

EZRAS NASHIM NEW AMBULANCE SERVICE APPLICATION



TABLE OF CONTENTS

INTRODUCTION	2
Section 1: Proposed Area of Service.....	8
Section 1a: Proposed Maps	8
Section 2: Comprehensive Budget for First Year of Operation and Budget Narrative	9
Section 3: Impact Statement Describing the Positive and Possible Negative Impact the Proposed New Service Will Have on the Area and the Existing Services	11
Section 4: New Service Description: Need for the New Service and How the Need Will Be Met.....	21
Section 5: Population Demographics	24
Section 6: Description of Calls	27
Section 7: Response Times	28
Section 8: Quality of Service	29
Section 9: Mutual Aid	30
Section 10: Employee Qualifications and Skill Retention	31
Section 11: Communications	32
Section 12: Fiscal Stability	33
Section 13: Organization and Administration.....	34
Section 14: Cost Benefit Ratio.....	35
Section 15: Community and Government Support	36
Section 16: Reallocation of Existing Resources.....	38
Section 17: Statement from the Medical Director.....	40
APPLICATION PART 2	41
Section 1: NYS DOH Application for New Service (DOH-3777).....	42
Section 2: Certificate of Incorporation.....	44
Section 3: Affirmations of Fitness and Competency.....	49
Section 4: Biographies Information of Board/Committee Members	61
APPLICATION PART 3	66
Section 1: Sample Letter of Endorsement.....	67
Section 2: List of Individual/Agencies to Which Sample Letter of Endorsement Was Sent	68
Section 3: Letters of Endorsement	71
Section 4: Mail Receipts	91
APPLICATION PART 4	107
Appendix A – Hospital Based EMS Agencies (Brooklyn)	108
Appendix B – EMS Agencies	109
Appendix C – Assemblyman Dov Hikind Grant Letter	110
Appendix D – Proof of Donations.....	112
Appendix E – Mutual Aid Agreement with FDNY.....	127
Appendix F– Community, Rabbinic, and Leadership Support.....	128
Appendix G – Ambulance Petition	165
Appendix H – Ezras Nashim Newsletter.....	177

INTRODUCTION

All-Woman Volunteer Ambulance Service

In the 1960s, the first Orthodox Jewish Emergency Medical Services (EMS) volunteer group was founded in Brooklyn, NY. At that time, 300 women from Borough Park, Williamsburg, and Kiryas Joel were trained as emergency responders to be a part of a women's division to attend to the needs of women in their community, especially obstetric and gynecological (OB/GYN) emergencies.

While the women's division was formed, it was disbanded, and these trained women were left with skills that could not be implemented.

Over the last fifty years, Chevra Hatzolah (Hatzolah), the volunteer-based Emergency Medical Services (EMS) group has grown to become a renowned network of international organizations servicing Jewish communities; the care they provide is invaluable. We are deeply grateful to the men who volunteer their time and we rely on their services for ourselves, our families, and our friends. However, there is a significant void in first-response emergency medical services in the observant Jewish Community that we are prepared to fill, namely, dignified emergency pre-hospital care for women, provided by women.

Inspired by our innate personality as mothers and caregivers, and following in the footsteps of the ancestral midwives, Chasdei Devorah, Inc., D/B/A Ezras Nashim (Ezras Nashim) was formed to proudly reclaim our role as pre-hospital caregivers for our mothers, daughters, sisters and fellow women. Since our inception we have delivered care to countless women of all ages. We want to help more women and know that we will be able to do so with an ambulance of our own.

Article 30 (Emergency Medical Services) of the New York Public Law, addresses the needs of religious and other communities vis a vis emergency services. Ezras Nashim is serving a vital need of religious Jewish women. As observant Jewish women, modesty is

way of life. It dictates the way we dress, speak and act on a daily basis. Our personal identity and the defining characteristic we bring forth is our dedication to modesty. Religious Jewish men are precluded by Jewish Law from touching unrelated women except in the event of a life-threatening emergency where there are no qualified women available. For the past five decades, Jewish women have been given only two uncomfortable options in pre-hospital emergency care: be treated by men in their immediate community, resulting in frequently traumatic situations due to cultural norms in the community; or, turn outside the community for assistance, which does not address either those concerns. In fact, often women refuse to choose either of these two options and delay or avoid calling for emergency care. When faced with the prospect of having a male neighbor treat them when they are vulnerable and exposed or encountering an individual who is unfamiliar with their cultural needs and religious rituals, many orthodox women simply do not act.

Many rabbis¹ have stated that the availability of Ezras Nashim is something they embrace. Ezras Nashim avoids multiple *Halachic* (Jewish Law) issues and alleviates the need to create exceptions to the rules of Jewish Law, thus raising the standard of emergency medical care of our observant Jewish Community. As powerfully stated by Rabbi Eli Dov Wachtfogel, Head of the Academy of Zichron Moshe Yeshiva, in his letter of support to Ezras Nashim: "I fully endorse the chessed [lit. *compassion*] mission of Ezras Nashim namely, women helping women. In this way, women will not compromise their tznius [lit. *modesty*] in any emergency situation."² Rabbi Yaakov Moshe Hillel, Head of the Academy of Yeshivat Hevrat Ahavat Shalom, and Rabbi Moshe Bransdorfer, Grand Rabbi of Congregation Heichel Hora'ah, enthusiastically concurred with Rabbi Wachtfogel and affixed their stamps and signatures to his letter of support to Ezras Nashim.³ Both are distinguished leading rabbis from Jerusalem, Israel, the capital of the Jewish Orthodox World.

