

**Sunset City Corporation
City Council Minutes
December 13, 2016
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Minutes of a special work meeting held December 13, 2016 at Sunset City Hall, 200 West 1300 North, Sunset, Utah; Mayor Pro-Tem Bangerter presiding until 6:25 pm when Mayor Macfarlane took over.

SPECIAL WORK SESSION

Mayor and Council Present:

Beverly Macfarlane	Mayor
Chad Bangerter	Council Member
Ricky Carlson	Council Member
Norm Noyes	Council Member
Scott Wiggill	Council Member

City Employees Present:

Susan R. Hale	Recorder
Linda J. Youngdell	Treasurer/Office Manager
Ken Eborn	Police Chief
Jason Monroe	Public Works Director
Anthony Bott	Interim Fire Chief
Chris Whetton	Interim Dep. Fire Chief
Bruce Arbogast	Police Lieutenant
Duane Arbogast	Police Officer
Sunset Fire Fighters – Marcus Garcia, Andrew N. Rojas, Jamie Rossborough, Skylar VanEkelenburg, Paul Evertsen	

Others Present:

Ryan Archibald	Davis County Lieutenant
Ian Blake	

The meeting was called to order at 6:20 p.m. by Mayor Pro-Tem Bangerter.

1. Discuss Sunset Fire/EMS Services:

a. Davis County Sheriff Richardson: Mayor Pro-Tem Bangerter advised Sheriff Richardson was unable to attend, but Lt. Archibald was here in his place. Mayor Pro-Tem Bangerter was not sure why Mayor Macfarlane wanted him to be here because they all listened to the recording of the meeting between Sheriff Richardson, Lt. Archibald, Council Member Carlson and Council Member Wiggill. He opened it for Council questions and/or anything Lt. Archibald might want to say.

Lt. Archibald said Sheriff Richardson asked him to express that meeting was not meant to be a reprimand of Sunset Fire. They met in an act of good faith to find out how to better train and help the team to help the patient. It is his understanding there are rumors out there that the Sheriffs Department is out to get the agencies. In reality, they do not want an ambulance and there is nothing underlying. They strictly want to help the patients. Records show there have been 179 calls they also responded to from January 1st to when he pulled the calls up. There were only 11 calls where problems were reported and that is not a huge percentage, but

something they need to work on as a team. Sheriff Richardson found out there was a Chief change happening so he called to find out who they needed to talk to and that is how they met with two Council Members instead of meeting with Department Administrators first. He would like to find a way to work together in training and make it so it's cost effective for them and safe for the patient.

Mayor Macfarlane wanted the Fire Department to know they are a viable resource in the community and are appreciated. Lt. Archibald agreed and said Sunset Fire responds to more calls than the 179 Charlie and Delta calls that Davis County also responds to, so that is a huge benefit for the community. Mayor Macfarlane said they want to bring the two entities together so they are on the same page. She does not want to entertain any questions right now, so she asked the Council to jot down their questions and at the end they can discuss any concerns. She said the Sunset Fire Chiefs would be addressing the concerns that had been brought up.

b. Interim Fire Chief Bott and Interim Dep. Fire Chief Whetton replies to concerns: Interim Dep. Chief Whetton addressed the debriefing concern. He said after every call, Sunset EMS debriefs with the paramedics at the hospital. They ask all the Sunset EMS personnel to be open to criticism and learn from it; sometimes it happens, sometimes it doesn't. He went on to the actual call to the ejection accident where no equipment was brought out. He talked with Lt. Archibald last night about it. When they arrive on scene, they begin basic life support, which consists of assessing a patient and coming up with steps to solve problems with airway, breathing and circulation. When the cardiac monitor was applied, it was because the EMS employee was directed to do so by the paramedic. Sunset EMS personnel work as a team with the paramedics; at that scene, there were 2 Sunset EMS employees and 3 paramedics working together. The EMS employees follow the direction of the Paramedics. When the EMS employee was told to get the C collar and backboard, he didn't get all the equipment needed and had to go back and get it, so that caused a delay and a little stress. The patient was partially strapped because he had a hip fracture. When a person is strapped to a backboard it completely immobilizes them, so to have the patient's knees strapped down was extremely painful and the patient asked to not have his legs strapped down, so they partially strapped his legs down, which is common practice. To the comment that the patient was balanced on the employee's knee while loading him on the gurney; the firefighter that held him said he held him the entire time until the gurney was brought out to put the patient on.

Council Member Noyes felt it would be a waste of time to go through this issue item by item.

