

Town of Guilderland EMS 2024 Annual Report



Goals and Visions:

The goals and vision for Emergency Medical Services in the Town of Guilderland are to preserve life, prevent further injury or illness, and promote a resilient community. GEMS accomplishes these goals by focusing on early detection, early reporting, quick response, excellent on-scene and field medical care, delivering the most advanced care possible in transit, and ensuring that the patient is delivered to the most appropriate definitive care.



Jay Tyler
Director of EMS

Dr. Donald Doynow
Medical Director

200 Centre Drive
Albany, NY 12203
518-456-3600

MISSION STATEMENT

“ONE MISSION, ONE TEAM”

Guilderland EMS is dedicated to providing the citizens of Guilderland and surrounding communities the highest level of emergency medical services. We will provide quality patient care through basic and advanced life support response, scene and transport.

We will uphold our community of service delivery with rapid intervention by highly trained EMS professionals to provide care to those in need.

WE WILL BE PROGRESSIVE WITH DELIVERING CUSTOMER SERVICE, PROVIDING THE HIGHEST QUALITY OF PATIENT CARE

- The latest advanced equipment, apparatus, and training
- Embrace of innovations in advanced life support technology
- Continuous strategic planning and improvement evaluation “on how we do better.”

WE WILL BE PART OF A POSITIVE WORK ENVIRONMENT:

- Embrace diversity
- Treat each other with dignity and respect
- Display honesty, integrity, loyal, and fairness
- Be team oriented during daily routine and emergency incidents
- Value each other’s input to make us better at what we do
- Display compassion and empathy for each other and our customers
- Communicate openly at all levels of the organization

WE WILL BE PROFESSIONAL IN OUR ACTIONS AND STRIVE FOR EXCELLENCE:

- Display professional appearance and behavior
- Be courteous to each other and our customers
- Provide unity, teamwork, and leadership
- Provide personal development, training, and maintain a high level of preparedness
- Maintain personal wellbeing and fitness
- Prevent injury and illness through public education and community involvement



DIRECTOR OF EMS (5601)



This will be my final annual report as EMS Director. In fact, as I write this 2024 message, it is now 2025 – and I am officially retired.

Guilderland EMS has come a long way in the nearly 22 years I've had the privilege to serve. I am proud of our accomplishments: from EMS expansion, to legislative initiatives, to navigating the COVID-19 pandemic – and most recently, to equipping our providers with some of the most advanced tools and treatments available.

We began as an Advanced Life Support first-response agency. Through the years, we grew into an award-winning ambulance service. Today, we proudly operate a robust training center, which includes:

- NYS Course Sponsorship
- An American Heart Association Training Center
- An NAEMT Training Site

We also provide lifesaving education to the community through CPR and Stop the Bleed programs.

The success of this agency has never been about one person. It has always been about the team – the paramedics, EMTs, officers, and staff who show up each day with skill, courage, and compassion. I've watched this organization grow not only in size, but in professionalism, innovation, and heart.

As I move into the next chapter of life, I leave this agency in strong, capable hands and will be cheering from afar. I have full confidence in the next generation of leadership to carry the mission forward.

My sincere thanks to Town Supervisor Peter Barber, the Town Board, our medical director Dr. Doynow, and all of the town departments for their continued support of Guilderland EMS. It has been an honor to serve this community.

As a lasting tribute, EMS Station 3 was recently named in my honor – Tyler-EMS Station 3. I am deeply humbled by this recognition and will always hold this organization, and the people who make it great, close to my heart.

Jay Tyler
EMS Director (Retired)



DIRECTOR OF EMS OPERATIONS (5602)



Looking back at EMS operations in 2024, the Town of Guilderland EMS made several key advancements that strengthened our foundation and enhanced our ability to serve the community.

We welcomed five EMTs and two Paramedics, while one of our long-time EMTs was promoted to Paramedic. This was made possible by adding four additional EMT positions and through some openings at the Paramedic rank. Each new member brings valuable skills and a strong commitment to our mission. Their addition significantly bolstered our operational capacity and team cohesion.

A major milestone this year was the standardization of our response zones across the Town of Guilderland and the Town of Knox. This included the launch of Station Three, which strategically improved coverage and response times. These changes allowed us to deliver even more consistent, high-quality care to all areas we serve.

