine clinic appointment scheduling from a patient access perspective</b>
	a. Staffing IZ and Vital Statistics five days a week, accept IZ walk ins
	b. Extended hours established. Consider opportunities and costs for weekend clinical services
	c. Discussion has begun with Interactive Voice Response software companies
	<b>5 Update fee schedules and billing processes for all clinical and environmental services</b>
	a. Third-party billing service began July 1, 2014
	b. Identify costs for permits and services that could be included in fee schedules/propose
	c. Identify costs for regulatory programs that could be included in fee schedules/propose
	d. Identify community and clinical services for which reimbursement is available/bill
	<b>6 Explore tiered level of services for Environmental Health programs and inspections</b>
	a. Consider the desire & support for this type of tiered structure and this item within the larger context
	<b>7 Participate in the business process analysis across all building permitting in the county</b>
	a. ILA and contract with Accela signed. 16-month implementation

## Fundamental Review Recommendation Status

	<b>8</b>	<b>Develop infrastructure to support the District Health Officer</b>
	a.	The Office of the District Health Officer was established on July 1, 2014
	<b>9</b>	<b>Implement time coding for employees</b>
	a.	Time coding in EHS has been expanded, AQM timecoding is underway. SAP issues
	<b>10</b>	<b>Perform cost analysis of all programs</b>
	a.	A proposed schedule approved on June 26, 2014 by DBOH. Pilot will commence in August.
	<b>11</b>	<b>Perform assessment of needed administrative and fiscal staffing to increase efficiencies</b>
	a.	Will be performed in conjunction with program const analysis. See 10a
	<b>12</b>	<b>Demonstrate a concerted effort among all parties to address tensions regarding overhead/direct costs</b>
	a.	Additional General Fund transfer provided in FY 15 adopted budget to support unrecoverable indirect costs.
	<b>13</b>	<b>Align programs and services with public demand</b>
	a.	Shifted home visiting resources to provide additional clinical services on June 1, 2014
	b.	Assess changes in service levels and program alignment with respect to CHA CHIP, SP or funding
	<b>14</b>	<b>Conduct a CHA in concert with current partner organizations</b>
	a.	The CHA is being conducted.
	<b>15</b>	<b>Develop metrics for organizational success and improved community health</b>
	a.	In FY15, continue to identify metrics that help to manage programs and resources and tell our story
	<b>16</b>	<b>Continue current collaborative action plan to resolve REMSA oversight issues</b>
	a.	Franchise Agreement approved, EMS Oversight ILA being circulated for signatures.
	<b>17</b>	<b>Maintain current levels of local and state financial support</b>
	a.	Action on this recommendation is captured under Recommendation 12 above
	b.	Advocate sustaining or enhancing funding through State agencies
	<b>18</b>	<b>Conduct a governance assessment utilizing NALBOH criteria</b>
	a.	Completed January 16, 2014. Determine future schedule to repeat
	<b>19</b>	<b>Undertake an organizational strategic plan to set forth key Health District goals and objectives</b>
	a.	Conduct a strategic planning initiative following the completion of the CHA and a CHIP
	<b>20</b>	<b>Implement a performance management system</b>
	a.	Use results of program cost analysis and SP to develop and implement performance mgmt. system
	<b>21</b>	<b>Consider alternative governance structures</b>
	a.	This is not a recommendation for staff action
	<b>22</b>	<b>Take a greater leadership role to enhance the strong current State/Local collaboration</b>
	a.	Health District efforts to focus on internal and local issues
	b.	Seek direction from DBOH on a greater leadership role

## Fundamental Review Recommendation Status

	<b>23</b>	<b>Develop an organizational culture to support quality by taking visible leadership steps</b>
		a. Cross-Divisional Q-Team established and Divisional QI projects conducted.
	<b>24</b>	<b>Seek Public Health Accreditation Board accreditation</b>
		a. Seek DBOH direction on this recommendation once the CHA, CHIP and the SP are completed

Acronyms: IZ - Immunizations  
 ILA - Interlocal Agreement  
 CHA - Community Health Assessment  
 CHIP - Community Health Improvement Plan  
 SP - Strategic Plan  
 QI - Quality Improvement  
 DBOH - District Board of Health  
 NALBOH - National Association of Local Boards of Health



# WASHOE COUNTY HEALTH DISTRICT

EPIDEMIOLOGY & PUBLIC HEALTH PREPAREDNESS



**Public Health**  
Prevent. Promote. Protect.

## DIVISION DIRECTOR STAFF REPORT BOARD MEETING DATE: June 26, 2014

**DATE:** July 14, 2014  
**TO:** District Board of Health  
**FROM:** Randall Todd, DrPH, EPHP Director  
 775-328-2443, rtodd@washoecounty.us  
**SUBJECT:** Program Updates for Communicable Disease, Public Health Preparedness, and Emergency Medical Services

---

### 1. Program Update – Communicable Disease

- a. Infant Botulism Case: - The CD program was notified on Monday, July 7th, of a 2-month-old female with potential botulism that was inpatient at a local hospital. On June 20th, the infant developed symptoms of poor feeding, constipation, weakness, loss of head control, and was experiencing “failure to thrive”. CD program staff coordinated specimen collection and delivery with both the NSPHL and the California Infant Botulism Treatment and Prevention Program. The botulism testing was performed in California and preliminary results are positive for botulism type A. The infant received BabyBIG on Friday, July 11th. An interview was conducted with the mother, but no potential source of the illness was identified.
- b. Pertussis update -Washoe County continues to see an increase in pertussis within our community. As of July 14, 2014 the CD program has investigated 35 cases of pertussis. In comparison to previous years, in all of 2013 the CD program investigated 22 cases of pertussis and in all of 2012 the CD program investigated 17 cases of pertussis.

### 2. Program Update – Public Health Preparedness (PHP)

- a. Division Directors and Supervisors/Managers received training on how to log into the County’s online Continuity of Operations Plan (COOP) tool. This will allow all Divisions to keep their continuity information updated.
- b. The PHP Program hosted a National Association of City and County Health Officials (NACCHO) representative at a quarterly statewide PHP partner’s meeting. Resham Patel of NACCHO provided an overview of Project Public Health Ready (PPHR), which is a public health preparedness accreditation initiative. The local health districts in Nevada are considering their ability, readiness and benefits for attempting PPHR accreditation. The next step for Nevada’s health departments would be to

1001 EAST NINTH STREET / P.O. BOX 11130, RENO, NEVADA 89520 (775) 328-6190 FAX (775) 325-8130

[www.washoecounty.us/health](http://www.washoecounty.us/health)

WASHOE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER



conduct a gap analysis using a tool provided by NACCHO. It was also pointed out that NACCHO has approached the Public Health Accreditation Board (PHAB) to explore whether or not PPHR accreditation could provide an automatic “sign-off” on relevant portions of the PHAB accreditation process.