¹ See Appendix F

² See Appendix F, Letter written by Rabbi Wachtfogel in Support of Ezras Nashim, English Translation

³ See Appendix F, Rabbi Wachtfogel's Letter of support with the stamps and signatures of Rabbi Hillel and Rabbi Bransdorfer



Rabbi Chaim Kanievsky, the leading Torah authority of the generation, giving Rabbi Freier, Rabbinical Advisor for Ezras Nashim, his blessing for the great work of Ezras Nashim



Rav Aharon Yehudah Leib Shteinman, OB"Y, a World-Renowned Torah authority, giving Rabbi Freier, Rabbinical Advisor for Ezras Nashim, his blessing to form Ezras Nashim.

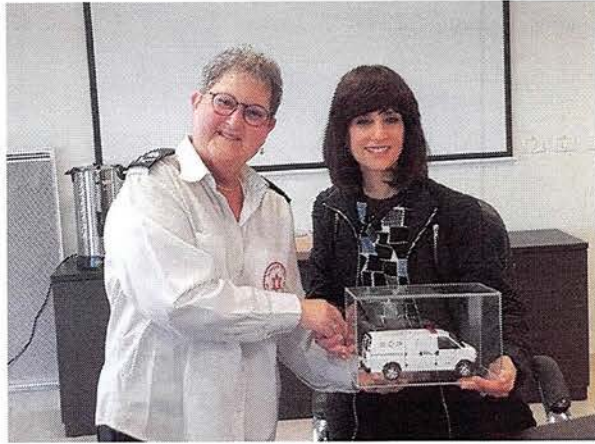
Ezras Nashim needs an ambulance to better serve women of our community because we have found that women were hesitant to call the male EMTs, thus delaying their emergency until it became life-threatening. Also, patient care is our primary concern, and we seek to make patients as comfortable as possible. When a female EMT responds to a call from an Orthodox Jewish woman, the patient's anxiety level, in an inherently stressful situation, is reduced. However, many women have raised concern that while Ezras Nashim's EMT services are appreciated, they are apprehensive to use them because, without our own ambulance, we cannot transport women to the hospital when needed. Approval to operate an ambulance will allow us to treat women at the onset of an issue,

with the increased comfort that Ezras Nashim can also satisfy the need for emergency medical transports.

With the widespread appeal of the Ezras Nashim documentary, *93Queen*, Ezras Nashim has morphed into an international movement. Many people recognize the impact a female EMS team can have, and requests have poured in to establish new teams in various communities. After meeting with Judge Rachel Freier, Israel's EMS agencies, United Hatzolah of Israel and Magen David Adom, both opened EMT divisions comprised of observant Jewish women across Israel. Stern College for Women has created an Ezras Nashim division currently staffed with 15 volunteers, that provides EMT services to students. Additionally, Ezras Nashim also coordinates EMT training courses to the students at Stern College. EMT classes are currently in operation in Monsey, Upstate New York (Rockland County), the Five Towns (Nassau County), and Flatbush, Brooklyn (Kings County). Most recently, Ezras Nashim has been communicating with communities in Chicago, Baltimore, the United Kingdom and Israel who have requested help in establishing all-woman EMT groups.



Israel's Magen David Adom Newly-Formed Women's Division Meeting with Judge Rachel Freier, Dir. of Ezras Nashim



Hon. R. Freier, Dir. Ezras Nashim, Receiving Award from Dr. Eilat Shinar, Dir., Magen David Adom Blood Services Div.



Hon. Rachel Freier, Director of Ezras Nashim, meeting with newly formed women's division of United Hatzolah of Israel



Hon. Rachel Freier, Dir. Ezras Nashim, Receiving Award from Gitty Beer, Dir. Women's Division United Hatzolah of Israel

As an added benefit, Ezras Nashim has opened the gates of medical training for religious Jewish women and is serving as a springboard to higher medical education. Over the last fifty years, many Jewish women wanted EMT training so that they too can render pre-hospital emergency care to their friends and neighbors. Yet, women were precluded from doing so since the only volunteer EMS agency in Brooklyn, serving the Jewish Community, refused to accept female members. Thus, these women were left without any opportunity to serve as volunteer EMTs in the Jewish Community. Jewish women are now realizing that they can advance in the medical field. They now feel empowered, and have become paramedics, registered nurses, physician's assistants, labor coaches and medical students.

For close to a decade, Ezras Nashim has made tremendous strides⁴ in the Jewish community changing its culture regarding Emergency Medical Services. We have provided high quality, respectable pre-hospital emergency care to women. We have been able to

⁴ See our quarterly newsletter, *Ezras Nashim August Newsletter*, Appendix H, p.7 (2019).

offset the escalation of minor medical issues into life-threatening issues, and we have created a pathway for Jewish women into the medical field. Approval for an ambulance license will allow us to continue our life-saving work and to satisfy the unmet need for such services of observant Jewish women in our community.

Section 1: Proposed Area of Service

The proposed area of service for Ezras Nashim is Borough Park, Brooklyn. The proposed area covers 2.071 miles and includes Kensington, Bensonhurst, Sunset Park and Ditmas Park. The Police Precincts that cover these areas are the 62nd, 66th, 70th, and 72nd Precincts. The area is served by Community Boards 7, 11, 12, 13, and 14.

Section 1a: Proposed Maps





Section 2: Comprehensive Budget

Ezras Nashim has already allocated funding for capital and operating costs and has the financial strength to continue to do so. The reimbursement rate is based on 2018 and 2019. The medical crew is all volunteers. The budget includes the one-time capital cost of an ambulance.

The following proposed annual budget for 2020 contains an operating contribution margin of \$263,250.00, derived as follows: The total net revenue, including transports, grants, donations and pledges amounts to \$343,250.00, less the direct operating costs of \$80,000.00 totaling \$263,250.00. Additionally, the budget provides for a one time capital cost breakdown of \$71,010.00 for the purchase of the ambulance, the necessary equipment for same including the radios necessary for dispatch communications.

