



## SUCCESS STORY

# Associated Ambulance, Edmonton, Alberta, Canada

When Erin Iker's employer, Associated Ambulance, won contracts to provide EMS services to hundreds of small communities, her first directive was to find a digital scheduling solution for staff at 22 stations sprinkled across a service area larger than the state of Ohio.

"Every station did things a bit differently," said Iker, noting that each station manager created his or her own schedules. "Timesheets were filled out on paper, then sent into payroll at the end of the pay period to be manually processed. "It was like a whole bunch of little companies. So when we changed over to Aladtec to standardize the company scheduling, it was challenging to get everyone onboard with it. They didn't have a choice, and there was a lot of pushback initially."

Iker remembers talking with Chad Clay, one of Aladtec's owners, as they collaborated to arrive at the proper formats to reflect Associated's 96-hour core-flex schedule.

"(Chad) was looking at our schedule and said — 'How do you guys even function?' "Each station did their own scheduling. Everything was on paper. They had their own little group of casuals who would help out and fill sick calls, vacations. It was just this disjointed (model)," said Iker. "Implementing EMS Manager and then tying it payroll afterwards changed how we run our company ten-fold. Major, major changes. Good changes."



This flexibility and access makes a big difference...now that everybody can see all the vacancies, we have some full-time paramedics who work on one side of the province and pick up an extra shift on the other side of the province.

— Erin Iker, Scheduling Operations Supervisor Associated Ambulance



### DEPARTMENT INFO

#### ROSTER

341 employees

#### CALLS

About 28,000 in 2017

#### SERVICE AREA

108,000 sq. Kilometer (42,000 sq. miles) region with approx. 100,000 people in municipalities, plus thousands more in rural and back-country

#### APPARATUS

ALS ambulances staged at 22 stations across the province

#### SPECIAL CHALLENGES

Diverse territory includes extensive agriculture, lake and river recreation, back-country responses to a portion of the Canadian Rockies (Jasper National Park) and heavy petroleum, chemical and forestry industries in the north

Aladtec users since early 2013

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



Erin Iker

Erin Iker joined Associated Ambulance in 2013 when they took over EMS contracts from several Alberta communities. With experience as a licensed EMT, she's worked with private services, Alberta Health Services, and InterHospital. Iker has held various managerial roles and now serves as the Scheduling Operations Supervisor.





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## Neighboring Agencies also using Aladtec

Stettler District Ambulance Association, Stettler; Alberta Paramedical Services Ltd., St Albert; Spruce Grove Fire Services, Spruce Grove; Medavie Health Services West, Fort Saskatchewan; Leduc Fire Services, Leduc; Beaver EMS, Tofield; Aeromedical Emergency Services, Wetaskiwin; Muskawchees Ambulance Authority, Hobbema; Vegreville EMS, Vegreville; Sylvan Lake Fire Dept., Sylvan Lake; Red Deer Emergency Services, Red Deer; and Medavie Health Services West Central, Red Deer County, Alberta

“The big thing that (station managers) noticed was, where previously, every station had 10 or 15 casuals, now they had like 160 casuals that they could use to help fill vacant shifts.”

Because Aladtec allows open shifts and trade requests to be seen by anyone qualified to fill them, staffing is less challenging. With the mobile app, employees are able to log on from anywhere, anytime, to sign up for shifts, offer a shift giveaway or trades. This flexibility and access is essential in today's world, Iker said.

“I think nowadays if you don't have any online scheduling or online anything, you're not in today's world,” said Iker. “Almost every service that I know in Edmonton or within Alberta, uses online scheduling. It's all about convenience, and it's all about people being able to manage their personal lives and their personal schedules. EMS Manager does that.

Beyond the scheduling and communications, Aladtec is Associated's go-to platform to eliminate paper forms.

“The forms piece was huge when Aladtec released that feature. We have a ton of forms, and we're constantly coming up with more that we're going to

use,” said Iker. “Our most frequently used forms are the DURC's (Daily Unit Readiness Checksheet) and our Overtime Hours reports.

Onboarding a new employee isn't difficult, she said. “I do a 45-minute to an hour orientation. General overview, then more in-depth for full-timers.

Iker also uses the Required Message tool occasionally. “I will start off with e-mail, then text message if I don't hear anything. Then the Required Message is my last resort. We've used it before for other things, and it's actually worked quite well.

“Our HR Department was having a real issue collecting benefits information from our staff. She gave me a list of people who were not in compliance. I checked them all off and sent a Required Message letting them know of their deficiency. (HR) was very appreciative because probably 85 percent of them took action after they received that message because everybody logs in to EMS Manager all the time.”

“Because we've invested so much into Aladtec, and because of how our company runs and how much we (rely on) Aladtec, right now, we couldn't function without it. So much is through it, to change over to a different program would be a huge challenge.



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