Council Member Bangerter agreed with Council Member Noyes and said all he wants to know is how they are going to fix the problems, not why they happened. He wants to know they are working hand in hand with Davis County to make sure the patients are receiving the best care. If they are denying these things happened, they can discuss it.

Interim Chief Bott said no one is denying that these things happened. They are trying to show they are addressing the concerns the Sheriff's Department had. He said the Council

went off without anyone contacting them to explain, so that is what they are here to do now. Council Member Bangerter asked if he felt any of the situations that were addressed are concerns that need to be taken care of in training or personnel issues within the department. Interim Chief Bott said yes, they can always improve. Council Member Bangerter was fine with that and wanted to go to item c. He pointed out two Council Members brought the information to them and they felt the situations were life threatening situations, so they wanted to get to this as soon as possible.

Mayor Macfarlane asked the rest of the Council if they wanted to review the items step by step or how they would like to proceed. Council Member Carlson agreed with Council Members Bangerter and Noyes. Council Member Wiggill felt it was best to address each issue and knows the Chiefs have spent a lot of time preparing to go over each item, so he would like them to bring up the issue and tell how they will move forward to work better as a team with the County.

c. What is taking place now: Interim Dep. Chief Whetton explained the employees who were on most of those incidents are no longer with Sunset due to poor patient care. The process takes some time to identify concerns, work to improve them and let the employee go if they don't improve. Due to email traffic, they would like to bring up some of the issues so there is not any misunderstanding. When he was hired, he was over training. He created a year's worth of training for 2016 going off of the State Continuing Medical Education. They have medical training two to three times a month and will continue the schedule for 2017. The Davis County Sheriff's Department provided combined trainings throughout the County and he sent multiple employees to them. Those employees then shared the trainings with the rest of the Department. He has not yet set up training with the Davis County Sheriff's Office, but he has set up trainings with other Fire Departments and has invited every Department in northern Davis County to participate in some of their trainings.

Council Member Bangerter asked Lt. Archibald if this was something they were willing to do and if he felt it was necessary. Lt. Archibald replied they would love to see this happen. On Sunset's Thursday night trainings or whenever else, they would be willing to send Deputies up to attend those training nights to help facilitate communication, policies or whatever else they need. Council Member Bangerter asked Interim Chief Bott to explain their process when someone is doing things incorrectly. Interim Chief Bott said first someone has to bring word of the problem to the Chiefs and then they can work to correct the problem. A lot of the crew will take it upon themselves to correct and/or train the person before bringing it to the Chiefs. Once the Chiefs have been told, they will do more training with the person and if they're still not getting it, then they start the paperwork for dismissal. Council Member Bangerter asked if they have a goal or time set by which to set up training with the County. Interim Dep. Chief Whetton asked Lt. Archibald if they were willing to come up on the first Thursday in January and Lt. Archibald nodded yes.

Council Member Noyes reported he was confused during this whole thing because he was not made aware of the recording until some of the emails had been sent. Once he found out, he was good and just wanted to know what was going to happen. Council Member Wiggill

feels this is a good opportunity to review the policies the Council follows as well. He thought by calling the Mayor and Council Members he was doing the right thing. He didn't know if even that was required of him. He then asked if they really wanted to conduct business like they did without hearing the Department Head's side of things. He would hope a Department Head would be able to listen to any concerns brought up and give his/her side of things. Maybe they can reflect on how they acted and how they proceed forward as well.

Mayor Macfarlane asked if it wouldn't be possible to debrief with the paramedics so they are doing or writing things that are unilaterally acceptable. Lt. Archibald said it works for the Sheriff's Office, but he believes what they have now are trust issues. They came in good faith trying to find a way to help and now Sheriff Richardson has talked to about five Chiefs today who said they were contacted by Sunset Fire who said the Sheriff's Office was out to get them. This is not how the platform was supposed to be or how it was supposed to be treated. They come to help and it seems like it's now turned into how Sunset Fire can get even with the Sheriff's Department. Many of his paramedics are unwilling to do the debriefing because if they say something, Sunset personnel get mad at them and they don't need that. If they have a problem now, they can go to the Sergeant and the Sergeant will address it with Lt. Archibald. This is not just with Sunset; it is with multiple agencies. He has had to tell his deputies the debriefing is required so they can discuss any issues or problems on that particular call. Once they've discussed the problem, it's up to the EMT to either learn from it or not.

