

INTERVIEW WITH BARBARA ROSE AND ANN HALL
Interviewed by Cynthia Goldstein

Compiled under the auspices of the
Henrietta Oral History Project

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PREFACE

About the Henrietta Oral History Project

Oral history is a field of study pertaining to the collection of living people's voices and memories of their own experiences with people and communities in past events. Oral history gives one a sense of accomplishment; through oral history, we have a sense of catching and holding something valuable from the receding tide of the past.

In 1984, active Henrietta community resident Cynthia Goldstein set out to capture Henrietta's history from the perspective of individuals who had a long-standing relationship with the town. She met with and gathered the reflections of several notable people, including Don Cook, Marian Deuel, Esther Kroeger, Stephen McNall, and Ruth Van Ostrand. Her interviews were captured on audiocassette tape and then donated to the Henrietta Public Library to augment to the established collection of local history materials.

In 2007, staff at the Henrietta Public Library decided to give those voices and memories new life, by making them more readily accessible to the public. All oral history interviews were transcribed by our generous and hard-working volunteer Nan Porter, and the audiocassette tapes were transferred to a digital format by sound engineer Robert Howland.

For more information about local history resources and the Henrietta Oral History Project, contact the Henrietta Public Library at 359-7092.

May 2007

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INTERVIEWEE: Ann Hall
INTERVIEWER: Cynthia Goldstein
DATE: June 4, 1985

TAPE 1 SIDE 1

This is Cynthia Goldstein for the Henrietta Oral History Project. I'm talking with Barbara Rose and Ann Hall of the Henrietta Volunteer Ambulance. Today is Tuesday, June 4, 1985. Tape 1, side 1.

Cynthia Goldstein: Ann, can you tell me what year you moved to Henrietta?

Ann Hall: I came to Henrietta in May of 1955.

Goldstein: And tell me what the town was like at the time you came.

Hall: There were about 5,000 people here. The houses off East Henrietta Road extended as far as Hollybrook at that time. And um, Suburban Plaza wasn't there. I don't think – oh Southtown I believe was there, I used to shop at Star Market ...

Goldstein: Where did people do their grocery shopping without Suburban Plaza?

Hall: We went to Star Market, over at Southtown.

Goldstein: At Southtown. Which was really new at that time.

Hall: Right. Yes, it was. Don't remember what year it was built. But none of the commercial or industrial places were there. Peterson Roofing I think was the only one.

Goldstein: And what schools were here, do you recall?

Hall: Uh, ... Roth, but it wasn't called Roth then.

Goldstein: I think it was the Central School.

Hall: That's right, the Central School. And uh, they built Gillette, because my daughter who's 31 now went to Gillette, soon after we moved in, I think.

Goldstein: Were you immediately active in the town? Or did it take you a while ...

Hall: No, I didn't drive!

Goldstein: Oh my goodness.

Hall: When we first came here I didn't drive. I was here for three years. I didn't get my license until 1957 I guess it was.

Goldstein: Well when did you first become active?

Hall: Uh, in the town?

Goldstein: Mm hmm.

Hall: After 1957 when I got my license. (chuckles)

Goldstein: And what kinds of things did you become active in?

Hall: Civil Defense and church, of course.

Goldstein: What was the Civil Defense?

Hall: Well, in the '50s uh, there was the atomic scare and bomb shelters and that sort of thing and uh, the Civil Defense actually served as traffic officers, that sort of thing, at the fairgrounds and uh, I'm trying to think what else they had, what else they did. Parades, and uh, whenever there was anything at the Fairgrounds they were there, to police it.

Goldstein: Mm hmm. Was it a large organization? About how many people were active in the Civil Defense?

Hall: Maybe 30.

Goldstein: Mm hmm. And what did you do for the Civil Defense?

Hall: I learned to operate a radio.

Goldstein: Oh. And who did you communicate with, by radio?

Hall: With the men who were out in the field.

Goldstein: From your home?

Hall: No. From wherever uh, the uh, well like at the Fairgrounds. We would be based in one place and then the men would be out and around at the different shows, the things that were going on at the Fairgrounds.

Goldstein: You mentioned the atomic scare in the 50s. What was the feeling then, what kinds of activities surrounded that whole atmosphere?

Hall: Well, there was a lot of talk of bomb shelters and communications in case of emergency and that sort of thing.

Goldstein: And, were there any bomb shelters in Henrietta, at that time, in the 50s?

Hall: I'm not sure. I don't think so, in Henrietta.

Goldstein: People didn't have them in their homes?

Hall: No, not to my knowledge, no.

Goldstein: And at that time the schools weren't yet putting bomb shelters in.

Hall: No.

Goldstein: Tell me a little bit about how the Henrietta Volunteer Ambulance began.