- c. The Medical Reserve Corps (MRC) Coordinator participated in a statewide functional exercise designed to test the new volunteer management software from Intermedix. Intermedix has also recently purchased WebEOC which is a separate software product used for crisis information management. It is hoped that these two products will begin to converge in functionality now that they are under common ownership.

The MRC is currently in the final stages of processing a Memorandum of Understanding (MOU) with Saint Mary’s Regional Medical Center (SMRMC). The MOU would authorize MRC volunteers to be deployed to SMRMC to provide assistance in the event of a surge of patients resulting from an emergency. This is the first hospital in Northern Nevada that has been willing to enter into an MOU of this nature. It is hoped that other Northern Nevada Hospitals will also be agreeable to entering into an MOU with the MRC.

- d. EPHP staff collaborated with EHS staff and completed an Emergency Water Restoration plan for the community. Regional hospitals will receive a copy to assist with their emergency planning process. Each regional hospital was met with in person during the planning period to review the plan progress and help the hospitals begin to gather information on the planning considerations.
- e. EPHP staff collaborated with community partners and completed the Disaster Call Center standard operating procedures for Crisis Call Center/NV 211 (CCC/NV211). These procedures provide the road-map for response for the community as well as CCC/NV211 in the event of an emergency that warrants call center activation. The training sponsored by the Health District on this project yielded over 150 volunteers from Northern and Southern Nevada now trained in disaster call center procedures.
- f. EPHP staff collaborated with EHS staff member Mark Wickman and provided two training opportunities in the community. This training was conducted for healthcare organizations and was the FEMA “ICS for Executives/Managers” course. The purpose of the course is to give a high-level understanding of the Incident Command Structure and how it works in any type of emergency.
- g. EPHP staff collaborated with the Washoe County Medical Examiner’s (WCME) Office to conduct a tabletop exercise for the Northern Nevada Disaster Victim Recovery Team (NNDVRT). This tabletop had participants from across Washoe County and neighboring jurisdictions. The NNDVRT development has been a three

year collaborative effort with the WCHD and WCME through the use of ASPR and CDC funding, under the Fatality Management capabilities.

**3. Program Update – Emergency Medical Services (EMS)**

- a. EMS Program staff met with the Sparks Fire Chief to review EMS performance data in an area of special interest within the City of Sparks. Sparks Fire provided a shape file and historical response data. Staff worked with Washoe County GIS to plot response data on a map. Staff also pulled historical data from REMSA on the same calls. Moving forward, it is anticipated that staff will have access to more complete data from REMSA that will make performance analysis in specific geographic areas more robust.
- b. The Inter Local Agreement (ILA) that will authorize more complete EMS oversight and assure the ability of the Health District to have data for performance analysis is still going through the approval process. It will be going before the Sparks City Council on July 14, the Reno City Council on July 16, and the Board of Fire Commissioners for the Truckee Meadows Fire Protection District on July 22.



# WASHOE COUNTY HEALTH DISTRICT

COMMUNITY & CLINICAL HEALTH SERVICES DIVISION



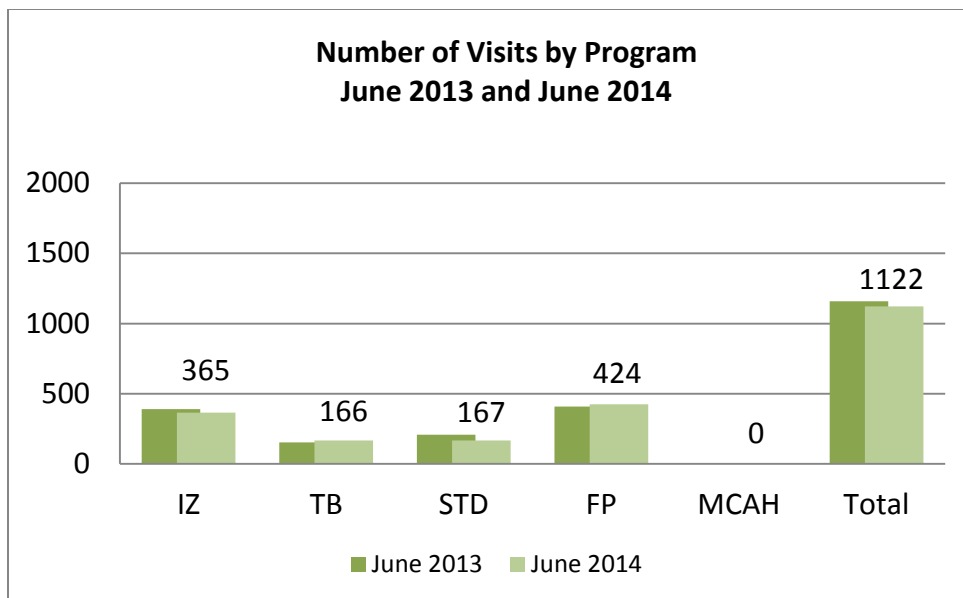
**Public Health**  
Prevent. Promote. Protect.

**DIVISIONAL STAFF REPORT**  
**BOARD MEETING DATE: July 24, 2014**

**DATE:** July 11, 2014  
**TO:** District Board of Health  
**FROM:** Steve Kutz, RN, MPH  
 775-328-6159; skutz@washoecounty.us  
**SUBJECT:** Divisional Update, Program Reports

**1. Divisional Update**

- a. Insight – Revenue Cycle Management (RCM) was implemented July 1, 2014. Staff plans to begin implementation of the Family Planning and STD Field Questions modules this September.
- b. Affordable Care Act (ACA) – CCHS and AHS staff are watching a webinar series on cost analysis of clinical services and implementation of resource based relative value scale (RBRVS). RBRVS was established by the Centers for Medicaid and Medicare Services (CMS). Once implemented in CCHS, this will allow programs to best cover expenses for clinical services provided.
- c. Data/Metrics – Note: There were no MCAH home visits conducted in June as staff worked on the closure of the home visitation program.



**Number of WIC Participants Served\* - May 2014:**

Women Prenatal	Women Postpartum Non-breastfeeding	Women Postpartum Breastfeeding	Infants 0-12 Months	Children 1-5 Years	<b>TOTAL</b>
530	329	427	1,198	2,990	<b>5,474</b>

\*It takes a full month after the last day of the reporting month for final caseload counts as WIC clinics operate to the end of the month and participants have 30 days after that to purchase their WIC foods.

Changes in data can be attributed to a number of factors – fluctuations in community demand, changes in staffing and changes in scope of work/grant deliverables, all which may affect the availability of services.