EZRAS NASHIM EMS PROPOSED ANNUAL BUDGET 2020	
REVENUE	
BILLABLE TRANSPORTS	\$61,250.00 ⁵
GOVERNMENT GRANTS	\$125,000.00 ⁶
DONATIONS	\$157,000.00 ⁷
RECEIVED - \$102,000.00	
PLEDGED- NOT YET RECEIVED - \$55,000.00	
TOTAL NET REVENUE	\$343,250.00

DIRECT OPERATING COSTS	
OXYGEN TANKS – YEARLY RENTAL	\$1,200.00
GASOLINE – DIESEL FUEL	\$4,500.00
VEHICLE INSURANCE	\$4,000.00
PROFESSIONAL LIABILITY INSURANCE	\$18,400.00
OFFICE EXPENSES	\$4,500.00
STAFFING	\$47,400.00
TOTAL OPERATING COSTS	\$80,000.00

OPERATING CONTRIBUTION MARGIN	\$263,250.00
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ONE-TIME CAPITAL COSTS	\$71,010.00
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ONE-TIME CAPITAL COSTS BREAKDOWN	
AMBULANCE (SECOND HAND)	\$50,000.00
LONGBOARD	\$100.00
SHORTBOARD	\$60.00
STAIR CHAIR	\$200.00
STRETCHER	\$1,500.00
SCOOP STRETCHER	\$200.00
SUCTION EQUIPMENT	\$250.00
MEDICAL EQUIPMENT - UNSPECIFIED	\$6,100.00
DISPATCH SYSTEM	\$12,600.00
TOTAL	\$71,010.00

⁵ The “Billable Transports” sum is based on an anticipated 475 calls per year, of which an estimated 175 calls would be billable transport calls.

⁶ See Appendix C

⁷ See Appendix D

Section 3: Impact Statement

- *Positive Effects and Benefits*

Ezras Nashim will provide positive effects to the NYC EMS system. Ezras Nashim's ambulance service will not have a negative impact on existing ambulance services in terms of call volume or skill retention for several reasons.

- *Brooklyn has Seen a Boom in Population Growth*

Brooklyn had a 5.3% population increase between the 2010 Census and 2016 estimates. According to World Population Review; "the most significant increase in New York City's population occurred in the Borough of Brooklyn." Brooklyn is the most populous county after New York County. If Brooklyn were to be a city, it would be the fourth most populated city in the United States, with a projected growth to nearly 3 million inhabitants by 2040.⁸

- *Borough Park has the Highest Birth-Rate of all Districts in Brooklyn*

The birth-rate in the proposed area of service is expanding. The proposed area of service, Borough Park, has the highest birth-rate of all districts in Brooklyn, and one of the highest in the country. According to the Department of , more children are born in Borough Park, than in any other district in Brooklyn. The 2017 Summary of Vital Statistics cited that about a dozen babies are born each day in Borough Park with 25.1 births per 1,000 population.⁹

⁸ World Population Review, New York City, New York Population 2019 <https://patch.com/new-york/brooklyn/queens-brooklyn-bronx-lead-ny-state-population-growth-0> (2019)

⁹ Department of , Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.39 (2017)

- ***Borough Park has the Highest Life Expectancy of all Districts in Brooklyn***

The proposed area of new service, Borough Park, is also the district within Brooklyn with the highest life expectancy at birth. Residents of Borough Park, Brooklyn have a life expectancy of 84.4 years, which is higher than all other districts within Brooklyn.¹⁰

- ***Borough Park has the Lowest Homicide Death rate of all Districts in Brooklyn***

The Department of reported that, at 1.0 homicide deaths per 100,000 inhabitants, Borough Park has the lowest age-adjusted homicide death rate of all the districts in Brooklyn¹¹

Thus, because the population of Brooklyn is so large and simultaneously expanding so significantly, another ambulance corps will help existing EMS services deal with the added influx of call volume and not reduce their call volume. To the contrary, call volume is expected to rise for all EMS agencies because the local population is expanding at a faster rate than other districts. A new ambulance service will help diffuse the influx of emergency calls, allowing existing EMS agencies to maintain their quick response time.

- ***The Calls to Ezras Nashim are New and Unique***

Ezras Nashim is seeking to fill a void that is presently lacking. That void is to primarily assist Orthodox Jewish women who wish to be treated by a female EMT. Many Orthodox Jewish women who experience medical emergencies are not calling EMS. Thus, when Ezras Nashim receives new service approval, a host of new emergencies will then be addressed. Therefore, because the calls received by Ezras Nashim are new and unique, call volume to other EMS agencies will not be diminished.

¹⁰ Department of , Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.10 (2017)

¹¹ Department of , Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.23 (2017)

- ***Ezras Nashim Responds to Direct Calls***

Ezras Nashim does not retrieve calls via scanner. Ezras Nashim maintains a direct emergency line that allows people in need of assistance to directly call for help. Ezras Nashim employs a wide variety of means to advertise its emergency call line such as, CPR Training booths at Community Fairs, speaking engagements by Judge Rachel Freier at community events, wrapped EMT response cars that display the Ezras Nashim logo and telephone number, and weekly direct advertising in popular local publications. Ezras Nashim maintains a strong social media presence with up to date Instagram, Facebook, and Twitter accounts. Additionally, Ezras Nashim distributes a quarterly newsletter which provides information on all of Ezras Nashim's past and upcoming activities.¹²

- ***Existing Ambulance and EMS Services and their Operating Territories***

Brooklyn has dozens of Ambulance and EMS services. There are over 16 hospital-based EMS agencies¹³ and over 24 EMS systems in Brooklyn.¹⁴ Existing ambulance services will in no way be adversely impacted by the proposed new ambulance service that will serve Borough Park, Brooklyn.