Hall: Well, when we moved out here, after we came in '55, um, Henrietta began getting bigger and bigger and the streets you know extended all the way out, and so there were more and more people. And, if you had an emergency you used National Ambulance, which was very expensive. And the firemen – some of the men in the fire department had talked about having an ambulance. And, Al Dorren, who owned a gas station on East Henrietta Road, was one of the instigators. And Harold Roth, whom I had known when I first came to Rochester, came to me one day probably about 1960 and asked IF they could get one started, would I be interested in helping and would I be interested in working on the radio and I said, "Yes, I would." So I think it was about a year after that Harold said that they were now ready; they had a group of 12 people, including me if I still wanted to be in it. And uh, we began having meetings and discussions on where the Ambulance Headquarters was to be and how we could afford to buy an ambulance and how we would get members.

Goldstein: And about how many people were involved did you say, in the initial stages?

Hall: There were just 12.

Goldstein: Mm hmm. Do you want to say who some of them were?

Hall: Well there was Lou Bark, he was um president of Central Trust. There was Harry Dainty who had lived in Henrietta for a long, long time; lived in River Meadows. Beverly Linton, the only other woman besides myself. I don't know how she happened to get on the board but she was the secretary. George Klagg [?] and Harold Roth of course, Pastor Teimann from the Pinnacle Lutheran Church. Um, Larry Seldon, who was Justice of the Peace here in Henrietta. Myself, Jerry Flynn who was in radio and um, we felt that these men who were important would bring in other people. And there were a couple of others, John Quackenbush ... and we met many, many nights.

Goldstein: And in the meetings you discussed the location and how you were going to raise funds and that kind of thing.

Hall: Yes.

Goldstein: Where was the ambulance first located?

Hall: It was first located at the corner of Wright Road and East Henrietta Road, in a garage.

Goldstein: Was it a donated space or did you have to pay rent for it?

Hall: We paid rent.

Goldstein: And that location came out of all of these meetings; you decided that would be a good spot for the ambulance?

Hall: It seemed to be pretty central at the time, yes.

Goldstein: And what kind of a vehicle did you have when you first started?

Hall: A '51 Buick. (chuckles)

Goldstein: Was it a donated car?

Hall: No, we bought it. I can't remember....

Goldstein: And this was what year?

Hall: Well I think it had to have been late '62 because we started operations in early 1963.

Goldstein: And it was a '51 Buick so the car was 11 years old or something like that?

Hall: I think we paid \$500 for it or something like that. Very reasonable. (chuckles)

Goldstein: So how soon after you started to have all these meetings did you locate on Wright Road and East Henrietta Road?

Hall: I think that we had, uh, we put out flyers. We, we got volunteers to go door to door and sell \$2 memberships and we had a big meeting at Webster (is it Webster School that is over on the corner?) Webster School and there were a lot of people there. And uh, Al Dorren spoke, I think Pastor Teimann spoke, anyway, people spoke about what was coming, what sort of training we'd need and how we would raise the money to afford it.

Goldstein: So the donations and were there other kinds of fundraisers that other people suggested?

Hall: Yes, we had a demolition derby, and we had a corned beef and cabbage dinner at Long's Restaurant which is no longer in existence, it was at the railroad tracks on East Henrietta Road. Almost to Brighton-Henrietta Townline Road, that's where we had it and we raised quite a bit that way.

Goldstein: Let's get Barbara Rose in on this, she's been kibitzing from the side. Barbara, what year did you move to Henrietta?

Barbara Rose: 1959, in June.

Goldstein: Ok, so that was before the ambulance got started.

Rose: Right.

Goldstein: And you moved to Henrietta, and how did you become interested in the ambulance? How did you hear about it and what was your interest?

Rose: Well, I was painting my living room and uh, Bob Childs who was then president of the ambulance came to the door soliciting funds. And he asked me for a \$2 donation and told me for my \$2 I was entitled to a free first aid class; which I probably could have gotten free anyway, but he told me I could get it. And at that time, my husband had been injured fairly severely in an accident, my son was then about ... Oh, he must have about under two years old. And he was driving me nuts and my husband – I wanted to get away and make my husband realize he had to take care of this kid and make him mind. So I thought, good, I'm going to take the first aid class. Little did I know!

Goldstein: So you took the first aid class

Rose: Right. And at that time it was taught in the Regional Market on Jefferson Road by one of the fireman. And just to show you how far we've come, the night that he taught us mouth-to-mouth, which was a fairly new procedure at that time; he taught us the alternative, the back pressure/arm lift method. But then there was this new thing that they called mouth-to-mouth resuscitation that we couldn't practice 'cause he had a cold. At that time, there was nothing to practice on; now we pay \$350 - \$400, \$500 for a mannequin that we use. But at that time, you know you read it in a book and you didn't practice it.

Goldstein: When was the first that you practiced it or did that procedure on a human being?

Rose: Oh God, I can't even remember now, it had to 22 – 23 years ago now. I don't even remember who the first person I did it on was.