**2. Program Reports – Outcomes and Activities**

- a. **Sexual Health** – Staff is in the planning process for implementation of Anti-Retroviral Treatment and Access to Services (ARTAS). ARTAS is strength based individual level evidence-based intervention that encourages the client to identify and use personal strengths to create and follow through with goals related to their individual HIV care. In addition, staff met with a community partner, Northern Nevada HOPES, and discussed plans to implement this program and to determine how to continue to improve HIV positive client linkage to care.

The Sexual Health Program has provided HIV/STD testing and Twinrix (Hepatitis A and B Vaccine) administration at the Washoe County Detention Facility (WCDF) for over twenty years. Recently the WCDF contracted with Armor as their health services provider. Staff initiated a meeting with the new administration to educate them regarding the Sexual Health Program’s role in the community and to determine how to best continue collaboration. Additional meetings and conversation will continue to ensure the best possible sexual health services to the WCDF population.

- b. **Immunizations** – The Immunization Program has hired a 24 hour per week Office Assistant II with a start date of July 22, 2014. This position is a reclassification which will help to provide clerical support for expanding on-site services of the Immunization Clinic to five days per week. Starting the week of July 21<sup>st</sup>, immunizations will be offered on Tuesdays and Thursdays, beginning with half-day clinics, with the plan to go to full days by Fall 2014.

An adult immunization planning meeting was held on July 8, 2014 with Catholic Charities of Northern Nevada and Immunize Nevada to discuss opportunities for increasing services to vulnerable populations.

- c. **Tuberculosis Prevention and Control Program** – TB staff and John Warren, WCHD contract Pharmacist, will be meeting with the State Board of Pharmacy to coordinate a notification for all registered pharmacists. The notification will review the requirement

that pharmacists must report to the local health authority within 24 hours when they dispense two or more tuberculosis medications. As part of the MCAH restructure, recommended by the Fundamental Review, Holly McGee has been reassigned to the TB program. Jessica Ponce, Public Health Associate from the CDC, will be assigned to the TB program for the next year; Jessica spent her first year in CCHS with the Sexual Health Program.

- d. **Family Planning/Teen Health Mall** – Recruitment for a part time Advanced Practice Registered Nursing position was re-opened, as the last recruitment was unsuccessful. Advertisements for the vacancy have been placed in the Nevada State Board of Nursing magazine and online at nursingALD.com. Interviews for the vacant part time bilingual Community Health Aide will take place at the end of this month. Staff is working on the semiannual Title X grant report, which is due in August.
- e. **Chronic Disease Prevention Program (CDPP)** – Kelli Goatley-Seals has been working on the statewide task force for the Nevada School Wellness Policy. The policy has been updated and is available on the Nevada Department of Agriculture website. This Policy will be disseminated to all school districts in Nevada in August. Kelli will be working with the Washoe County School District on implementation strategies.

Play equipment kits continue to be distributed to preschools that have developed wellness policies. In partnership with the American Heart Association, three kits were delivered in June with an additional five scheduled for July. Staff will be targeting before and after school centers in the Fall to encourage wellness policy development.

Staff submitted a grant proposal to the Nevada Division of Public and Behavioral Health (DPBH) for a CDC grant to address heart disease, stroke prevention and diabetes prevention. This grant would provide funding to work on creating toolkits to implement beverage and nutrition standards, increasing availability and accessibility of fruits and vegetables, strengthening community promotion of physical activity, as well as working with state and local efforts to support lifestyle change programs.

- f. **Maternal, Child and Adolescent Health (MCAH)** – The clinic based Maternal Child Health program will begin service on July 15, 2014, with 20 hours per week of PHN time. The Fetal Infant Mortality Review (FIMR) program was implemented on July 1, 2014. Flyers for the clinic and FIMR are at the end of this report. Staff will conduct a webinar on July 30, 2014 with Dr. Nathan Slotnick and Dr. Earle Oki to introduce FIMR to the community. March of Dimes will sponsor the webinar.
- g. **Special Supplemental Nutrition Program for Women, Infants and Children (WIC)** – To further encourage and support breastfeeding, WIC is collaborating with the Renown Newborn Center in a pilot project to issue hospital grade breast pumps for qualified WIC

women to breastfeed their at risk infants. For the duration, clients may go to or contact WIC at any time for assistance with breastfeeding problems or to return a loaned breast pump.

WIC staff completed the required semi-annual Voter Registration Training. Mandated by the National Voter Registration Act, WIC offers and assists all WIC applicants at certification and recertification, anytime with a change of address and at least every six months thereafter, in completing voter registration.



# Maternal and Child Health Services



Public Health Nursing services include:

- Pregnancy education
- Breastfeeding education
- Parenting education
- Infant weight checks
- Cribs for Kids/safe sleep
- Developmental screenings
- Tobacco cessation education
- Resources and referrals

Call **328-2470** to schedule an appointment

Public Health Nursing services are provided at the  
Washoe County Health District  
1001 East Ninth Street  
Building B



For program questions contact  
Lisa Lottritz at 328-2465  
[llotritz@washoecounty.us](mailto:llotritz@washoecounty.us)



## FIMR IS:

- ♦ A demonstrated method of gathering critical information not addressed by other mortality and morbidity reviews
- ♦ A warning system that guides changes in health care delivery systems
- ♦ A means of implementing core public health functions, such as assessment, continuous quality assurance and policy development
- ♦ An in-depth process that uncovers the patterns and causes associated with fetal and infant death
- ♦ A collaborative, action-oriented, community-based approach that leads to improved services and community resources for childbearing families



Fetal and infant death affects the whole family unit. FIMR can help us understand.

## FOR MORE INFORMATION:

Washoe County Health District  
Maternal Child and Adolescent Health  
FIMR Program  
PO BOX 11130  
Reno, NV 89520-0027

Phone: 775-328-2465  
Fax: 775-328-3750  
E-mail: [llottritz@washoecounty.us](mailto:llottritz@washoecounty.us)

This Publication was supported by the Nevada State Division of Public and Behavioral Health through Grant Number B04MC26680 from the [Health Resources and Services Administration](#). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Division or the [Health Resources and Services Administration](#).

The Washoe County FIMR Program would like to acknowledge the Contra Costa FIMR Program in developing this brochure.



## Fetal Infant Mortality Review Program



WASHOE COUNTY

A Guide to the Fetal Infant Mortality Review (FIMR) Program of Washoe County

The Fetal Infant Mortality Review (FIMR) Program looks at a variety of factors that affect the health of the mother, fetus and infant to learn more about how to reduce fetal and infant mortality.

The Washoe County FIMR Program is the first in Nevada and will be implemented in 2014 by the Maternal, Child and Adolescent Health Program at the Washoe County Health District.