- ***Response Time***

EMS agencies receive both life-threatening and non-life-threatening calls. Calls range from cardiac arrest emergencies and trauma to calls for unspecified pain. Most EMS agencies serve the 5 Boroughs. 911 fields over 1.4 million calls a year. The average EMS response time for a non-life-threatening emergency is approximately 15 minutes, while response times for critical life-threatening emergencies are approximately 9 minutes.¹⁵

Over the past year, response times have increased rather than decreased, indicating that EMS agencies are struggling to meet the demands of the area. The FDNY reported that on June 24, 2019, the response time for EMS was 9 minutes and 67 seconds for life-threatening emergencies and 15 minutes and 56 seconds for non-life-threatening

¹² See our quarterly newsletter, *Ezras Nashim August Newsletter*, Appendix H, p.7 (2019).

¹³ See Appendix A

¹⁴ See Appendix B

¹⁵ NYC 911 Reporting, Response Time Trends, <https://www1.nyc.gov/site/911reporting/reports/response-time-trends.page> (2019)

emergencies. The previous year's response times were lower. On June 25, 2018, the FDNY reported response times of 9 minutes and 26 seconds for life-threatening emergencies and 13 minutes and 82 seconds for non-life-threatening emergencies. Ezras Nashim will help reduce the response times by providing additional EMS support.

- *Levels and Types of Services, and Service Options*

EMS agencies provide many different services. Firstly, and most importantly, they respond to emergency calls. These calls are often life-threatening emergencies and time is of the essence to ensure and promote higher patient survival. There are also non-life-threatening emergency calls that still necessitate prompt care, such as treating a concussion or an arm dislocation.

EMS agencies offer other medical assistance options that are not emergencies, such as, transporting patients to and from hospitals, transporting patients to dialysis treatment facilities and nursing homes, or, transporting patients in response to emergencies in doctors' offices.

There are several levels of service options for first responders. They are: EMR- Emergency Medical Responders (previously known as Medical First Responder), EMT- Emergency Medical Technicians, and Paramedics (the highest level of emergency response personnel). An EMR is certified in basic first aid and can often stabilize a patient in non-life-threatening emergencies. An EMT is trained in basic life support and can do everything an EMR can do in addition to transporting the patient to a hospital. Paramedics require the most schooling and can administer IV lines in addition to other medical needs.

There are BLS ambulances (basic life support) and ALS ambulances (advanced life support). ALS ambulances are generally staffed with paramedics. Ambulances operate with a minimum of two crew members and can have any combination of responders on board. Crew members can be EMTs, Paramedics, or a combination of the two. The most common emergency responder is an EMT.

The majority of EMS agencies in Brooklyn have their ambulances go directly to the location of the emergency. Several agencies work with nurse practitioners and physician

assistants. Volunteer EMS agencies, such as Ezras Nashim and Hatzolah, operate with a fly car system. A fly car system is a system where EMS members respond to emergencies through calls on a radio system. Upon hearing a call, members respond by travelling to the scene of the accident via their own privately-owned cars. The ambulance arrives with two crew members and the first responder to the emergency will accompany the patient to the hospital, as well.

- ***Mutual Aid***

Ezras Nashim has a mutual aid agreement with FDNY EMS to provide coverage for Ezras Nashim in the event of a multiple casualty incident, in response to a disaster, or in response to any situation that requires additional resources, such as Advance Life Support.

Mutual aid from FDNY guarantees that Ezras Nashim will have the necessary back up when needed. Ezras Nashim will continue to participate in mutual aid with other EMS agencies. In the event of a national or statewide emergency, Ezras Nashim can provide aid and backup emergency services to other agencies as well. Having another EMS agency will serve to better protect the Brooklyn area because population growths and tourism surges can potentially overwhelm the current EMS system.¹⁶

- ***Ability and Quality of Existing Services***

NYS is known for its excellent EMS agencies with quicker than average response times.¹⁷ However, none of the NYS EMS agencies are exclusively comprised of women. Ezras Nashim seeks to fill a void found within the Ambulance Service Agencies and the EMS system. In the Jewish Orthodox community, women are focused on modesty and have a strong preference to be medically treated by women. Nationwide, 85% of OB/GYN's are female, reflecting the national trend to prefer female caregivers in the treatment of female-related issues.¹⁸

¹⁶ See Appendix E

¹⁷ Auto Insurance Center, Emergency Response Times Across The US, <https://www.autoinsurancecenter.com/emergency-response-times.htm> (2019)

¹⁸ How medical specialties vary by gender, <https://www.ama-assn.org/residents-students/specialty-profiles/how-medical-specialties-vary-gender> (2015)

Thus, while existing EMS agencies do a wonderful job taking care of all patients, including women, Jewish Orthodox women will nevertheless feel more comfortable being cared for by a woman. Many Jewish Orthodox women delay in calling EMS services out of their discomfort of being treated by men. Thus, an all-female ambulance service would satisfy an existing need and improve patient care.

- ***Financial Impact on Existing Services***

Brooklyn has over twenty EMS agencies. There will be no adverse financial effect on existing EMS agencies for several reasons. Firstly, EMS agencies cannot keep up with the population growth and demands. Brooklyn is the fastest growing borough, with the population growth up 5.3% since 2010.¹⁹ Thus, Ezras Nashim will not harm any organization because with an increase in population growth, comes an increased need for first responders.

Ezras Nashim anticipates that many of the calls received will be new and unique calls. Currently, many Orthodox Jewish women are not calling EMS agencies for their emergencies and prefer to avoid EMS involvement. Therefore, the calls to Ezras Nashim would be newly-generated calls that will not reduce the volume of calls that other agencies receive.

