

*Through the Years*

1906

*George W. Brewster founds Brewster Ambulance Service*

1963

*Marion Brewster assumes control of the company and runs it successfully for the next 12 years.*

1975

*Marion's son George becomes CEO of Brewster Ambulance Service*

1986

*George Sr. purchases Brewster Ambulance Service from his mother. Brewster Ambulance expands its service capabilities with signed agreements with the towns of Dedham, Brookline and Plymouth to service their 911 system. Brewster also acquires Metro Ambulance*

1989

*The town of Weymouth seeks and contracts the services of Brewster Ambulance*

1990

*Brewster continues to grow with the acquisition of Reardon Ambulance*

1993

*Brewster Ambulance acquires Trans-Med & Ages Ambulance*

1997

*Brewster Ambulance announces its acquisition by Medtrans New England, Inc., an subsidiary of Laidlaw, Inc.*

2010

*Mark and George Jr. assume leadership of Brewster Ambulance with the mission of serving communities with the highest quality care and service that patients can rely on and trust. subsidiary of Laidlaw, Inc.*



*A trusted name since 1906.*

*At Brewster Ambulance, The Answer is Yes!*

But you might ask, "What is the question?" Brewster Ambulance Service is committed to going above and beyond when it comes to meeting the needs of our customers and the community. With a reputation as an industry leader since 1906, Brewster Ambulance Service has an innate understanding of both the personal and clinical needs of our patients and their families. Built upon the philosophy of compassionate quality care, Brewster Ambulance is committed to providing on time service, confident and competent EMS professionals, and world-class care.

*Our company is based on a long history of professionalism and expertise in medical transportation.*

Whether is it transporting a patient to and from an appointment or responding to an emergency situation, we will always treat our patients with dignity and respect. Although our foundation is based on providing

medical transportation, we are also committed to the health and wellness of our community.

*The Difference: Not all services are the same.*

Brewster Ambulance Service, located in Boston, Massachusetts, is a family-owned and operated organization with a tradition of a strong commitment to excellence. Since our inception in 1906, the Brewster family name has been synonymous with quality patient care and a superior customer service.

Our company is based on a long history of professionalism and expertise in medical transportation. Brewster Ambulance Service has an extensive knowledge of the needs of the city and the surrounding communities. We take great pride in our strong community involvement.

*The Brewster Family's commitment to recruiting people who will provide superior patient care to our community, is the cornerstone to our philosophy.*



### *Community Awareness*

Brewster Ambulance Service conducts frequent open-houses, inviting the public to see our state-of-the-art headquarters, the E-911 system and to also learn what to do in the event of an emergency in your own home.

### *Education Programs*

Brewster Ambulance Service offers a variety of educational programs for the community. These programs include:

- *Basic First Aid*
- *Cardiopulmonary Resuscitation (CPR)*
- *Child and Babysitting Safety (CABS)*



*Our mission is to excel as a team, providing the highest quality patient care and superior customer service.*

### *Employee EMS/Paramedic Training*

Since our staff is the backbone to the success of Brewster Ambulance Service, our expectations are high. We not only recruit highly trained professionals, but also understand our responsibility in maintaining this excellence. For this reason, we provide ongoing training such as:

- *EMT & Paramedic programs*
- *Refresher and Continuing Education classes*
- *Certification classes (CPR, ACLS, PALS, PHTLS)*
- *Employee Wellness Training*

### *Partner Training*

As a partner of Brewster Ambulance Service, you will also be able to participate in our ALS/BLS Ambulance in-service. This program orients medical staff with both ALS and BLS ambulance services. This in-service includes:

- *Preparing nursing staffers to call for an ambulance*
- *Provides the necessary information to complete a smooth patient transfer*
- *Explains the difference between ALS and BLS*

*We are committed to providing unparalleled service*

Brewster Ambulance Service provides Basic Life Support (BLS). Our fully equipped and modern fleets have the most technologically advanced medical equipment, insuring the highest level of patient care. Licensed to provide service throughout Massachusetts, we meet or exceed industry and regulatory standards. All units are staffed by state certified Emergency Medical Technicians (EMT-B), Advanced Life Support (ALS) and Paramedics (EMT-P).

### *Basic Life Support Services*

Basic Life Support (BLS) ambulance service provides medical transport for patients who do not require extra support. EMT-B level caregivers staff our BLS ambulances. Services include:

- *Medical and surgical patients not requiring cardiac monitoring*
- *Discharge to home and/or sub-acute care facilities (i.e. nursing homes, rehabilitation facilities)*
- *Psychiatric patients*

### *Advanced Life Support (ALS)*

In addition to the Basic Life Support skills performed by Emergency Medical Technicians that might include bleeding control, splinting and oxygen therapy, our Paramedics perform significantly more advanced skills such as in-depth patient assessments, cardiac monitoring and evaluation, defibrillation and advanced airway maintenance such as intubation, drug administration and much more

### *Wheel Chair Van Services*

Trained and courteous staff provides wheelchair service

for clients who require assisted transportation but do not require an ambulance from point of pick up safely to their destination. We also require our chair car personnel to be CPR and First Aid certified. This enables them to act accordingly in the event of an emergency until an ambulance arrives.

### *24 Hour Dispatch Services*

We operate local medical dispatch centers in the majority of our service areas, with some of the nation's most technologically advanced Computer-aided Dispatch, including satellite-based vehicle tracking systems.

### *Corporate and Sporting Event Standbys*

Brewster Ambulance Service will provide highly trained EMT's and Paramedics for your event. We are licensed by the Commonwealth of Massachusetts and all of our EMT's and Paramedics are state certified. We carry the most up to date emergency equipment and have the most sophisticated transport vehicles in the state. Let us help make your day safe and fun for everybody.

*Letter from the President*

Brewster Ambulance Service, located in Boston, Massachusetts has been an industry leader since 1906. As the President and CEO, I take enormous pride in my family's reputation. As in the past, we remain committed to providing the same level of service that became synonymous with the Brewster Ambulance name.

My brother, George Jr., and I recognized that there is currently a lack of customer service in the ambulance industry. This is the reason why we felt such a strong need to return to this industry. Our business's foundation is built upon a long standing tradition of strong professional service and solid experience, which will meet the varying needs of our customers.

Bigger is not always better which is why Brewster Ambulance Service is committed to returning to the basics. We are compelled to replace nameless service with a personalized and compassionate attention to quality patient care. As a locally-owned business, we value the importance of having a strong community commitment that will evolve into a strong community relationship.

With personalization at our core, Brewster Ambulance Service will continue to provide unparalleled customer service and quality patient care.

Sincerely,



Mark Brewster  
President & CEO  
Brewster Ambulance

**BREWSTER**  
AMBULANCE SERVICE