Goldstein: How many people were in that first class of yours?

Rose: Oh, maybe 15 or 20, but I understand there was a class prior to the one I was in.

Goldstein: Oh, so that was the second.

Rose: So I think it probably was the second class. The first class they had already had a class that maybe hadn't quite finished when we started ours. But there was a class prior to the one I was in.

Goldstein: So out of that class you became then active in

Rose: Well, out of that class, then after that um, they had a – after we finished our stand – at that time a standard first aid class was 12 hours and the advanced class was 18 hours.

(Rose) Today, the standard first aid class is something like 40 hours and the advanced first aid class is I don't know, up into the 60-70 hour bracket. And then after we took our 12 and 18 hours training we went up to the, what was then going to be the ambulance headquarters and a man named Jim Frilley [?] came down from National Ambulance and he taught us oxygen therapy and pressure points. And um, they had a meeting – well I remember we all got together, they told us “buy a white uniform, everybody buy a white uniform. We're gonna go visit Greece Ambulance.” And uh, see what it's, what an ambulance headquarters looks like and what this is all about. And I remember we all bought our white uniforms and we went down there, and at that time there were only – well the day we went there were only four women who had all this training. And uh, we went down and we looked around the base and he showed us the whole thing. And I just had the impression that all these people we were with all had all this experience and they were just gonna show us all what to do. And in talking I said to someone, “Well, uh, who here has the most experience on an ambulance?” And nobody said anything. And I said, “Who here has had any experience on an ambulance?” And nobody said anything. And I turned around and in my imagination I thought oh my god no one knows any more than I know. And that was like 30 hours of training and some oxygen therapy and some pressure points. And so then they held a ... Oh and one man said – at that time there were four girls who were gonna ride the ambulance. And at that time women didn't do that. And there was a lab technician, there was a nurse, a housewife and me; a housewife.

Goldstein: You said at that time women didn't do that; what was their function in the ambulance?

Rose: Well in most corps there was either a fire department, but men did it. I think there may have been some, a few women dispatchers in the county, but I do not think at that time there were any women riding the vehicles. And so one man said to me, “Well, what are you going to do if your skirt blows up over your head?” I said, “If they're looking up my skirt they won't be paying attention if I know what I'm doing or not!” And so that shut him up. But the four women, and ideally, we went to a meeting over at Webster or Winslow School, I think it was Winslow School and they came up with a roster; they were gonna go into service like the following week. And they said, “Ok, now everybody report to Winslow School, we're gonna have this meeting.” And they came up, they had made a roster. And they said, “Now the women can't ride alone, so the women are gonna have to be paired up with a man. All the women who are _____ extra drivers will be working with a man. Fine. And then they made up the roster and as I remember they put me on the first Saturday night. It was either – well we only worked at that time from six in the evening to six in the morning, and weekends. And so I think they had me the first Saturday night in which is always known as probably the worst kinds of calls, on Saturday night. So I thought oh my husband is not going to like this, I can't work Saturday night so I traded with someone for Monday. And I showed up for my shift on Monday and I said well where's the man that's gonna work with me? And they said, oh we don't have enough people, the men are working too many hours so you're gonna have to go by yourself. So, OK!

Goldstein: So this was in this 11 year old ambulance.

Rose: Oh yeah, that was double clutched, going down the road, and it was snowing the first week of service. And when you went down the road you could see the tracks 'cause the back end kinda didn't line up with the front end, it was kind of two separate tracks going down the road....

Goldstein: So how did you feel, this was your very first call, your very first experience riding on the ambulance, what did you do, what was your first call?

Rose: I look back now I think I must have been out of my mind. But I think we were so excited about that we were doing something that was so great and so good. We were so stupid that we didn't know that we didn't know anything. We just thought we had all this training that we could just do everything until we go out there. I think the first Saturday night at that- the first or second Saturday night we were in service) it seems like they had the guy arrest at some party. And the crew resuscitated him.

Goldstein: That was the first call you ever went on?

Rose: Not my first call! No, no.

Goldstein: What was your first call?

Rose: My first call was the Bell boy who had; was he a 15 year old boy or 14 year old boy? Something like that, who looked about the size of a 10 year old who had multiple sclerosis. And he had breathing difficulty. In fact my first two calls were the same boy, who ultimately died, oh I don't know, several months later. But that, you know I walked in, in the – the second call I ever went on. Let's see the first call was that Bell boy...

Goldstein: Bellboy in...

Rose: Bell, Bell...he lived....

Goldstein: Oh! Bell was his name. I thought you meant a bellboy in a hotel.

Rose: Yeah, he lived on Calkins Road and later his mother joined the ambulance. But this kid had a long history, a medical history, obviously. He had been in and out of the hospital many, many times.

Goldstein: And they – this family had to call National Ambulance or some other ambulance before the Henrietta Ambulance was ...