- ***Adverse Effects on Existing Services***

Many of the Jewish Orthodox women are not calling EMS agencies at the inception of an emergency. The population of women who will be using Ezras Nashim for transport do not use any of the existing EMS agencies except for Chevra Hatzolah. Therefore, there will be no adverse effect on existing EMS agencies. Calls are generally placed at the point where a situation escalates. When the situation escalates, the call is often transformed from a non-life-threatening emergency to a life-threatening emergency. Ambulances driving to a life-threatening emergency will cause more traffic issues than an ambulance driving to a non-life-threatening emergency. Ezras Nashim will help reduce the number of emergency life-

¹⁹ Bronx, Queens and Brooklyn Fastest Growing Boroughs; NYC Population at All-Time High of 8,550,405, <https://www1.nyc.gov/office-of-the-mayor/news/302-16/bronx-queens-brooklyn-fastest-growing-boroughs-nyc-population-all-time-high-8-550-405> (2016)

threatening responses that cause ambulance accidents and traffic issues. Further, Ezras Nashim is requesting a single ambulance. Ezras Nashim is requesting a single ambulance. The addition of one ambulance to the current number of active ambulances will have no adverse effect on anything.

Ezras Nashim will cause no skill deterioration amongst other agencies. Firstly, the number of calls received by Ezras Nashim in contrast to the overall calls made to EMS agencies is negligible. Therefore, the other EMS agencies will not be affected. Further, many of the calls will be placed by women who would not contact other EMS agencies for the reasons previously described. For the above reasons, there will be no adverse effect on other EMS agencies. We have reached out to all other existing ambulance agencies (see Appendix B) for their input, however none of them have responded.

- ***Description of the EMS System in NYC***

In the event of a medical emergency, a person has two options. They can either call 911 or a private EMS agency. 911 calls are diverted to FDNY and calls to a private EMS agency are answered directly, and members from the private EMS agency respond to the call. If the EMS agency is a non-volunteer agency, the ambulance is under the control of the member that is assigned to the shift. Upon receiving a call, an ambulance is immediately dispatched to the emergency. However, if the EMS agency is a volunteer agency, members respond and an ambulance is dispatched from headquarters.

- ***All Existing EMS Agencies*** (See Appendix B.)

- ***Hospitals and Other Institutions that Generate Calls***

Local hospitals contact local EMS agencies for transfers. Additionally, nursing homes and doctors' offices contact EMS agencies for medical emergencies and/or to transfer patients to medical facilities.²⁰

²⁰ Ems.gov, WHAT IS EMS?, <https://www.ems.gov/whatisems.html> (2019)

- ***Participation Agreements***

Every EMS agency anticipates the ability to process all the calls that they receive. However, agencies enter agreements with each other to assist in the event additional resources is necessary. The general standing agreement is that whichever ambulance service reaches the scene of the emergency first treats the victim. Ezras Nashim has a mutual aid agreement with FDNY.²¹

- ***Communication System Interface***

General 911 calls are put out on public EMS radio frequencies. First responders answer calls by speaking into their radios and ‘taking’ the call. Whichever ambulance service arrives to the scene first, is the one to treat the patient.

Private EMS organizations generally have their own radios channels where only members of their ambulance corps can hear the calls. Some agencies have a system where they receive a text message and an alert on their phone to indicate that they are now responsible for a call.

Ezras Nashim operates portable base and mobile radio units and utilizes a digital radio system. Ezras Nashim uses the Motorola Wave TLK100 as their radio system. It is a two-way radio operating over a Nationwide 4G LTE wireless network. The Motorola TLK100 is a compact, durable two-way radio that is perfect for this job. Using the Motorola Wave TLK100 gives members durability exceeding Military standards, and unmatched reliability. These devices have a reputation for reliability. In the event of a radio malfunction, personal cell phones will be used. Additionally, Ezras Nashim dispatches from landlines so that in the event that the cell towers go down, there remains a means of communication.

Ezras Nashim only responds to direct calls. Ezras Nashim does not use a radio scanner to retrieve calls. When a call comes into the Ezras Nashim emergency line, the dispatcher announces it on the radio. The call will be dispatched and the member on call will respond. Simultaneously, the ambulance driver will hear the call over the radio and receive the

²¹ See Appendix E

information on the details and the address. The ambulance will meet the volunteer member at the location. All Ezras Nashim members receive texts on their cellphones with the call information so a member who may be near the scene of the emergency may also respond, even if the member is off-duty.

In the event the Ezras Nashim crew needs to call in a note to the receiving hospital emergency room, the members will do so with their cell phones. Members on call will provide the necessary information including but not limited to vital signs, interventions performed, estimated time of arrival etc. to the physician. Hospital-based ambulance services respond to calls using the same process as other EMS agencies. Hospital-based ambulance services have first rights to transfer their patients.

- ***Medical Direction and Control***

The NY EMS system is unique in that patient care is delegated to non-physician providers who treat patients out of the confines of a hospital or medical setting. In order to ensure that patients receive quality care, there are many protocols for EMS organizations to follow. In the early 1980's medical control was established for all EMS agencies to make sure that all first responders were competent and had proper skills. As part of the new requirements, all EMS agencies were mandated to have a supervising physician and a medical control that reviewed all treatment and patient care. The primary purpose of the medical control is to have medical personnel reviewing first responder's medical treatment choices. EMS agencies have reporting protocol and record all treatment they administer.²²

Ezras Nashim follows the protocols and procedures of Staten Island University Hospital (SIUH). SIUH adheres to the NYC REMAC General Operating Procedures and Certified First Responder & Basic Life Support Protocols. All SIUH ED physicians answering the medical control phone are NYC REMAC certified by Dr. Paul Barbara, MD FACEP FAEMS, director of the EMS Division of Staten Island University Hospital. Ezras Nashim's designated Medical Director is Dr. Alan Cherson, MD, DO, FACEP, founding member of the American Board of Disaster Medicine.

²² EMS Medical Control, <https://www.dhec.sc.gov/-regulation/ems-training-protocols-requirements/ems-medical-control> (2019)

Agencies review the treatment and look for errors or complaints. Medical control ensures that EMS agencies throughout New York State comply with appropriate medical standards, contributing to top level patient care.