Tel: 775-328-2465

## WASHOE COUNTY FIMR

The purpose of the Washoe County FIMR Program is to understand how a wide array of social, economic, health, educational, environmental and safety issues relate to fetal and infant loss on a local level. The goal is to enhance the health and well-being of women, infants and their families through improved community resources and service delivery systems.



FIMR reduces fetal and infant mortality.

### Benefits of FIMR:

- Empowers and inspires communities to create local solutions.
- Identifies opportunities for interagency partnerships
- Facilitates the grieving process for families and connects them with support.
- Enhances understanding of community needs by presenting the whole picture.
- Improves existing service delivery systems and the quality of services provided.
- Reduces gaps in care

Program activities are funded through the Nevada State Division of Public and Behavioral Health by Grant Number B04MC26680 from the [Health Resources and Services Administration](#).

### The FIMR Process

The FIMR Process begins when the program is notified that a fetal or infant death has occurred. The FIMR Program receives referrals from hospitals, clinics, the Office of Vital



Statistics, case management programs and other perinatal providers.

### Grief and Bereavement Support

FIMR staff contact parents through phone calls and home or hospital visits soon after the pregnancy loss or infant death. Staff provide emotional support, information, and referrals to other services that assist parents and families.

### Maternal Interview

The maternal interview is the heart of the FIMR Program and makes FIMR unique among other case review processes. The interview allows the mother's voice to be heard and provides her with the opportunity to share her experiences before, during, and after pregnancy.

### Records Review

The FIMR Program reviews information from a variety of sources, including medical records, birth and death certificates, coroner's reports, and records from health and social service agencies.

### Case Review

A case summary is prepared using information from the maternal interview and records review. The summary is identified to assure the confidentiality of patients, providers and health care facilities. The case summary is then presented to the Case Review Team (CRT) for review. This team represents a range of professional organizations and public and private agencies that provide services and resources for women, infants and families.

### Community Action and Interventions

The next step in the process is to turn CRT recommendations into action. Issue-specific task force groups are assembled to implement interventions designed to address the problems identified by the CRT.

WASHOE COUNTY FIMR PROGRAM

PO BOX 11130  
Reno, NV 89520-0027

Phone: 775-328-2465  
Fax: 775-328-3750

E-mail: [llottritz@washoecounty.us](mailto:llottritz@washoecounty.us)





# WASHOE COUNTY HEALTH DISTRICT

## ENVIRONMENTAL HEALTH SERVICES DIVISION



**Public Health**  
Prevent. Promote. Protect.

### DIVISION DIRECTOR STAFF REPORT BOARD MEETING DATE: July 24, 2014

**DATE:** July 10, 2014  
**TO:** District Board of Health  
**FROM:** Robert O. Sack, Division Director, Environmental Health Services (EHS)  
775-328-2644; [bsack@washoecounty.us](mailto:bsack@washoecounty.us)  
**SUBJECT:** EHS Division Update, Program Updates - Food, Land Development, Vector-Borne Disease, Waste Management, and EHS Inspections / Permits / Plan Review.

---

#### DIVISION UPDATE

- Interviews scheduled on July 15 for the vacant Environmental Health Specialist position.
- **BCC Meeting 7/8/2014 - Update on medical marijuana establishments and state applications: Item 16.** Assistant County Manager Kevin Schiller gave an update on medical marijuana establishments in the State of Nevada and Washoe County. Commissioners discussed marijuana dispensary allocations, looked at zoning maps of areas eligible for dispensaries and the process applicants must go through to qualify for a license. The Board must take action on marijuana dispensary allocation by August 12, if they want to increase the allocation. "I'm proud of our staff and this Board that we got ahead of the medical marijuana issue and will soon be offering it as a remedy for those who need it," said Commissioner Kitty Jung. "Staff has worked hard and it will pay off by helping many people who call me saying this is vital to solving their various health issues."

#### PROGRAM UPDATES

##### Food

- The Food Protection Program has been awarded approval for the third year of a five year grant from FDA. The grant is assisting to advance the conformance with the FDA Voluntary National Retail Standards.
- **Special Events/Temporary Food:** The numbers for FY 13/14 are final. Staff conducted 2,117 inspections and issued 2,063 permits. Special Events/Temporary Food Permits have averaged approximately 2,000 annually since 2005. Fiscal inspection totals are attached from FY01/02 through FY13/14.
  - Staff conducted 127 inspections at the Reno Rodeo in June. There are currently fourteen (14) active Farmers Markets, more than any other jurisdiction in Nevada or Northern California. To kickoff FY14/15, EHS had the most permits ever issued for a 4th of July week including more than 70 new permits during July 4 through 6, requiring mandated inspections. Staff completed 104 inspections during this three day period, Friday through Sunday.

**Land Development**

- Staff is seeing a steady volume of Special Use Permit Applications, parcel map reviews and commercial projects routed to EHS for review. Development is taking place at an increased rate month over month.
- Staff reviewed and approved 4 water projects.

**Vector-Borne Disease**

- The Vector-Borne Diseases Program conducted their third helicopter application on July 10. Approximately 950 acres were treated from Lemmon Valley to Damonte Ranch with the biological Altosid product (see attached).
- The Program will begin their scheduled catch basin survey and treatments. As water flows down and over the curb from irrigation, water collects in the sumps of these catch basins producing hundreds of mosquito larvae. These street incubators provide a rich and organic environment for mosquitoes to thrive in. One of the mosquito types produced in these catch basins is Culex Pipiens, also known as the Little House Mosquito, as its name implies they find their way into homes. The importance of this mosquito is it has the capability of transmitting West Nile virus.
- Four individuals were potentially exposed to a rabid bat. The hikers found the bat on a hiking trail at Davis Creek Park and came into close contact while attempting to nurse the mammal back to health. Staff contacted the individuals who may have been exposed advising them to seek post exposure treatment.
- With building projects increasing, staff is busy with these inspections ensuring that contractors have complied and completed our infrastructure designs prior to our sign off. As of July 11, staff closed five (5) building projects already this month.

**Waste Management**

- Staff is seeing the normal seasonal increase in citizen complaints related to garbage, trash and manure issues.
- Permitted facilities have now rebounded to pre-recession levels at which time the program also had oversight of the Lockwood Regional Landfill and all associated permits.