We also expanded and modernized our ambulance fleet with the introduction of a new 5686, which was previously used by Paramount Ambulance in Iowa. This unit, equipped with four-wheel drive, replaced one of our older vehicles and provides enhanced mobility in the challenging weather conditions we frequently face in the Northeast.

In the equipment category, we made several necessary upgrades. We transitioned from King Vision to Airtraq Videoscopes, streamlining our airway management tools across the department. In addition, we began phasing out iPads in favor of rugged laptops in each ambulance—an upgrade driven by crew feedback and designed to improve charting efficiency and overall usability.

These changes reflect the ongoing dedication of our personnel, whose insights and initiative continue to shape our progress. As we move into 2025, I'm proud of the strides we've made and look forward to building on this momentum in the year ahead.

Sean McGaughnea
Director of EMS Operations



SENIOR PARAMEDIC SUPERVISOR (5603)



As we close out 2024, Guilderland EMS is proud to reflect on a successful year of growth, education, and collaboration. This year, we strengthened our commitment to excellence through comprehensive training programs that not only enhanced the skills of our dedicated staff but also fostered meaningful engagement with our community.

Our team completed 24 hours of specialized training, including advanced life support techniques, mass casualty incident response, pediatric care, and mental health crisis intervention. These efforts have ensured that our providers remain at the forefront of pre-hospital emergency care, ready to respond with confidence and compassion.

In addition to training, Guilderland EMS made important advancements in patient care protocols. This year, we introduced IV Acetaminophen into our formulary, allowing for improved pain management and supportive care for patients experiencing pain or sepsis. This evidence-based addition reflects our ongoing commitment to delivering the highest quality care in the field.

We also extended our reach into the community, offering CPR classes, New York State Emergency Medical Technician Classes, Stop the Bleed training and public safety education events. These initiatives were met with tremendous enthusiasm and participation, underscoring the community's shared commitment to safety and preparedness.

I would like to extend my sincere appreciation to the training officers, instructors, and staff whose hard work made this year's success possible. Your dedication to learning and excellence sets the standard for what EMS should be.

Here's to an even stronger 2025—continuing to grow, train, and serve together.

Bonnie Jean Johnson
Senior Paramedic Supervisor

PARAMEDIC SINGH RECOGNIZED AS PARAMEDIC OF THE YEAR BY THE REGIONAL EMERGENCY MEDICAL ORGANIZATION

The Town of Guilderland is proud to announce that Paramedic Harjup Singh was selected as Paramedic of the Year by the Regional Emergency Medical Organization (REMO). This prestigious award honors Paramedic Singh's outstanding dedication, exceptional service, and unwavering commitment to providing life-saving care to the community.

Harjup Singh, who has served as a paramedic with the Guilderland Emergency Medical Services (EMS) for over 4 years, has become known for his professionalism, skill, and leadership in the field. His colleagues describe him as a compassionate, reliable, and highly skilled paramedic who consistently goes above and beyond to ensure the safety and well-being of his patients.

"I am truly humbled and honored to receive this recognition from REMO," said Paramedic Singh. "This award reflects not only my hard work but also the incredible support and teamwork of my colleagues at Guilderland EMS. Every day, I'm proud to work alongside a group of individuals who are just as committed to our mission of providing the best possible care to our community."



The REMO Paramedic of the Year Award is presented annually to a paramedic who demonstrates exemplary performance in emergency medical services, showing both outstanding clinical skills and leadership qualities. Paramedic Singh's selection was based on his contributions to the EMS field, his positive impact on his team, and his exceptional care in critical situations.

We are incredibly proud to have Harjup as a member of our EMS team. This award is a testament to his dedication and the vital role he plays in the success of our emergency services. Paramedic Singh represents the highest standards of our profession, and we are fortunate to have him serving our community.

Singh's recognition by REMO reflects his tireless efforts in the field, where he has helped save countless lives and contributed to improving the overall health and safety of the Town of Guilderland. His work has also earned him the respect and admiration of fellow first responders and community members alike.

GUILDERLAND EMS BECOMES THE PRIMARY RESPONSE AGENCY FOR THE VILLAGE OF ALTAMONT AND THE TOWN OF KNOX

In 2024 Guilderland Emergency Medical Services (EMS) was designated as the primary emergency medical response agency for the Village of Altamont and the Town of Knox.