Interim Dep. Chief Whetton explained they fill out medical reports after every transport. The reports Lt. Archibald could not find, he found and printed them off. A report on a call the paramedic had a complaint about, the Sunset employee put in his narrative, "clean up occurred and a run down with DCSO in the ER for recommendations, which there were none." Therefore, they asked for a debrief and the Deputy said there weren't any issues, but later the Deputy told Lt. Archibald there were issues. Council Member Bangerter believes sometimes there are communication problems and he believes the Sheriff's Department is looking to fix them and so should Sunset's Fire Department. Debriefs need to be honest; if the paramedic says they did something wrong and the EMT disagrees, that should also be in the report so it can be looked at.

d. How do we proceed forward: Council Member Wiggill clarified how they plan to move forward with debriefs; that they will be required and will be documented. Also, if the debrief is in a negative context, they will look at it not as a negative thing, but as an opportunity to provide better service.

Council Member Bangerter said not only do Sunset personnel have to commit to it; so do the Davis County Deputies. If there is not a policy that states this has to be done, one needs to be added.

Mayor Macfarlane backtracked and said the standard procedure for the backboard is to strap the patient in and asked, if the patient asks not to be strapped as much, if their policy is to go along with the patient. The Chiefs nodded their agreement. Lt. Archibald said the medic has

the final say. They will try to follow the patient's wishes, but he would not condone carrying a patient to the ambulance on a backboard that is unsecured. He would take the gurney to the patient so they are not taking the chance the patient might fall off. During the debrief, that would be discussed. An EMT goes through 120 hours of training plus continued education. A medic goes through several prerequisite courses and then completes almost a year long school to get that highest field level certification. A medic is basically a hand of the Doctor in the field, working off of standing orders, policies, procedures and online medical direction. Therefore the Medic is the conductor and the EMTs are the musicians. Basic Life Saving (BLS) is to have the right equipment. Every time they have to send the EMT back to the ambulance for equipment they are taking away from that golden hour of treatment; getting the patient off the ground and on their way to the hospital, should they need life saving surgery, etc. For the newer EMTs and Medics, it will be a little sloppy at first because they have to learn the hints, tips and tricks. Things learned in training aren't necessarily things that are always done in the field.

Council Member Bangerter asked Interim Chief Bott if he agreed there was an issue and if so, if he was going to take care of it or if he felt the Deputy is telling them something that really didn't happen. Interim Dep. Chief Whetton agreed there are problems, but there are problems on both sides and the Deputy's side is not mentioned. They will work on their issues.

Interim Chief Bott wanted to bring up a few main concerns and began with the complaint there was no oxygen on the ambulance. He finds it hard to believe there was no oxygen because there are four oxygen tanks. Discussion ensued wherein the Council restated all they wanted to hear is that they have addressed the problems and they're being fixed. Interim Chief Bott stated they have reviewed all the concerns, have corrected them and have plans to correct any others that come up. Council Member Wiggill explained along with the mandatory debriefing, there will be documentation of when they are not possible. Communication is important in solving issues. If any of the Council leaves this meeting with questions or concerns, a simple email will get them the information.

Council Member Noyes has personally been in the hot seat and knows how the Fire Chiefs feel. It's just part of the job and they need to accept the fact it's the nature of their positions.

Mayor Macfarlane said this has come down to a trust issue and they need to build it back up through training and communication. Everyone wants to know they will be taken care of safely. She believes they need to begin with policies everyone knows about. When an issue arises, she wants to know they followed policy.

Interim Chief Bott stated they have a fire critique policy and will amend it to include EMS. Right now Sunset Fire Department works under the Utah State EMS protocols. They have compared them to the Davis County protocols and there are a few differences, so they are looking into switching to the Davis County protocols. He plans to accomplish these items by the first of the year. Mayor Macfarlane told him Recorder Hale could help him, if needed.

e. Discussion: Council Member Bangerter hopes they can agree this has all come about due to communication and/or trust loss. Per Lt. Archibald's statements, Sunset Fire personnel are not taking the critiques of the Deputies well and perhaps the Deputies are not taking it well when they are told something. This needs to end because these are life saving situations and they need to work together. When the paramedics are telling Sunset personnel something, they need to take it under advisement and learn from it. When the paramedics are not there, Sunset personnel have to be able to provide basic life support. The egos need to stop because this could be life and death. He asked Lt. Archibald if he is comfortable with what has been said tonight and if his concerns have been addressed. He said yes.

Mayor Macfarlane has a lot of expectations from the personnel and told the Fire Department how much she appreciates them all. She just wants to make sure the Department is the best there is. She thanked everyone for being here.

Council Member Noyes made a motion to adjourn. Council Member Wiggill seconded the motion. The motion passed unanimously with Council Members Bangerter, Carlson, Noyes and Wiggill voting yes.

The meeting adjourned at 7:30 p.m.

Approved – January 3, 2017

Beverly K. Macfarlane, Mayor

Susan R. Hale, Recorder