**EHS 2014 Inspections/Permits/Plan Review**

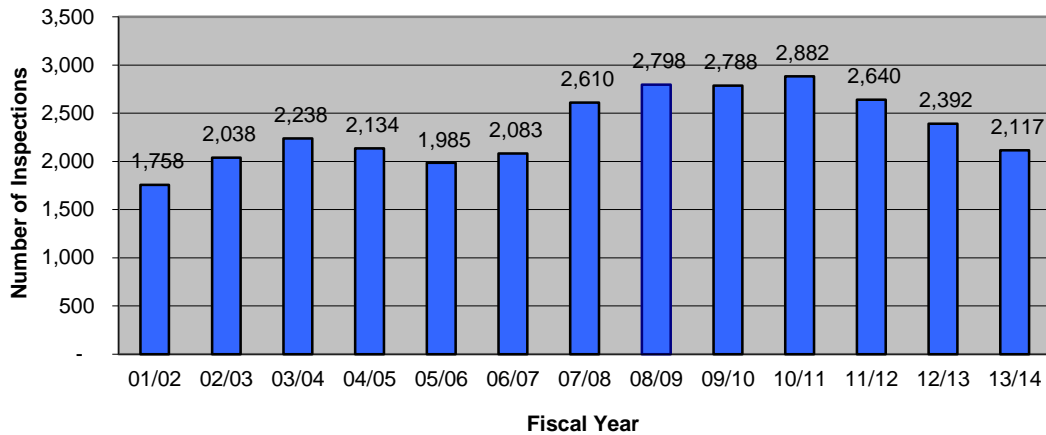
	JAN	FEB	MAR	APR	MAY	JUNE	YTD	Mo. Avg
Child Care	6	3	7	13	10	27	66	11
Complaints	70	74	68	96	101	97	506	84
Food	499	312	452	388	475	364	2,490	415
General	63	67	118	62	383	134	827	138
Plan Review (Commercial Food/Spas)	14	3	4	3	14	14	48	8
Plan Review (Residential Septic)	21	29	32	39	41	47	209	35
Residential Septic Inspections			37	45	33	74	189	47
Well Permits	11	0	5	6	6	15	43	7
Waste Management	12	20	29	9	12	21	103	17
<b>TOTAL</b>	<b>696</b>	<b>508</b>	<b>752</b>	<b>661</b>	<b>1,075</b>	<b>789</b>	<b>4,481</b>	<b>763</b>

\* **General Inspections Include:** Invasive Body Decorations; Mobile Homes/RVs; Public Accommodations; Pools; Spas; RV Dump Stations; and Sewage/Wastewater Pumping.

## Washoe County District Health Department Special Events Program Inspections

FY	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
01/02	152	597	274	90	77	12	19	25	39	31	130	312	1,758
02/03	237	609	219	136	56	27	30	33	79	68	151	393	2,038
03/04	342	633	399	209	56	12	24	37	55	75	69	327	2,238
04/05	314	416	535	147	49	11	56	24	34	83	74	391	2,134
05/06	275	448	609	104	45	7	45	19	44	30	49	310	1,985
06/07	153	517	546	71	43	7	35	53	60	62	185	351	2,083
07/08	222	643	802	145	16	12	37	38	58	105	127	405	2,610
08/09	251	1037	424	170	28	13	50	35	21	146	151	472	2,798
09/10	316	545	821	158	29	9	30	37	95	65	202	481	2,788
10/11	267	544	901	156	51	12	24	54	85	105	186	497	2,882
11/12	250	650	698	125	59	26	45	57	62	62	103	503	2,640
12/13	222	767	481	128	50	11	20	44	30	43	161	435	2,392
13/14	190	685	225	140	83	35	28	33	62	84	132	420	2,117

**Special Events and Temporary Food Inspections in Washoe County**





## Mosquito Abatement Scheduled Thursday for Truckee Meadows

Posted: Jul 09, 2014 5:09 PM PDT

Updated: Jul 10, 2014 10:07 AM PDT

*From the Washoe County Health District*

The Washoe County Health District Vector-Borne Diseases Prevention Program will be conducting their third scheduled mosquito abatement operation beginning at 6:00 a.m., on Thursday, July 10. Helicopter applications of Altosid will be applied to 950 acres in Lemmon Valley, Kiley Ranch, Red Hawk, Rosewood Lakes, Butler Ranch, South Meadows, Damonte Ranch and Washoe Valley.

After finding a positive mosquito sample for Saint Louis encephalitis in June, weekly disease surveillance trappings since then have been negative in the Truckee Meadows area. However, according to health officials, with warmer weather the mosquito population is expected to increase during the summer months. So in addition to abatement efforts, the Washoe County Vector-Borne Diseases Program conducts scheduled catch basin surveys and treatments. According to Washoe County Health District Vector-Borne Diseases Prevention Program Supervisor Jim Shaffer, "As water flows down curbs from over irrigation, water collects in the sumps of these catch basins making a perfect environment for producing hundreds of mosquito larvae." One of the mosquito types produced in these catch basins is *Culex pipiens* also known as the Little House Mosquito because they find their way into homes. This mosquito has the capability of transmitting West Nile virus, so Shaffer is asking residents to call the Vector-Borne Disease Prevention Program at 785-4599 if they are experiencing increased mosquito activity. It may be caused by the catch basins becoming colonized with mosquitoes.

People can stay protected against mosquito bites by using the following precautions:

- Wear long pants and long sleeved shirts and apply Deet, Picaridin, Oil of Lemon Eucalyptus, or other natural products to protect you from biting mosquitoes. Two layers of repellent may be applied, one on the skin and a second on the clothing.
- Repair tears in doors and window screens around your home or office, or keep them closed to keep mosquitoes outside.
- Eliminate standing water or any objects that can trap or collect water around your property which provide breeding grounds for mosquitos.

The Washoe County Vector-Borne Diseases Program also provides free Mosquito Fish for ponds, troughs or water features in or around your property. For more information about the Washoe County Vector-Borne Diseases Program visit: <http://www.washoecounty.us/health/ehs/vector/mma.html>.

**Note regarding Altosid:** Altosid is a pellet that disrupts the normal growth pattern of immature mosquitoes in water and prevents them from becoming biting adults. Altosid naturally degrades in the environment and will not adversely affects humans, fish, waterfowl or beneficial insects and can be used in sensitive areas.

*From the Washoe County Health District*

## Washoe County Health District Abates Mosquitoes

Posted: Jul 10, 2014 1:02 PM PDT Updated: Jul 10, 2014 2:59 PM PDT  
By Landon Miller - [email](#)



The Washoe County Health District is working to keep mosquito activity under control this summer.

On Thursday, they applied Altosid- a pellet designed to prevent baby mosquitoes from growing up- over three areas: Hidden Valley, Spanish Springs, and South Meadows.

Early Wednesday, the Vector-Borne Diseases Prevention Program began spraying Rosewood Lakes Golf Course.

“When we target it, it’s not going to hurt humans, or biological predators in the water,” said Jim Shaffer with Washoe County Health District. “It’s specifically for mosquito larvae.”

The pellets alone cost the county \$100,000. However, they say that is money well spent because it prevents mosquitoes from biting, and spreading disease.