Rose: Right, right, right. And so then we went there the first time. And so the second time we went I knew ... well I guess the first time we went there ... the first time I went to the house was with a driver who had been trained ten minutes before we went on duty. And he had ten minutes training. And we went to the house, and I went into the bedroom and the mother was in there, she was a nurse and she had a mask over her face. And I thought oh, I wonder if this boy has something contagious or you know why is she... I said to her, "Why do you have that mask on?" She said, "Well I don't want to contaminate him."

(Rose) And I said to her, “Well, should I have a mask on?” She said, “No, I don’t think so.” And we waited and we waited and that was before we had blood pressure cuffs or before we took pulses, we just – I’m not sure what we did! And uh, I waited and waited and the driver didn’t come and he didn’t come and he didn’t come and I finally went out and he was standing on the porch with the gurney. And I said to him, “What the heck are you doing out here?” And he says, “Well, I was waiting for you to come out!” I said, “Well how did you think I was going to get this kid out of here, on my back?” And he says, “Well nobody told me to come in the house!” So I said, “Well, I think you’d better come in and help me carry him because I don’t think I can get him out of here unless you come in the bedroom with me!”

Goldstein: Ann, you were a dispatcher, tell me something about what you felt like the very first day you worked at the ambulance.

Hall: The very first time the phone rang I think I was petrified. But now when I think back I guess I was pretty calm. I don’t know if I could do it today or not. Generally when the phone rang there was a panic stricken person on the other end of the phone and we had to pull the information out of them. I can remember a little boy screaming into the telephone. I really don’t know if it was a little boy but it was a child screaming that his brother; um, he thought his brother was dead, we’d better come quick. And you know, no address, no anything but we did manage to get that out of him and then his father came and took the telephone.

Goldstein: Um, was he dead?

Hall: He was, uh huh. I’m trying to think of...

Goldstein: Do you remember the telephone number of the ambulance, at that time?

Hall: It’s always been the same. 334-2000

Goldstein: Was it 334? Then I couldn’t remember whether it was the numbers or if they still had a name of an exchange. 334-2000

Hall: I’ve been gone a long time now.

Goldstein: So you were petrified, there you were sitting there, taking these phone calls. That’s quite a responsibility. And then what did you do after a call came in, what was your function?

Hall: To talk to the crew on the ambulance, uh, when they were on their way to the hospital. When they got to the scene they would report, and when they left the scene and were on their way to the hospital, they would report.

Goldstein: So you really were the first one that somebody would talk to when they called panicking. They called the ambulance and you had to calm them down, get the correct information from them and um, and give them the feeling that everything was going to be o.k. whether it was or wasn’t but that was your responsibility.

Hall: Right. And sometimes to get directions to the home.

Goldstein: How many people worked as dispatcher – how often did you do this?

Hall: I worked every Monday night, for 15 years. When we first started the shifts were from 6:00 to midnight, but then later on they changed that to 6:00 to 11:00. That was before we slept over, too, we didn't – oh now women didn't sleep over. Men did. But the women didn't sleep over.

Goldstein: So you worked; what length of time was your shift?

Hall: Six hours.

Goldstein: Six hours. And you took little breaks in between, but it, that's pretty intensive stuff to be on the telephone for that length of time, not knowing what's coming in.

Hall: Well, there were some nights we didn't get any calls at all. You know, we would just sit there and wait for the telephone to ring.

Rose: And play cards.

Hall: Yeah, that's about And there was no room at that first place that we had, just room for the rig and; two little rooms.

Rose: It was rat infested. You'd get an escort to go to the bathroom because of the rats, they were so bad.

Goldstein: This is in the garage?

(All three talking at once)

Rose: You got a body guard when you went to the bathroom, to watch outside the door so that the rats didn't come in there.

Goldstein: How long was the ambulance located in that garage on Wright Road? Was it on Wright Road or on East Henrietta?

Hall: It was right on the corner, it was actually East Henrietta Road ...

Rose: It's the pot place. You know the place that's a pot place now?

Goldstein: OK, right.

Rose: It was in that building.

Goldstein: Oh, near the Post Office.

Hall: There was a little, there was a man who ran a wrought iron business, I think it was, down underneath. So his entrance was Wright Road and ours was right on East Henrietta Road.

Goldstein: So you located there in what year, 1962, three?

Hall: I think it was late... it was late '62 I think.

Rose: Late '62.

Goldstein: And how long were you there, with the rats?

Rose: Well we went into service, what, February of '63.

Goldstein: So you were in this garage with rats, on Wright Road and East Henrietta Road. You were driving an 11 year old ambulance, and when did somebody say, "Enough is enough. We need a new ambulance. We should locate at another place." How did that all come about?

Rose: Well I know that we got the new ambulance in February of 1964.

Goldstein: Ok, and there was a fund drive.