- ***Protocols and Quality Assurance***

The New York City 911-based EMS System is the primary provider of emergency response services in the area. Upon arrival at the scene, the first responder will stabilize the patient and determine if the patient should be taken to a hospital. Currently, several hospital-based and municipal ambulance services operate in the proposed area²³ with FDNY EMS being the largest provider in Brooklyn. In the Jewish neighborhoods, Chevra Hatzolah is the primary provider. While the nearby existing ambulances are timely, there is no agency other than Ezras Nashim that can guarantee a female responder. Ezras Nashim was created to serve the women who preferred to be treated by women. Other providers do not cover the needs of our demographic population adequately.

- ***Ezras Nashim will Help Decrease General Response Times and Will Not Affect Skill Retention of the Other Agencies***

In 2015, Mayor Bill DeBlasio increased the fiscal budget for all EMS agencies in an effort to decrease response time.²⁴ Shockingly, whereas the Mayor increased the EMS system budget in an attempt to decrease response time, the response time actually increased by 9 seconds. Therefore, having another EMS agency will help alleviate the burden on the current EMS system, it will increase the quality of service for everyone, and will help lower the response time for all EMS agencies.

Approving Ezras Nashim for new service will alleviate the burden on the current EMS system. In addition, Ezras Nashim will be servicing a new and unique population and will not negatively affect the skill retention of other agencies.

²³ See Appendix A

²⁴ Daily News, FDNY ambulance response times worsen despite de Blasio's budget boost, <https://www.nydailynews.com/new-york/ambulance-times-worsen-nyc-pol-budge-boost-article-1.2541573> (2016)

Section 4: New Service Description

- *Meeting the Religious, Ritual, and Cultural Needs of the Jewish Population*

The Jewish Orthodox/Hassidic population in Brooklyn is predominantly Yiddish speaking. Religious observances and Jewish laws and rituals are sacrosanct in this community. The need for EMS providers, who are fluent in Yiddish and knowledgeable of all the customs and obligations, is crucial to this community. And, indeed, this was the impetus for the creation of Chevra Hatzolah decades ago.

However, Chevra Hatzolah's male-only admission policy precludes women from joining. Ezras Nashim is serving a vital need of religious Jewish women. As observant Jewish women, modesty is a way of life. It dictates the way we dress, speak and act on a daily basis. Our personal identity and the defining characteristic we bring forth is our dedication to modesty. Inspired by our innate personality as mothers and care givers, and following in the footsteps of the ancestral midwives, Ezras Nashim was formed to proudly reclaim our role as pre-hospital care givers for our mothers, daughters, sisters and fellow women. Since our inception we have delivered care to countless women of all ages, regardless of race or religion. We would like to help more women and to do so we need an ambulance of our own. Ezras Nashim has the enthusiastic support and endorsement of the leading Rabbis and Jewish Scholars of the generation. They have strongly encouraged community involvement and community support of Ezras Nashim's efforts.²⁵

- *Addressing Medical Issues Before They Escalate into Life-Threatening Issues*

Religious Jewish men are precluded by Jewish Law from touching unrelated women except in the event of a life-threatening emergency where there are no qualified women available. For this reason, it is necessary for there to be an all-women emergency ambulance service so that women who adhere to the strict religious laws of modesty, will call for help before their issues escalate into life-threatening emergencies.

²⁵ See Appendix F

- *Providing Quality Patient Care and Preventing Secondary Trauma*

In the event an observant Jewish woman is treated by a religious male EMT, secondary trauma may occur. This is due to the fact that as a volunteer ambulance corps, Hatzolah has many members, and they are from within the community. A call to Hatzolah is answered by the member in the closest vicinity to the patient. The male EMT treating the woman will very likely be someone familiar to her, such as her next-door neighbor, her local grocer, or even her young child's teacher. This results in humiliation and trauma to the patient because of the norms in her way of life, and each time the patient encounters that individual again, the embarrassing feelings resurface. This anticipated discomfort is a further deterrent for observant Jewish women to obtain timely intervention for medical issues. An informal survey has produced evidence of women who felt the need to change neighborhoods in order to distance themselves from a male EMT who treated them and observed them in a compromised state.

Ezras Nashim was created to help women feel as safe and as comfortable as possible, creating a much calmer, more trusting environment, relieving unnecessary stress on the patient, and resulting in ier outcomes. As one patient, who was successfully treated by Ezras Nashim, related: "It would have been mortifying to have had a man there changing my nightgown."²⁶ In another letter, an orthodox woman who was treated by an EMT in an area that Ezras Nashim does not service, lamented: "I wish I had Ezras Nashim to call... I needed a trained woman to look me into the eye and tell me, you're ok, you can do this, we are here for you... It feels good to know that there are women who have the good fortune of being able to count on other women when they need it most!"²⁷

With the creation of the Ezras Nashim volunteer corps, hesitation to call for help was removed. Women began to call Ezras Nashim for all their medical needs. Women are secure in the knowledge that they are in good hands and are open to sharing details of intimate medical situations. Oftentimes, men who desire to preserve their loved ones'

²⁶ See Appendix F, Anonymous 8

²⁷ See Appendix F, Anonymous 16

dignity, call on their behalf. Many religious men prefer that their wives, mothers, and daughters be treated by women, and have full faith and confidence in Ezras Nashim.

o Creating a Community Trust in Ezras Nashim's Ability to Provide Adequate Emergency Care

Ezras Nashim requires the license to operate an ambulance in order to transport the women who seek our help. Many women, who are supportive of Ezras Nashim, are well aware that when transport is necessary Ezras Nashim cannot yet provide that service. Ultimately, they end up with an ambulance transport handled by men. This too, is a deterrent to seeking medical attention early on. We submit this application to meet this need of the community.