The county also gives out free fish to county residents that can eat mosquitoes.

“They’re live bearing and they’re surface feeders,” said Will Lumpkin with the Washoe County Health District. “So they swim around and feed on insects that float on the surface of the water.”

If you would like to report a mosquito problem, or get fish, call 775-785-4599.

You can also go to their website: [Vector-Borne Diseases Prevention Program](#)

---



# WASHOE COUNTY HEALTH DISTRICT



**Public Health**  
Prevent. Promote. Protect.

## AIR QUALITY MANAGEMENT DIVISION

### DIVISION DIRECTOR STAFF REPORT

**BOARD MEETING DATE: July 24, 2014**

**DATE:** July 8, 2014

**TO:** District Board of Health

**FROM:** Charlene Albee, Director  
775-784-7211, calbee@washoecounty.us

**SUBJECT:** Program Update – Keep It Clean – nO<sub>3</sub>zone Season, Divisional Update—Monthly Air Quality Index; Program Reports – Monitoring & Planning and Permitting & Enforcement

### 1. Program Update

#### a. Keep it Clean - nO<sub>3</sub>zone Season

The month of June marks the beginning of the ozone season in the Truckee Meadows. Ozone is created by chemical reactions between oxides of nitrogen (NO<sub>x</sub>) and volatile organic compounds (VOCs) in the presence of sunlight. In the Truckee Meadows, motor vehicles are the largest manmade source of ozone precursors followed by industrial facilities using chemical solvents. On sunny days in urban environments ozone may reach unhealthy levels. In an effort to provide our community with information regarding the causes and effects of ozone, the Air Quality Management Division will be promoting our Keep it Clean – nO<sub>3</sub>zone campaign throughout the summer. If ground level ozone does reach unhealthy levels, recommendations to protect your health include:

- ✓ Reducing the time you are active outdoors
- ✓ Scheduling outdoor activities for the morning or evening when ozone levels are usually lower.
- ✓ Substituting a less intense activity. An example is to go for a walk instead of a run.

Ozone can also be transported over long distances by wind. Ozone generated in large urban areas may be transported to rural areas resulting in high ozone levels in areas that do not have the traditional sources of precursors. With the advancement of science, the recognition of regional transport of air pollution is becoming a frequent topic of discussion. Since Washoe County did experience the first exceedance of the ozone ambient air quality standard on May 17<sup>th</sup> while temperatures were relatively low and winds were present, the subject of regional transport is becoming a priority. In recognition of the issue, AQMD staff has begun working with the Nevada Division of Environmental Protection Bureau of Air Quality Planning and the Clark County Department of Air Quality to develop a statewide message and plan to address the

issue. The group will also be working with Western States Air Resources Council which represents fifteen states extending from Alaska to New Mexico and from Hawaii to South Dakota. The ultimate goal will be to have a plan that will be recognized and supported by EPA Region IX. We realize this will be a long term project but the potential impacts to public health and economic development will more than justify the efforts.

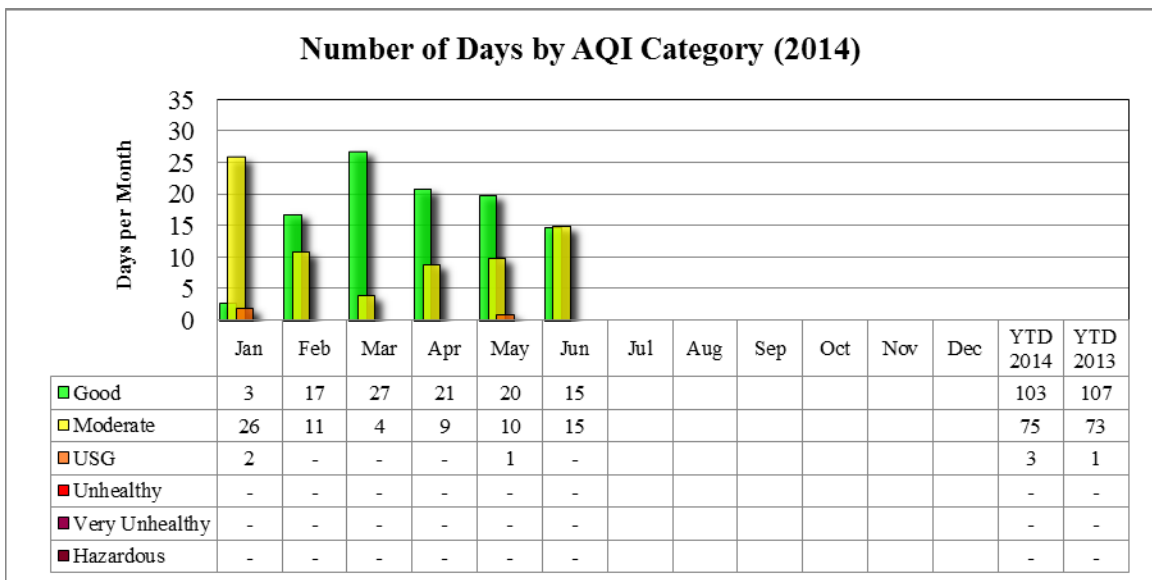
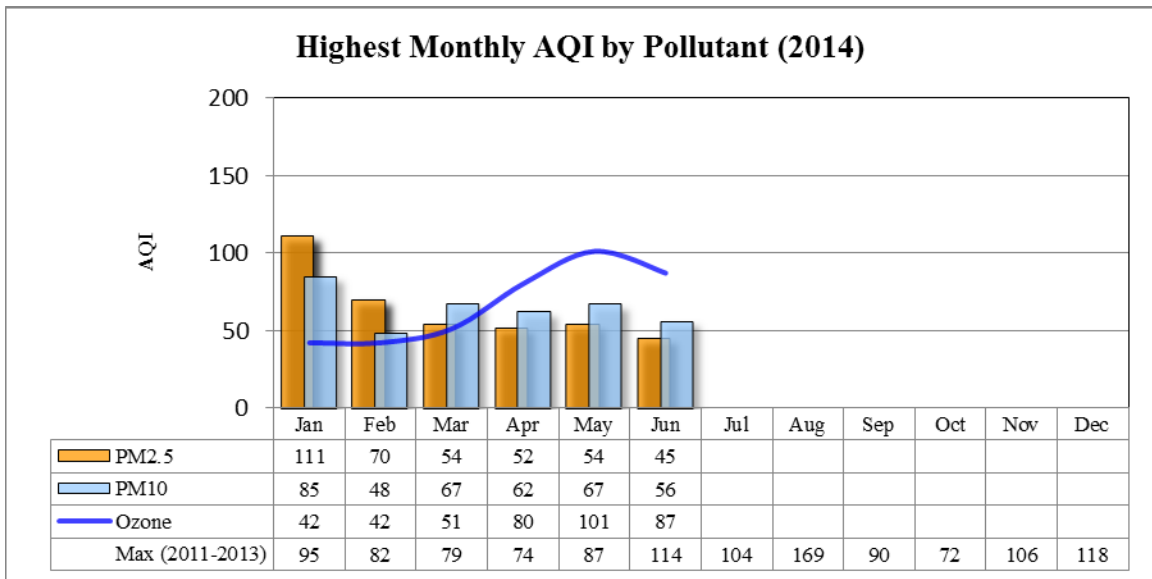
In the meantime, the Keep it Clean – nO<sub>3</sub>zone campaign will continue to provide the community with the following solutions that can help to reduce ozone levels, improve health, and save money as well:

- Conserve electricity and set your air conditioner at a higher temperature;
- Give your car a rest – share a ride to work or take public transportation. Bicycle or walk to errands when possible;
- Refuel your car after dusk;
- Combine errands to reduce trips;
- Limit engine idling, especially near schools;
- Keep your car tuned up and make sure your tires are properly inflated; and
- Take your lunch to work and avoid an extra trip during the heat of the day.

You can find more helpful tips under the Keep it Clean - nO<sub>3</sub>zone campaign at [www.OurCleanAir.com](http://www.OurCleanAir.com) . Together, we can Keep it Clean!

## 2. Divisional Update

- a. Below are two charts detailing the latest air quality information for the month of June. The top chart indicates the highest AQI by pollutant and it also has the highest AQI from the previous three years in the data table for comparison. The bottom chart indicates the number of days by AQI category and it also has the previous year to date for comparison.



Please note AQI data are not fully verified and validated and should be considered preliminary. As such, they should not be used to formulate or support regulation, guidance, or any other governmental or public decision. For a daily depiction of the AQI data, please visit [www.OurCleanAir.com](http://www.OurCleanAir.com) for the most recent AQI Summary.



### **3. Program Reports**

#### **a. Monitoring & Planning**

There were no exceedances of any National Ambient Air Quality Standard (NAAQS) during June.

The public inspection period for the “2014 Ambient Air Monitoring Network Plan” closed on June 30. This annual plan is required by 40 CFR 58.10 and summarizes the monitoring network operations in 2013. It also includes proposed network modifications for 2014-2015. No written comments were received and the plan was submitted to EPA on July 1.

Also on July 1, the public comment period began for the draft exceptional events demonstration for last year’s American and Rim Fire episodes. AQMD is requesting EPA to exclude PM<sub>2.5</sub> data that were affected by wildfire smoke when determining attainment for the NAAQS. The request is available at [OurCleanAir.com](http://OurCleanAir.com) and anticipated to be submitted to EPA in August 2014. Planning staff has been coordinating with the Nevada Division of Environmental Protection (NDEP) to share data and resources.

Planning staff will be attending a two-day specialty conference sponsored by the Air & Waste Management Association in August. The conference will focus on strategies to reduce residential woodsmoke. Woodsmoke accounts for approximately half of the wintertime fine particulate matter (PM<sub>2.5</sub>) emissions in the Truckee Meadows.

A public hearing for a revision to DBOH Regulations Governing Air Quality Management Section 030.600, Prevention of Significant Deterioration, is anticipated for the August 28, 2014 DBOH meeting. The revision is to address minor language deficiencies in order for it to be approved by EPA. Planning staff has been coordinating the revision with EPA Region IX’s Office of Regional Counsel to ensure the proposed revision will be approvable.

b. Permitting & Enforcement

Type of Permit	2014		2013	
	June	YTD	June	Annual Total
<b>Renewal of Existing Air Permits</b>	145	432	151	1339
<b>New Authorities to Construct</b>	10	55	3	88
<b>Dust Control Permits</b>	12 (142 acres)	61	17 (182 acres)	105 (1420 acres)
<b>Wood Stove Certificates</b>	26	179	42	329
<b>WS Dealers Affidavit of Sale</b>	4	50	3 (1 replacement)	134 (83 replacements)
<b>WS Notice of Exemptions</b>	531 (6 stoves removed)	3383 (33 stoves removed)	765 (8 stoves removed)	7346 (83 stoves removed)
<b>Asbestos Assessments</b>	69	402	62	828
<b>Asbestos Demo and Removal (NESHAP)</b>	26	102	17	199

Staff reviewed thirteen (13) sets of plans submitted to the Reno, Sparks or Washoe County Building Departments to assure the activities complied with Air Quality requirements.

Staff conducted seventy (70) stationary source renewal inspections and fifty-one (51) gas station inspections in June 2014. Staff also conducted inspections on asbestos removal and construction/dust projects.

Following a very competitive internal promotional recruitment, Mr. Mike Wolf was selected to fill the vacant Air Quality Supervisor position. Mr. Wolf has been the Environmental Engineer II in the Permitting Section for two (2) years and has in excess of twenty (20) years of air quality experience to this position.

A job announcement was posted on June 26<sup>th</sup> to fill the now vacant Environmental Engineer II position. This is an open competitive recruitment which will close on July 17<sup>th</sup>.

COMPLAINTS	2014*		2013	
	June	YTD	June	Annual Total
Asbestos	1	11	2	18
Burning	0	3	0	8
Construction Dust	3	15	1	0
Dust Control Permit	1	9	0	7
General Dust	10	29	2	46
Diesel Idling	0	3	0	8
Odor	1	7	1	16
Spray Painting	1	4	1	5
Permit to Operate	5	18	2	55
Woodstove	0	8	0	16
<b>TOTAL</b>	<b>22</b>	<b>107</b>	<b>9</b>	<b>209</b>
NOV's	June	YTD	June	Annual Total
Warnings	6	13	2	46
Citations	2	5	3	40
<b>TOTAL</b>	<b>8</b>	<b>18</b>	<b>5</b>	<b>86</b>

\*Discrepancies in totals between monthly reports can occur due to data entry delays.



# WASHOE COUNTY HEALTH DISTRICT

OFFICE OF THE DISTRICT HEALTH OFFICER

**Public Health**  
Prevent. Promote. Protect.

## DISTRICT HEALTH OFFICER STAFF REPORT BOARD MEETING DATE: July 24, 2014

**DATE:** July 15, 2014  
**TO:** District Board of Health  
**FROM:** Kevin Dick, District Health Officer  
(775) 328-2416, kdick@washoecounty.us  
**SUBJECT:** District Health Officer Report - REMSA/EMS, Fundamental Review, Permit Software Project, Community Health Needs Assessment, Staffing, Other Events & Activities and Health District Media Contacts.