Rose: Yeah, there was a \$15,000 goal set.

Goldstein: And how were funds raised? Was it just a door-to-door campaign?

Rose: Well, yeah, they did do a door-to-door campaign. Previously they'd had the Maggie and Jiggs dinner and they had the demolition derby. And then the next time they had a door-to-door campaign.

Hall: But what we did was we got someone who was well known in town. That was Tom Hall. I believe Tom was the first one.

Rose: Yes, that's right. .

Hall: We had a fund drive.

Rose: Tom took chairmanship, yeah.

Hall: He organized it. And, we got volunteers in all the different areas. And we in turn got more volunteers...

(All together): going door-to-door...

Rose: Who was Tom Hall, I don't remember?

Hall: Tom Hall was a Councilman, at the time?

Goldstein: Right, he was Republican Councilman. You talked about a Maggie and Jiggs dinner. A lot of people who don't remember the comic strips Maggie and Jiggs won't have any idea what that is (chuckling) but those of us who do, Barbara why don't you say who Maggie and Jiggs were and why it was part of ...?

Rose: They were cartoon characters and they were – it was a corned beef and cabbage dinner is what it was. At that time ...

Goldstein: Maggie and Jiggs liked corned beef and cabbage ...

Rose: And that time of Carl Borgy [?] who was then the chef at the Carriage Shop or Carriage Stop...

Hall: Eddie's Chop House

Rose: And he but no, later, but at that time he was the chef over there, wasn't he?

Hall: No, he originally started at Eddie's Chop House and then he bought...

Rose: Ok, he bought ...

Hall: The Carriage Stop

Rose: Carriage Stop

Hall: Then he put on the....

Rose: He was the one who cooked the dinner for us, yeah.

Goldstein: Corned beef and cabbage

Rose: But he also was a member of the ambulance, too.

Goldstein: So those were the kinds of ways that money was raised for the new ambulance 'cause you saw this one was on its last leg. What kind of symptoms was the old car having; did you have any problems transporting patients? I mean did the thing die while you were on your way to the hospital at all?

Hall: I believe when that ambulance was sold you could see the road through the floorboards when you were driving, on the road.

Rose: Yes, yes.

Goldstein: But you didn't have any problem making it to the hospital?

Rose: Well I think they did a lot of repair work, in between calls. I don't know that the ambulance never made it to the hospital.

Goldstein: So what kind of a vehicle did you buy then?

Rose: Ok, then we bought a Cadillac

Goldstein: Oh my.

Rose: A brand new Cadillac as I remember.

Goldstein: That must have been luxury.

Rose: It was dedicated February of '64.

Goldstein: Uh huh. And you were still in the old building.

Hall: Right.

Goldstein: And when did you think, "Maybe we should find another location for the volunteer ambulance"?

Hall: I think we had thought that right from the beginning, but we didn't have the money. So, our fund drive was to purchase land and build a house.

Goldstein: This is one the one that Tom Hall headed?

Hall: Mm hmm.

Goldstein: Uh huh. And how did you pick the location?

Hall: I believe, from a map, we found out what we thought would be the most central area, if the whole town were developed. And I think it was a pretty good choice, do you?

Rose: It stands, today.

Goldstein: So then you built it from scratch, it wasn't an existing building.

Hall: No. No. All from scratch.

Goldstein: Who designed it? Who decided what would be in this building?

Hall: We had an architect. And we had many ambulance board meetings. And general membership meetings to discuss just exactly what we wanted.

Goldstein: What kinds of things did you want in the new building that you didn't have in the old building?

Hall: A kitchen. Bedrooms. Uh, a living room, a place for people from the street to walk in, in case they had any problems. And I guess we do have a lot of walk-ins, don't we Barb?

Rose: Mm hmm. Quite a few, we do.

Goldstein: Do you? I think a lot of people don't know that.

Hall: Yeah. We also have a loan cupboard and um, you know people give us crutches and wheelchairs and bedpans and so on, and we needed space for all of that.

Goldstein: You said a loan cupboard; you lend these things?

Hall: Mm hmm.

Goldstein: Oh! I didn't realize that.

Hall: Yes. Uh, and a meeting room. And uh, a big enough garage for I guess two rigs at the time, although it has three now, Barbara, does it have room for three ...?

Rose: Initially there was only one. When we built the house originally there was only one garage.

Hall: That's right.

Rose: There was just one ambulance. Then as we added ambulances we made that original garage into a play room and we added another bedroom, another bathroom and uh, two more – three more bays – two more bays onto the back. Then later we added on a training wing and another bay, for the third ambulance. And currently we still could use another one because we have four vehicles. Three modular vans and a tech unit.

Goldstein: What's a tech unit?