• Meeting the Needs of an Increase in Population

Brooklyn has seen a boom in population with an increase of 5.3% between the 2010 Census and 2016 estimates.²⁸ Specifically, Borough Park, with an already elevated population density of 85.9 inhabitants per acre²⁹, is experiencing a sharp growth in population. While Borough Park has the highest birth rate of all the districts in Brooklyn³⁰ it also has the highest life-expectancy rate,³¹ and the lowest homicide death rate of all the districts in Brooklyn.³²

New York has the highest concentration of Jewish people outside of Israel, and, in fact, there are more Jewish residents in New York City, than in Israel's capital, Jerusalem.³³ Borough Park, in particular, is home to one of the largest Orthodox Jewish communities outside of Israel. It is also the world headquarters for numerous Hassidic Grand Rabbis and their followers and also includes the largest population of Holocaust survivors outside of

²⁸ World Population Review, New York City, New York Population 2019 <https://patch.com/new-york/brooklyn/queens-brooklyn-bronx-lead-ny-state-population-growth-0> (2019)

²⁹ Total Population and Persons Per Acre New York City Neighborhood Tabulation Areas*, 2010, https://www1.nyc.gov/assets/planning/download/pdf/data-maps/nyc-population/census2010/t_pl_p5_nta.pdf (2010)

³⁰ Department of , Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.39 (2017)

³¹ Department of , Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.10 (2017)

³² Department of , Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.23 (2017)

³³ Population, <https://www.cbs.gov.il/he/pages/default.aspx> (2019)

Israel.³⁴ There is a clear need for more emergency services that will meet the religious, ritual, and cultural needs of the Jewish population.

- ***Staffing, Vehicles, Hours of Operation and Levels of Service***

Ezras Nashim is a NYC Certified Basic Life Support Response Organization (BLS-FR) endorsed by prominent Rabbis³⁵ and directed and recognized by medical professionals. The primary purpose is to train and staff women as EMTs and dispatchers who can assist women in emergency situations. Ezras Nashim also plans on providing paramedicine, which is home visits to the elderly and homebound that need their vitals monitored. Ezras Nashim will respond to all calls, regardless of race or gender.

As of September 2019, Ezras Nashim is comprised of 1 Paramedic, 2 RNs, 5 certified doulas, 20 EMTs, and 2 administrative staff members. Ezras Nashim currently has a GM Suburban, a Chrysler Pacifica 2018, and a Chrysler Pacifica 2019, for use as emergency response vehicles. The new service will have one ambulance and serve Borough Park. There will be approximately 10-15 volunteer EMTs, 10 Dispatchers and 2 Charge members. EMTs and dispatchers will have 12-hour shifts. Administrative staff will work part time. The hours of operation will be twenty-four hours a day, seven days a week.

Section 5: Population Demographics

Borough Park, the area being served, is within the borough of Brooklyn. Borough Park covers 2.071 miles and includes Kensington, Bensonhurst, Sunset Park and Ditmas Park. The Police Precincts that cover these areas are the 62nd, 66th, 70th, and 72nd Precincts. The area is served by Community Boards 7, 11, 12, 13, and 14. Borough Park has a population density of 85.9 inhabitants per acre³⁶, and is experiencing a sharp growth in population. There is a clear need for more emergency services that will meet the religious, ritual, and cultural needs of the Jewish population.

³⁴ Borough Park Street to Honor Wallenberg, <https://jewishweek.timesofisrael.com/borough-park-street-to-honor-wallenberg/> (2012)

³⁵ See Appendix F

³⁶ Total Population and Persons Per Acre New York City Neighborhood Tabulation Areas*, 2010, https://www1.nyc.gov/assets/planning/download/pdf/data-maps/nyc-population/census2010/t_pl_p5_nta.pdf (2010)

- ***Population Growth***

Borough Park has enough of a population to support a new ambulance service because the existing need of observant Jewish women is not being met. In addition, Borough Park has the highest birth rate³⁷, highest life-expectancy rate³⁸, and the lowest homicide death rate of all the districts in Brooklyn.³⁹ In Maimonides hospital alone, approximately 8,000 babies are born a year.⁴⁰

- ***Rapidly Growing Senior-Citizen Population***

Brooklyn also has a rapidly growing senior citizen population and includes the largest population of Holocaust survivors outside of Israel.⁴¹ During the last decade, persons of 60 and older experienced an increase in life expectancy of 12.4%. Brooklyn and Queens are the boroughs with the largest number of elderly residents.⁴² Residents of Borough Park, Brooklyn have a life expectancy of 84.4 years, which is higher than all other districts within Brooklyn.⁴³

- ***Seasonal Influx of People Resulting in Temporary Increase in Population***

- ***Influx Related to Cultural Reasons***

Borough Park is known for its large Hassidic Jewish population. It is home to numerous Hassidic Grand Rabbis and their followers. Additionally, hundreds of thousands of followers travel from all over the world to visit their Rabbis multiple times a year. Consequently, there is a large amount of tourism due to these visitors. For example, during the High Holiday season and Passover holiday, many families travel into Brooklyn to

³⁷ Department of, Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.10 (2017)

³⁸ Department of, Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.39 (2017)

³⁹ Department of, Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.23 (2017)

⁴⁰ Bronx, Queens and Brooklyn Fastest Growing Boroughs; NYC Population at All-Time High of 8,550,405, <https://www1.nyc.gov/office-of-the-mayor/news/302-16/bronx-queens-brooklyn-fastest-growing-boroughs-nyc-population-all-time-high-8-550-405> (2016)

⁴¹ Borough Park Street to Honor Wallenberg, <https://jewishweek.timesofisrael.com/borough-park-street-to-honor-wallenberg/> (2012)

⁴² 2010 Census

⁴³ Department of, Summary of Vital Statistics 2017, The City of New York, <https://www1.nyc.gov/site/doh/data/vital-statistics/vital-statistics-summary.page>, p.10 (2017)

spend time with their Grand Rabbi and with the Jewish community at large. This results in a higher concentration of residents in Borough Park during certain times of the year.