For over 30 years, GEMS has worked alongside Altamont Rescue Squad to provide Paramedic level care to the village residents. Under this new arrangement, Guilderland EMS will now provide all aspects of emergency response, care, and transport. This new responsibility comes after the closure of Altamont Rescue Squad, which has faithfully served these communities for many years.

Altamont Rescue Squad has been a cornerstone of emergency care, providing dedicated, high-quality service to the residents of the Village of Altamont and the Town of Guilderland for decades. Their commitment to providing timely and life-saving care has had an immeasurable impact on the health and well-being of the community. The members of Altamont Rescue Squad, both volunteers and career staff, have gone above and beyond in their tireless efforts to serve their neighbors with compassion and expertise.

We are deeply grateful for the invaluable service that Altamont Rescue Squad has provided to our community. Their unwavering dedication to the health and safety of the residents of Altamont and Knox will not be forgotten. As Guilderland EMS assumes primary response responsibilities, we are committed to continuing their legacy of excellent care and to enhancing emergency services in these areas.

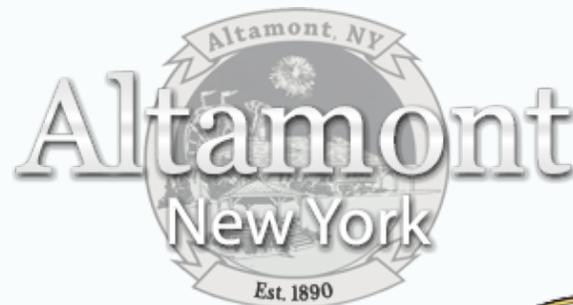
Guilderland EMS has been a trusted provider of emergency medical services throughout the Town of Guilderland, and with this expansion, the organization is further strengthening its role in ensuring timely and professional emergency care for all residents of the Altamont and Knox communities.

The transition to Guilderland EMS as the primary response agency will ensure that residents continue to receive the highest standard of care, with a seamless handover of services and the backing of a well-trained, professional team.

In addition to its expanded geographic responsibilities, Guilderland EMS is committed to maintaining close communication with local officials, organizations, and community members to ensure that the specific needs of Altamont and Knox are met and that the high standards of care set by the Altamont Rescue Squad are upheld.

We are excited to take on this responsibility, and we understand the trust that the communities of Altamont and Knox have placed in us. We will work tirelessly to ensure that every call for help is met with the swift, professional care that these communities deserve.

While the Altamont Rescue Squad has ceased operations, the impact of its service will be remembered by all those who benefitted from its care. Guilderland EMS will honor this legacy while embracing the challenges and opportunities that come with this new chapter.



COMPLETION OF GUILDERLAND EMS STATION 3

2024 saw the completion of its third ambulance station, marking a significant milestone in the town's commitment to improving emergency medical services for residents. The new station, located strategically to increase coverage and response times, is now fully operational and ready to serve the community.

This state-of-the-art facility will house a team of highly trained emergency medical personnel and advanced life-saving equipment, ensuring that Guilderland's residents and visitors receive the timely, high-quality care they need in times of emergency. The new station complements two existing ambulance stations and reflects the Town's ongoing investment in public safety infrastructure.

We are incredibly proud to see the completion of this third ambulance station. This new facility represents our commitment to the health and safety of our residents. With this station in place, we will be able to respond more quickly and efficiently to emergency calls, saving valuable time in critical situations. The addition of this station ensures that our emergency medical teams are better equipped to serve our growing community.

The completion of the new ambulance station follows months of planning and construction, with careful attention to location, accessibility, and proximity to high-demand areas. It is part of an overall strategy to strengthen Guilderland's emergency services and ensure that the Town is well-prepared for future growth.

Key features of the new ambulance station include:

- A fully equipped, modern ambulance bay
- A dedicated living space for emergency medical staff
- A strategic location to improve response times across the Town
- Storage of the Town's Incident Command Vehicle (8210)

In addition to improving emergency medical services, this new facility is expected to support local emergency response teams in collaborating more efficiently with other first responders in the region.

The Town of Guilderland is committed to maintaining a high standard of safety and well-being for its residents. The completion of the third ambulance station underscores the Town's dedication to providing exceptional emergency services and meeting the needs of its growing population.

JOIN US FOR A

RIBBON CUTTING CEREMONY AT EMS STATION III

WEDNESDAY, OCTOBER 30 AT 10:00AM
1 ARTHURS PLACE, GUILDERLAND, NY

TAKE A TOUR OF THE FACILITY

To Better Serve The Town of Guilderland

Light refreshments will be provided.