Rose: Tech unit? That's - it's called a fly car. It's um, currently we, almost 24 hours a day now we staff it with um, what our people call Category 3 Technicians, which are one category from being paramedics. Um, they don't have the psychiatric training that's required in New York State to become "paramedic", so they're called Category 3 people, Category 4 people are paramedics. And they are, uh, they carry in their car telemetry to talk to the hospital, they can do EKGs, they have drugs and the capability to do an EKG, to hook up an IV, to defibrillate a patient, um, all the stuff you see on that TV program, what was it – Emergency?

Goldstein: You said psychiatric training, what kind of um...

Rose: I think there's another hundred hours required in psychiatric training to be "considered a paramedic". But they have a lot of that training but they don't have all that's required. There's no Category 4 person in this, in this area at all, it isn't taught here.

Goldstein: How long-

Rose: Eventually it will be I'm sure but it, currently it's not.

Goldstein: How long did it take to build the new building? I see you have a picture of the ground breaking there, what year was that?

Hall: The ground breaking was Saturday, August the 8th, 1964.

Goldstein: And when did you move into the building?

Hall: We had our dedication February 1965.

Goldstein: That building must have seemed very luxurious to you.

Hall: It sure did.

Goldstein: Well did you have more volunteers working in the new building than you had in the old building?

Hall: Yes, I think we did, I think we did. We had membership drives. I think the membership of Henrietta Ambulance has always been or has for years and years been about 140.

Rose: I think we got up to 180 at one point.

Hall: But not active members.

Rose: Not actives. No, it was never all active; real active. Although now that that cuts down because if they don't work uh, what is it, every quarter you have to work what, six tricks a quarter? If you don't work the six tricks you go on warning, then you're out. So you have to work, so there's not anything such as an inactive member. And everyone has to work a minimum amount or they're out.

Goldstein: So what's the average number of hours a week a volunteer would work?

Rose: Well, initially when they first went into service some of those men were working 40 and 50 hours a week.

Goldstein: Without pay, of course.

Rose: Oh yeah. Always. Well nobody ever got paid.

Goldstein: And what would be the average now?

Rose: Now I would say it would range anywhere from two hours a week to uh, probably some people put in close to 10 or 12 hours a week. Maybe more, I don't know. Depends on the individual.

Goldstein: I want to ask you a little bit about experiences you've had with the ambulance, things you might want to talk about that you can remember, that you think people might want to know about. What kinds of calls you've had... Barbara why don't you tell us a couple of the experiences that you can remember that you'd like to talk about?

Rose: I think the funniest call I can ever remember – it wasn't funny it was kind of sad but it was funny – is, I worked the 6 to 8 in the morning with another woman, and a call came from the Sheriff's Department saying that they had a call from some refuse company who wanted us to meet them in the Monroe County Fairgrounds parking lot. And my immediate reaction was, "Uh oh, somebody must have killed somebody and thrown them in the dumpster." And I said to the other girl, "Oh, well we won't have to do anything because, you know there's not going to be anything for us to do; the guy's probably been in there for days, or over the weekend or something." I think it was a Monday morning, you know we're not going to have to do anything. And she kept saying, "Well you be quiet." Well we got there and lo and behold it wasn't one of those garbage trucks where you dump the barrels in the back, it was one of those ones they pick up the dumpsters and dump them in from the top. And so we pulled up and we said, "What's the matter?" And he said, "Well I got a guy in the dumpster." And I said, "How do you know?" And he says, "Well ... I heard him." I says, "You mean he's alive?" He says, "Yeah, he's banging to get out!" And I said, "You've got to be kidding." He says, "No." So I went over and I banged on the truck and I said, "Can you hear me?" and then the guy says...

END OF SIDE 1

TAPE 1 SIDE 2

Goldstein: Okay Barbara, let's continue with your story, you've got this man in the dumpster, yelling "Get me out of here"

Rose: So I said to the guy, "Are you hurt?" And he said, "No, just get me out of here!" So I talked to the driver and I said, "How can you open up this truck?" And he says, "Well," he says, "I push a button, he's going to fly out the back of the truck." And I said, "You'll kill him." And he says, "That's right lady." So here we've got a man in here who's not hurt, and now to get him out we're going to kill him. And we so we were like, "Oh my god, but there's got to be a better way to get this guy out of here." So he says, "Well I called the Fire Department and the Fire Chief is on the expressway on his way home from work, and he's on his way here." So I said, "Well that's fine but how do we get this guy out of here before he suffocates or whatever?" So I kept banging on the thing and he kept saying, "Get me outta here!" So the man in the truck said, "Well, if I just push it a little bit, you know let the back end open up and schummm and everything shot out," which is why he wanted to meet us there because he figured he could empty his load in that parking lot, you know, where he couldn't just empty it anywhere. So we were holding our breaths, thinking, "Oh my god, he's going to be killed." So anyway the guy said, "Well I'll just push the button a little bit and we'll see if we can't just open it. So meanwhile he did that, and the back of the truck opened a little bit. Now it sounded to me like the man was in the bottom of the truck, but all of a sudden on the top of the truck up come this hand. So I said, "My god there he is up there, what can we do?" So he says, "Well let me see if I can open it a little bit more, without setting the whole load out." So he opened it a little bit more, by now the deputy sheriffs were there; two of them.

