



## **Operations Update Newsletter**

February 17, 2017

To all of our friends and supporters,

HERO wishes to thank all those involved in helping us reach our current operational status. We are pleased to announce that commencing Monday February 20<sup>th</sup>, 2017 HERO will be begin providing Advanced Emergency Medical Services in the PAP Toussaint Louverture airport. We acquired a new ambulance equipped for Advanced Life Saving (ALS) services dedicated to supporting our mission in the airport. This ambulance along with its staff of Paramedics and Emergency Medical Technicians will be stationed on airport property permanently.

In addition to providing services directly, HERO has begun training courses for the airport Emergency Response personnel (CPES), using our USA Certified Paramedic Trainers, to increase their existing skills and response capabilities. Our goal is to create a unified team of Emergency Responders, HERO and CPES, at the airport with skill sets that cover Basic Life Saving through Advanced Life Saving and Emergency Incident Response. We believe that by combining the abilities and equipment of the HERO and CPES teams, Toussaint Louverture will have world class emergency response capacity.

We would like to thank all those involved in making this project a reality:

Harry Clinton – DG AAN

Serge Simon – DGA AAN

Dr. Jean Gardy Marius – AAN Medical Consultant

Dimitry Bastien – DS AAN

Along with the many others that were involved in the process and are continuing their efforts to develop the response policies and procedures and update the emergency operations plans.

We also want to make you aware of the pro bono emergency responses HERO has completed within the last 2 weeks. We have transported 7 pediatric emergency patients with life threatening issues. Photos from these responses are below:

# HERO





All of the patients arrived at hospitals alive thanks to the skills and dedication of the HERO paramedics and EMT staff. Unfortunately, there were many calls for assistance that could not be answered due to a shortage of equipment and personnel. That is about to change!

On February 17, 2017 HERO received its' long awaited permanent, "Autorisation de Fonctionnement", from MSPP. We would like to recognize and thank, Ambassador Paula Caldwell of Canada and Madame Sophia Martelly, without whom we would still be awaiting this document and many children would go without these lifesaving services.

What does the "Autorisation de Fonctionnement" mean for HERO going forward?

1. HERO will be offering EMS memberships in Haiti with the option to add international medevac coverage starting Monday, February 20<sup>th</sup>, 2017.
2. The pediatric specialty ambulance that was donated to HERO, and has been stored in a warehouse in the USA for 7 months, while we awaited the "Autorisation de Fonctionnement" and a letter from MSPP to grant customs relief will be shipped to Haiti and immediately begin serving children in need. This is a free service paid for out of a portion of the proceeds from HERO memberships.
3. Corporate and Individual sponsorships for the free Pediatric ambulance are being sought at this time to ensure the service can be provided in the long term.

Once again, from everyone at HERO, we thank all of you that took part in helping us reach this point and allowing us to provide international standards of emergence care in Haiti as well as our pro bono pediatric services.

Sincerely,

  
HERO Management

For information on our mission and memberships please visit

[www.heroclientrescue.com](http://www.heroclientrescue.com)