NEW ADDITION TO THE FLEET

Guilderland Emergency Medical Services (EMS) is excited to announce the purchase of a new, state-of-the-art ambulance to replace an aging vehicle in its fleet. The new ambulance is designed to enhance both patient care and the safety of EMS providers, while also being well-suited to meet the challenges of adverse weather conditions typical of Upstate New York.

This new ambulance is equipped with the latest medical technology, ensuring that Guilderland EMS can continue to deliver high-quality, life-saving care to its community. In addition to its advanced medical capabilities, the vehicle incorporates several key safety features that prioritize the well-being of both patients and emergency medical providers during transport.

We are thrilled to introduce this new ambulance into our fleet. This vehicle represents our commitment to providing the best possible care to our residents, ensuring that our EMS team has the resources they need to operate safely and efficiently, no matter the circumstances.

The new ambulance will help Guilderland EMS respond more quickly and safely to emergency calls, especially during inclement weather when response times can be critical. This purchase underscores the Town's ongoing commitment to investing in infrastructure that enhances public safety and emergency medical services for the community.

The new ambulance features several key design enhancements that improve both patient comfort and provider safety, including:

- **Advanced Suspension System:** Designed to reduce the impact of rough roads and bumpy conditions, ensuring a smoother ride for patients while minimizing risk to EMS providers during transport.
- **Ergonomically Designed Workspaces:** Enhanced interior layout with improved access to medical equipment, allowing EMS personnel to provide quicker and more effective care in high-pressure situations.
- **State-of-the-Art Safety Features:** Equipped with airbags, reinforced safety barriers, and secure seating for crew members to minimize the risk of injury during transport or in the event of sudden stops.
- **Improved Weather Resistance:** The ambulance is equipped with high-performance tires and advanced all-wheel drive capabilities to ensure reliable performance in the harsh weather conditions common to Upstate New York, including snow, ice, and heavy rain.

We are proud to provide our EMS team with the best equipment available. This new ambulance allows us to deliver the highest standard of care while keeping both our patients and crew safe. Whether it's navigating icy roads in winter or handling high-stress medical emergencies, this vehicle is designed to meet the demands of every situation.

The new ambulance is now fully operational and ready to be deployed across Guilderland, continuing to support the Town's emergency services as it grows and faces new challenges.



OUR COMMITMENT TO TRAINING



In 2024 The Town of Guilderland Emergency Medical Services completed a highly successful EMT class, which was open to the public, and additional advanced medical training courses for local healthcare providers. This initiative reflects Guilderland EMS's continued commitment to enhancing emergency medical care and preparedness throughout the community.

The EMT class, which was open to residents of the Town of Guilderland and beyond, provided essential training for individuals interested in becoming certified emergency medical technicians. Participants engaged in both classroom instruction and hands-on practical experience, learning the foundational skills necessary to deliver life-saving care in emergency situations. In addition to the EMT class, the Guilderland EMS Training Center also conducted a series of advanced medical training courses for EMS personnel and other healthcare providers.

These courses included:

- **Advanced Cardiac Life Support (ACLS):** Focused on enhancing the skills necessary for managing patients experiencing severe cardiac events, this course taught participants advanced techniques in cardiac resuscitation and critical care.
- **Pediatric Advanced Life Support (PALS):** This training provided medical providers with the tools and techniques necessary to handle pediatric emergencies, including critical care for infants and children in distress.
- **Neurology Training:** In partnership with local medical professionals from the nearby hospital, Guilderland EMS hosted specialized training on neurological emergencies, equipping participants with advanced knowledge to handle conditions such as stroke, seizures, and traumatic brain injuries.

Through these programs, we are not only strengthening the skills of our emergency responders but also ensuring that our community is better equipped to handle medical emergencies at all levels. Whether it's a cardiac arrest, a pediatric emergency, or a neurological event, we are committed to providing the best care possible.

The collaboration with local hospital providers for the Neurology Training session was particularly impactful, offering participants insight from seasoned medical professionals who work directly in emergency care. This partnership demonstrates the strong working relationship between Guilderland EMS and the local healthcare community, ultimately benefiting patients in need of urgent care.

This training is just one example of how we are actively investing in the education and development of both our EMS teams and the public. By providing high-quality, hands-on training, we can ensure that Guilderland and the surrounding areas remain prepared for any emergency.