(Rose)

And uh, he, there were steps up on the top of the truck. So they asked – the Fire Department sent over a ladder. In the meantime we said to the guy, “There’s a ladder on the outside of the truck, why don’t you climb up and get outside on that ladder and we’ll help you down?” Well one of the stupid deputies, excuse me but, said to the guy, “Hey, buddy, why don’t you jump?” And with that, neither one of them wanted to get their clothes dirty, so with that, the other girl and I were underneath and we caught this guy named Lynn, and he did injure his ankle. When he landed he injured his ankle. Meanwhile he fell underneath and we’re sitting underneath the garbage truck with him, with all the garbage dripping on our heads saying, “Now come on, buddy, you’ve got a hurt ankle we’ve got to get out from underneath there.” And all he wanted to do was smoke. “Gimme a cigarette, gimme a cigarette.” We said, “Well let’s go” – you know with the garbage is dripping on our head, “Let’s go out from underneath the truck here.” So we scooted over, we hung onto his foot and we scooted over and we let him have his cigarette. And now the deputies, I mean everybody is kinda laughing because he did look funny. He had film hanging off his hair, and he had orange peels and he had everything, all kinds of garbage hanging off of him everywhere. All he wanted to do was smoke. And he had – it was obvious that he had been drinking. So anyway we said to him, “What – what happened?” He says, “Well,” he says, “I was um, I was uh, I went to the,” he says, “I went to the Monroe County Infirmary, and they wouldn’t let me in.” And he says, “So I walked down Westfall Road and I got over to Wegmans there at Mt. Hope and Crittenden” and he says, “it was, there was a dumpster there,” he says “and it was nice and warm,” he says, “so I climbed in there,” he says “and I was just laying there sleeping” and he says, “all of a sudden I woke up, I was flying through the air,” he says, “and I was yelling and I was flying through the air.” He says, “And then the guy kept going, he kept driving, he kept dumping garbage on my head.” He said, “I kept climbing to the top of the garbage and he kept dumping more garbage on my head, and he kept crushing in that thing,” he says, “and I kept dumping more garbage on my head,” he says, “And I kept climbing to the top of the pile.” And he says, “Finally I was yelling and banging and he musta heard me”. And I said, “Well, how long have you been there?” And he says “I don’t know, lady, but it’s been a long time and all I’ve been doing is climbing up on top of the garbage for hours,” he said. So he got into the back of the ambulance, said, “Well do you want to go to the hospital and get a hot meal and get your ankle looked at...” Oh yeah, he wanted to do that right away. So we put him in the back of the ambulance and on the way to the hospital he started to snore. So I said to the other girl, “Well, let’s give him the spiel about your life has been saved, what are you going to do with your life?” And so she says, “Well I’d like to but he’s snoring.” So he wakes up again we said to him, “Hey buddy, do you realize you could have been killed in that truck?” He says, “Yahp,” he says. And she says, “Well you know you’ve been saved today. What are you going to do with your life?” He says, “Well, I ain’t gonna drink anymore!” (All laugh)

Goldstein:

Things they never told you in training! That’s funny. That’s funny. How did you acquire the land that the ambulance is located on? Ann?

Hall:

Floyd Goodburlet, who was a long time resident of Henrietta I believe donated the land.

Goldstein: It was his property?

Hall: It was his property, and then he moved right down next door to be close to us.

Goldstein: Hmm. That's interesting.

Hall: He was a good friend.

Goldstein: Uh, did you have other donations to the ambulance from grateful people who you served?

Hall: Very often, and um, I think you'll notice even today that when people die they say "Please make donations to the Henrietta Volunteer Ambulance".

Goldstein: Do other towns have – is Henrietta a unique town, or do most of the other suburban towns have volunteer ambulances?

Hall: Most of them do. And if they don't, their fire departments, uh, have an ambulance. I think today, Greece was the first and then I believe Henrietta was the second. But now Perinton, Victor, almost all the towns have volunteer ambulances.

Rose: The only one that doesn't right now is Brighton.

Hall: They're trying.

Rose: At one point the National Ambulance asked us to cover the Town of Brighton for them. And we said no because we had so much geographical area already. And now, one of our members lives in; in fact several of our members lived in Brighton and discovered that if anything were to happen to their families that they would have to call National and pay for the service. So they have tried in the past I think three years to get a volunteer ambulance in the Town of Brighton, which has still not come about. Because at this point the EMS Council, who governs ambulance service in the County of Monroe....

Goldstein: What does EMS stand for?