- *Population Influx Related to Medical Matters*

New York City is home to many of the best hospitals in the country, which is an additional reason for the influx of visitors to Borough Park. These Borough Park visitors have traveled to New York seeking high-quality medical care. Many times, the families of the patients will temporarily reside in Borough Park for the duration of the patient's treatment. This is due to the fact that a religious person has many daily obligations and rituals that can be more easily fulfilled within a Jewish community. A network of volunteers supports the family members of the sick by providing housing needs, free food, and even a daily subsidized bus that leaves from Borough Park and stops at every hospital in the New York area.

- *Map of Proposed New Service Territory*



For the reasons cited above, a significant need exists and Borough Park has more than enough of a population-both permanent and seasonal-to support a new ambulance and many people will benefit from the Ezras Nashim new service.

Section 6: Description of Calls

• *Description of Calls*

Borough Park demands a tremendous amount of service. Hatzolah of Borough Park receives approximately 50 calls per day and over 17,000 a year.⁴⁴ This is the same territory for Ezras Nashim's proposed area of service. On an average day, Brooklyn FDNY answers 20 calls for choking and cardiac arrest, 427 life-threatening emergencies, and 781 non-life-threatening emergencies.⁴⁵

In 2018, Ezras Nashim responded to 347 calls. In 2019, through the month of July, Ezras Nashim has responded to 249 calls and is on track to respond to a total of 428 calls by the end of the year. Ezras Nashim projects that we will be responding to approximately 475 calls a year by 2020.

The calls that Ezras Nashim will receive will enlarge part be new and unique. Additionally, the number of calls received by Ezras Nashim are negligible compared to FDNY and Hatzolah and will not adversely affect the ability of other EMS agencies to retain their skills. There will not be a negative impact on other EMT's response times, and can be expected to improve them by providing additional EMS support.

○ *List of Destination Hospitals*

Ezras Nashim will transport to the following hospitals and Medical Centers:

Maimonides Medical Center
Wyckoff Heights Medical Center Hospital
Kingsbrook Jewish Medical Center
Brooklyn Hospital
NY Presbyterian Brooklyn Methodist Hospital
NYCH of Brooklyn
Interfaith Medical Center
Brookdale University Hospital
Brooklyn Hospital Center
Coney Island Hospital

⁴⁴ Hatzolah of Borough Park, <https://bphatzolah.org/about> (2019)

⁴⁵ FIRE DEPARTMENT City of New York Statistics, <https://www1.nyc.gov/assets/fdny/downloads/pdf/about/citywide-stat-2019-05.pdf> (2019)

Mount Sinai Beth Israel Brooklyn
NYU Langone
Woodhull Medical Center
SUNY Downstate
Kings County Hospital Center
Interfaith Medical Center
Methodist Hospital

Ezras Nashim will transport patients to any of the above hospitals. If a patient's doctor is in a hospital outside of the geographic boundaries, or if a patient has a preference to be transported to a hospital outside the geographic boundaries, Ezras Nashim will accommodate their request as long as it is approved by Medical Control.

Ezras Nashim responds to emergency calls ranging from pediatric care to geriatric care. This includes OB/GYN emergencies. Ezras Nashim currently operates 24 hours a day, 7 days a week (including the Sabbath and Holidays). That will continue when granted approval for an ambulance. Ezras Nashim has approximately 20 volunteers who take a 12 hour shift at least once a week. Ezras Nashim's average response time for emergency calls is 8 minutes and 2 seconds.

Section 7: Response Times

The FDNY reported that on June 24, 2019, the response time for EMS was 9 minutes and 67 seconds for life-threatening emergencies and 15 minutes and 56 seconds for non-life-threatening emergencies. The previous year's response times were lower. On June 25, 2018, the FDNY reported response times of 9 minutes and 26 seconds for life-threatening emergencies and 13 minutes and 82 seconds for non-life-threatening emergencies. During the previous twelve months, response times have increased rather than decreased, indicating that EMS agencies are struggling to meet the demands of the area. Ezras Nashim will help reduce the response times by providing additional EMS support.

In contrast, Ezras Nashim's average response time for emergency calls is 8 minutes and 2 seconds. This demonstrates our commitment and ability to respond to calls in a timely manner. Once approved for an ambulance, Ezras Nashim anticipates an even quicker response time because the need to contact 911 for transport will be eliminated.

Section 8: Quality of Service

- ***How Public Convenience is Affected by Present Conditions***

Under present conditions, there is no ambulance service that meets the need, let alone public convenience, of observant Jewish women. In addition, response times for FDNY, for example, are increasing not decreasing. With the fast-growing population, and increase in call volume, new service approval for Ezras Nashim would prove beneficial to the current EMS system. Ezras Nashim will help meet the needs of the growing population, and will the specific need of observant Jewish women.

- ***Ezras Nashim will Improve Public Convenience***

The New York City 911 based EMS system is the primary provider of emergency response services in the area. FDNY EMS is the largest provider operating in Brooklyn, and Chevra Hatzolah is the primary provider in the Jewish neighborhoods. These agencies do not guarantee a female EMT or Paramedic. Ezras Nashim was created to serve women during emergencies with female EMTs, and will meet the existing public need of observant Jewish women. In addition, with population growth, and resulting impacts on response times the addition of an ambulance with Ezras Nashim will benefit the public.

- ***Ezras Nashim is Serving a Vital Need for Orthodox Jewish Women.***

As observant Jewish women, modesty is a way of life. It dictates the way we dress, speak and act on a daily basis. Our personal identity and the defining characteristic we bring forth is our dedication to modesty. For the past five decades, Jewish women have been given two options in emergency care: be treated by men in their immediate community, resulting in very uncomfortable, and often traumatic, situations; or turn outside the community for assistance. In fact, often women refuse to choose either of these two options and delay or avoid calling for emergency care specifically because they do not want their male neighbors treating them when they are vulnerable and exposed. "My mom had a heart attack and two stents, but Ruchi is what saved her life. I will forever be grateful...Our community is blessed to have such a loyal and