---

### REMSA / EMS

I participated in a meeting on June 26 with the Reno City Manager and Fire and Battalion Chiefs, REMSA representatives, a 911 Dispatch representative and EMS Program staff to discuss changes to Reno Fire EMS response criteria to no longer respond to Priority 3 calls. The meeting identified work between REMSA and RFD to determine appropriate identification of Priority 1 and 2 calls, and the mechanism and procedure for communication of call Priority to RFD.

On June 30, I participated in a meeting with Washoe County Manager, Sparks City Manager, the Fire Chiefs of RFD, SFD, and NLTFPD, Battalion Chiefs from TMFPD, a Sheriff representative, REMSA staff, and EMS Program staff discuss the RFD EMS response change and the work that was underway from the June 26 meeting to identify and discuss concerns from the other jurisdictions and EMS response agencies. A meeting of the EMS working group was held on July 11 to report out on the work initiated at the June 26 meeting and respond to information requested at the June 30 meeting.

The Regional EMS Oversight ILA was approved during the July 14 Sparks City Council Meeting, and is agendaized for the July 16 Reno City Council Meeting, and is expected to be on the agenda for the July 22 Truckee Meadows Fire Protection District Board meeting. The ILA was approved by BCC and DBOH in June. (Fundamental Review Item 16)

### Permit Software Project

Washoe County signed the contract with Accela to initiate the Regional Business License and Permit Software Project on June 30. The implementation kick-off will occur July 22 when the Accela team will visit Reno to begin the 16 month implementation to "go live."

### Community Health Needs Assessment

Work continues on the Community Health Needs Assessment through the Nevada Public Health Foundation's Independent Contractor, Heather Kerwin. Focus groups are being conducted to gather information on what community members consider to be a healthy community and what they identify as their health related needs, as of 7/15/14, four focus groups have been completed and data are currently being analyzed for thematic similarities and differences between various participating subgroups. This form of primary data collection should be complete by end of August. Secondary data has been collected for several health indicators including: population demographics, environmental health factors (air/H2O), maternal and child health, cancer screening and diagnostic rates, chronic diseases, communicable diseases, income, wage and economic data, traffic and pedestrian safety, violent and property crimes, education, morbidity, vaccination rates, drug overdose deaths, as well as sexual and mental health behaviors and outcomes. There are several indicators for which data requests are pending or data is currently being sought after via research.

Ms. Kerwin's work is directed through a Community Health Need Assessment Subcommittee of the Truckee Meadows Healthy Community Conference Planning Committee. The subcommittee meets biweekly and updates to the planning committee are provided on a monthly basis. The CHNA is expected to be completed by the end of December 2014. (Fundamental Review Item 14)

### Staffing

Interviews of candidates for the Administrative Health Services Officer are scheduled for July 16. Recruitments were initiated for the vacant Department Systems Specialist position and the new Office Assistant II for Vital Records, and EMS Program Manager and EMS Coordinator positions.

### Office of the District Health Officer (ODHO)

The ODHO was established effective July 1. The Office includes the Health Officer, Communications Program Manager, a Public Health Nurse (serving as the QI/Accreditation Readiness Coordinator and HIPAA compliance Officer, Margot Jordan from CCHS) and Administrative Secretary.

### Other Events and Activities

A General Staff meeting was held on July 1. Q-Team members provided presentations on the Quality Improvement Projects within each of the Divisions.

A Division Director/Supervisor Meeting was held on July 2, and A Division Director meeting was held on July 23. I conduct individual meetings with the Division Directors on a bi-weekly schedule.

I attended a meeting with the Nevada County Health Officer and Tahoe Forest Hospital Community Wellness Director to discuss Community Health Assessment efforts, and exchange information/updates. A follow-up meeting was scheduled for July 18 to discuss immunization outreach and potential for coordination in light of August being National Immunization month, upcoming school vaccinations, and the high rates of pertussis occurring in California. The Placer County Health Officer will also attend.

I traveled to Atlanta to attend the annual NACCHO conference the week of July 7-10.

I attended a meeting with the Robert Wood Johnson Foundation cross jurisdictional sharing Carson City site visit on July 15.

I attended the REMSA Board meeting on July 18<sup>th</sup>.

I continue to serve as President of HomeFree Nevada / EnergyFit Nevada, the not-for-profit Home Performance with Energy Star Provider for the State of Nevada.

Health District Media Contacts: June 13-July 14, 2014

<u>DATE</u>	<u>MEDIA</u>	<u>REPORTER</u>	<u>STORY</u>
07/14/13	Reno Gazette-Journal	Jeff DeLong	Heat - Ulibarri
07/11/14	KOLO CH8 - ABC Reno	Terri Russell	REMSA -Reno Fire Department - Health Officer Dick
07/10/14	KOLO CH8 - ABC Reno	Colin Lygren	Mosquito Abatement - Shaffer/Ulibarri
07/10/14	KTVN CH2 - CBS Reno	Landon Miller Samantha Boatman	Mosquito Abatement - Shaffer/Ulibarri
07/10/14	KRNV CH4 - NBC Reno	Boatman	Mosquito Abatement - Shaffer/Ulibarri
07/10/14	KUNR 88.7 FM Radio - NPR Reno	Han Gray	Mosquito Abatement - Shaffer/Ulibarri
07/09/14	UNIVISION	Laura Calzada	Whooping Cough (Pertussis) - Shore/Ulibarri Vector Born Disease Prevention Program - Shaffer/Lumpkin
07/09/14	KTVN CH2 - CBS Reno	Landon Miller	
07/01/14	KOLO CH8 - ABC Reno	Ed Pierce	Ozone - Inouye
06/30/14	UNIVISION	Ivet Contreras	Heat - Ulibarri
06/30/14	KRNV CH4 - NBC Reno	Ashley Cullins	Pertussis/Whooping Cough - Ulibarri
06/30/14	Reno Gazette - Journal	Tim Dunn	Immunizations
06/30/14	KTVN CH2 - CBS Reno	Landon Miller	Heat - Ulibarri
06/25/14	KTVN CH2 - CBS Reno	Racheal Mosley	Childhood Overweight/Obesity - Seals
06/24/14	Reno Gazette - Journal	Jason Hidalgo	Increase in cases of measles and pertussis in California
06/23/14	UNIVISION	Ivet Contreras	Folic Acid Nutrition Report - Ulibarri
06/17/14	UNIVISION	Ivet Contreras	Chikungunya virus - Shaffer/Ulibarri
06/16/14	KTVN CH2 - CBS Reno	Paul Nelson	Chikungunya Virus

**Press Releases/Media Advisories/Editorials**

07/09/14	Press Release	PIO Ulibarri	Mosquito Abatement
06/27/14	Press Release	PIO Ulibarri	Heat Precautions