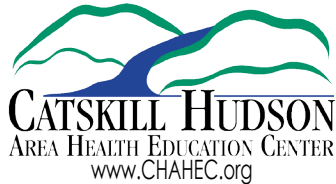


Emergency
Responder
Leadership
Academy



Strengthening EMS and Preparing for the Difficult Future Ahead

September 20, 2019

8:00AM-4:30PM

Columbia-Greene Community College
4400 Route 23, (Theatre) Hudson, NY

The purpose of this program is to provide an educational forum for leaders in Emergency Medical Services to discuss some of the most pressing and critical issues that affect EMS for-profit and not-for-profit agency systems and personnel. This unique program format and straight-forward discussion will support leaders in EMS with overviews of:

- Comprehensive discussion of fitness for duty
- Advocacy importance and techniques
- The changing dynamic of EMS through partnerships, mergers & consolidation
- Conflict Resolution
- The importance of effective customer service
- Overview of understanding LGBT community health

AGENDA

8:00am - 8:30am	Registration & Continental Breakfast
8:30am - 8:45am	Welcome & Introduction
8:45am - 9:45am	Fitness for Duty - Sean Britton
9:45am - 10:45am	Advocacy Techniques for Sustainability - Alison Burke
10:45am - 11:00am	Break
11:00am - 12:00pm	Partnerships, Mergers & Consolidation - Terry Hannigan/Steve Kroll
12:00pm-12:30pm	AM Q&A
12:30pm - 1:15pm	Networking Lunch
1:15pm-2:15-pm	Effectively Managing Conflict Resolution - Doug Wildermuth
2:15pm-2:30pm	Break
2:30pm-3:30pm	Customer Service - Dan Blum
3:30pm - 4:00pm	LGBT Community Health - Rob Conlon
4:00pm-4:30pm	PM Q&A

This program will provide **6 hours of continuing education credits (1 Operations - CORE / 5 Preparatory - CORE)**. Attendees will receive program credits, course materials, continental breakfast, and lunch. To receive credit for this program, attendance at entire event is required. Partial credit will not be given.

Registration fee is \$125 per attendee. Refunds will not be offered.
Attendees must register individually Online at Eventbrite at:

<https://erla2019.eventbrite.com>

Registration deadline is September 9, 2019

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