ADDITIONAL STAFFING ADDED DUE TO INCREASED CALL VOLUME

In response to a steady increase in emergency call volume, Guilderland EMS made the decision to add a new ambulance crew to better serve the residents and visitors of the Town of Guilderland. The new crew consisting of one paramedic and one emergency medical technician (EMT) is on duty daily from 12:00 PM to 12:00 AM.

This strategic expansion enhances Guilderland EMS's capacity to respond quickly and effectively to medical emergencies during peak hours, improving service coverage and patient outcomes across the community.

We are seeing a significant rise in emergency calls, and we remain committed to providing the highest level of care to our residents. By adding this additional crew during our busiest hours, we can reduce response times and ensure timely medical attention when it matters most.

Guilderland EMS continues to invest in public health and safety through strategic staffing, training, and resource management. The new shift is designed to meet the growing demand for emergency medical services while maintaining the department's longstanding commitment to excellence and community care.

WELCOME OUR NEW STAFF MEMBERS



BETHANY STERRITT
(PROMOTED)PARAMEDIC
2018



CATHY KRAUSSE
PARAMEDIC
2024



JOEY O'HEHIR
PARAMEDIC
2024



HANNAH CLAVIJO
EMT
2024



TIFFANY DECOTA
EMT
2024



ETHAN TURNER
EMT
2024



JAKE CLINTON
EMT
2024



JACK BACKMAN-GROTTOLI
EMT
2024

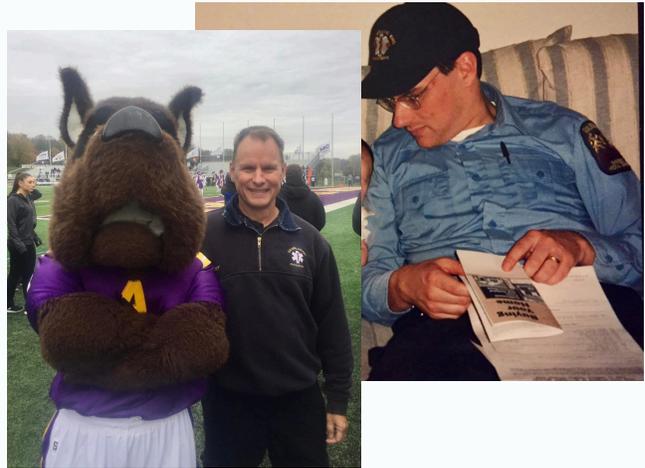
STAFF RETIREMENTS

Guilderland Emergency Medical Services (EMS) saw the retirement of two dedicated and highly respected paramedics, Robert Bump and Greg Lambert. After many years of selfless service to the Guilderland community, both paramedics are retiring, leaving behind a legacy of excellence, compassion, and commitment to the safety and well-being of those they served.

Paramedic Robert Bump has been a fixture in Guilderland EMS for over 20 years, known for his steady leadership and exceptional care in the field. He has responded to countless emergencies with a calm, professional demeanor, earning the trust and admiration of both his colleagues and the community. Throughout his career, Bob has been a mentor to many younger EMS personnel, imparting his extensive knowledge and experience to ensure the next generation of paramedics is well-prepared.

Paramedic Greg Lambert, who has also served Guilderland EMS for over 30 years, has been equally instrumental in providing outstanding emergency care. Greg's dedication to his patients and his unwavering commitment to his team have been hallmarks of his career. His calm presence in high-pressure situations and his ability to work seamlessly with first responders have made him a vital asset to the Guilderland EMS team.

We are extremely grateful for the many years of service Robert and Greg have given to Guilderland EMS. Their contributions will not be forgotten. They both exemplify the core values of Guilderland EMS: compassion, professionalism, and service.



The Town of Guilderland, Guilderland EMS, and the entire community extend their heartfelt thanks to Robert Bump and Greg Lambert for their decades of exceptional service and wish them both a happy, healthy, and fulfilling retirement.



OUR STAFF

COMMAND STAFF



PHILIP "JAY" TYLER
DIRECTOR OF EMS
SERVING SINCE 2003



SEAN MCGAUGHNEA
DIRECTOR OF EMS OPERATIONS
2003



BONNIE JEAN JOHNSON
SENIOR PARAMEDIC SUPERVISOR
2005



DR. DONALD DOYNOW
MEDICAL DIRECTOR
1988

FIELD SUPERVISORS



RICHARD HUGHES
SUPERVISOR
2000



CORY NICHOLS
SUPERVISOR
2000



MATTHEW PHELPS
SUPERVISOR
2012



JOHN BRAYER
SUPERVISOR
2005



ALEX DOWNEY
SUPERVISOR
2012

PARAMEDICS



RICHARD REUTHER
PARAMEDIC
2002



NICHOLAS DESO
PARAMEDIC
2002



MARC SCHOLER
PARAMEDIC
2013



KELLY BROOKS
PARAMEDIC
2015



DAVID SPANGLER
PARAMEDIC
2016



HARJUP SINGH
PARAMEDIC
2018



MATT DOMBROWSKI
PARAMEDIC
2018



STEPHEN LORD
PARAMEDIC
2022



DOMINICK PADILLA
PARAMEDIC
2021



MIKAYLA HOLDEN
PARAMEDIC
2021



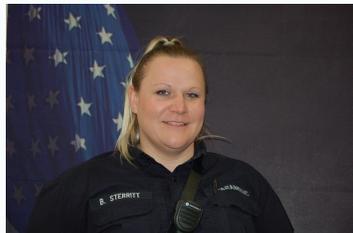
MATTHEW GIONET
PARAMEDIC
2022



TJ BRODERICK
PARAMEDIC
2020



LINSKY LUNDY
PARAMEDIC
2022



BETHANY STERRITT
PARAMEDIC
2018



CATHY KRAUSSE
PARAMEDIC
2024



JOEY O'HEHIR
PARAMEDIC
2024



DAVID O'HEHIR
PARAMEDIC
1998



GENNA VANCORT
PARAMEDIC
2013



PETE ANNELY
PARAMEDIC
2018

EMERGENCY MEDICAL TECHNICIAN



PETER AUSTIN
EMT
2018



JAMES HARNETT
EMT
2018



ALEX BUMP
EMT
2019



EMILY PETERS
EMT
2020



JEFF LAUDANO
EMT
2019



PATRICK O'HARE
EMT
2020



ALEX MACDONALD
EMT
2021



NOAH EKSTEIN
EMT
2022



NATE HINZ
EMT
2023



NIXON MERCADO
EMT
2023



MICHAEL GILMORE
EMT
2022



HANNAH CLAVIJO
EMT
2024



TIFFANY DECOTA
EMT
2024



ETHAN TURNER
EMT
2024



JAKE CLINTON
EMT
2024



JACK BACKMAN-GROTTOLI
EMT
2024



RACHEL HENNET
OFFICE ADMINISTRATOR
2020



ANDREW RAMO
STATION KEEPER
2018

CALL BREAKDOWN

TOTAL EMS RESPONSES FOR 2024

6647

Guilderland EMS is prepared to respond to any type of emergency call at a moment's notice. Our team is trained and equipped to handle a wide range of situations—from medical emergencies and trauma incidents to fire support and mass casualty events. With 24/7 readiness and a commitment to rapid, professional response, we stand ready to serve our community whenever and wherever we are needed.

Guilderland EMS responds to an emergency on average every 79 minutes

Abdominal Pain	265	Diabetic Problem	53	Psychiatric Problems	247
Allergies	68	Eye Problem	10	Public Assistance No Patient	104
Animal Bite	8	Fall Victim	798	Rash and other nonspecific skin eruption	2
Assault	50	Fire Call	205	Respiratory Arrest	3
Back Pain	59	Headache	24	Sick Person	1261
Blood Draw for PD/ No Patient	13	Heart Problems	24	Stab/Gunshot Wound	3
Breathing Problems	444	Heat/Cold Exposure	8	Standby only	406
Burns	7	Hemorrhage/Laceration	120	Stroke/CVA	131
Cardiac Arrest	56	Influenza Like Illness	1	Traffic Accident	242
Check the Welfare	30	Ingestion/Poisoning	67	Transfer / Interfacility / Palliative Care	18
Chest Pain	341	Medical Alarm	92	Traumatic Injury	260
Chest Pain - Confirmed STEMI	6	Not Entered	52	Unconscious / Fainting	256
Choking	26	Pain	226	Unknown Problems	477
Convulsions / Seizure	167	Pregnancy / Childbirth	17	Total Calls	6647