Rose: Emergency Medical Services Council; which has representation from ambulances, physicians, hospitals, uh... civil defense, radio center, the sheriff's department, all different kinds of, of services in the County of Monroe. In fact it isn't just Monroe County it's Monroe/Livingston County ambulance council, I think. And um, they have to say at this point that there's a need for an ambulance in that community for them to be able to do that. I think at the time we set up we could just do it 'cause we decided to do it. But at this point all the ambulances in the county are controlled by this ambulance council. And if they don't think there's a need ... you can't just start an ambulance like you could years ago.

Goldstein: Can people from other suburban towns call the ambulance and pay for that service, or not? You just would pick up people from the Henrietta area?

Rose: That's right.

Goldstein: How about the Town of Rush?

Rose: We have mutual aid with the Town of Rush, the Town of Scottsville, and the Town of Pittsford.

Goldstein: How does that work? How does mutual aid work? Does that mean that they can call you and you'll give them ...

Rose: Well, if their ambulance is out then they call us and we go into their town and vice versa.

Goldstein: I see. I see.

Rose: And of course our technicians; our emergency care technicians go into those other three towns. Now Pittsford – we don't usually go into Pittsford unless our ambulance goes or unless Pittsford coronary care is out. Because they're part of a three town thing uh, Perinton, Pittsford and East Rochester belong to what's called the Southeast Quadrant. And so they man the advanced life support in their towns.

Goldstein: Does the Henrietta Ambulance just go to certain hospitals or will you go anywhere a patient requests?

Rose: No, we'll go to any of the Rochester Hospitals. In fact, I've gone as far as Batavia, with a veteran who had to be admitted there. Got lost going there too!

Goldstein: Barbara can you think of a time that your work with the ambulance has affected your personal life or your social life?

Rose: More than once! (Laughter) In particular the thing that I remember the most was the year that I was Director of Operations. And um, right around dinnertime the ambulance was involved in an accident, which meant that I had to go to the ambulance and to the accident scene to see what was happening. And uh, it just happened to be that that was the night that my husband had invited his boss for dinner. Needless to say his boss came and his boss went and I never cooked any dinner, I never came home until I don't know; two or three hours later.

Goldstein: That's dedication! Ann, tell me a little bit about the training that you had, how many years ago was it that you began on the ambulance, did you say?

Hall: 1962.

Goldstein: 1962 and it's now 1985, so many years ago. What was your training like?

Hall: I didn't have any training, except uh, training as to how to operate the radios.

Rose: Which you already had.

Hall: Yeah. But that training came from – remember we bought the radios from I don't remember who that was at this point

Rose: Was it Motorola initially?

Hall: Probably. So I just um, and we didn't have any people walking in at that point either.

Goldstein: Now you do.

Hall: Yes. Um, and now a dispatcher has to have standard and advanced first aid ...

Rose: And CPR

Hall: ... and CPR too. I eventually did have standard first aid. But for the first couple years I didn't have any first aid at all.

Goldstein: You mentioned the people walk in which is something I think the people don't know. What kinds of problems do people have when they just walk in off the street?

Rose: You name it.

Hall: Bleeding, broken bones

Rose: People – if someone is having a heart attack and they won't – they just won't hear of going to the ambulance and their family gets them in the car and brings them there.

Hall: Wasn't a baby delivered in the garage?

Rose: Close to it, yeah.

Goldstein: The people instead of calling the ambulance would just come over,

Rose: Come to, come to

Hall: If they happen to be nearby.

Goldstein: Hmm. And then, what's your job as dispatcher when people walk in, what do you do with them?

Rose: Don't have to worry too much if the crew is there.

Hall: If there's a crew there.

Rose: But that's the reason the dispatchers had to be trained because that was happening when the crew was out. The dispatcher could then call the standby crew who were on duty at home, and tell them to come in, but in the meantime they've got to deal with the problem until someone gets there.

Goldstein: Do you have special radios at home so you can be contacted, or just your telephone?

Rose: Some people do. There are pagers available when you're on duty if you want to take a pager. Like if you don't want to stay home and be on standby you can do your grocery shopping or something. More than once I've left my groceries standing in the store while I left the store to go on an ambulance call.

Goldstein: Hmm. When the present ambulance was built, uh, what was it like? How many rooms did it have?

Hall: The new building was a basic five room ranch. Um, it was erected by the building firm of Leo and Bopp. The only alterations to this five room ranch were uh, was the garage which was 30 feet deep by 24 feet wide. And uh, which had a nine foot high door in order to house the new ambulance. The building originally would have sold for \$22,000, however; we paid about \$16,000.

Goldstein: And that was in what year?

Hall: Uh, 1964.

Goldstein: 1964. And over the years how has it grown? I know that there have been additions, Barbara want to tell us about that?

Rose: I think the first addition was made when the second ambulance was purchased, and at that time they, they um built two more garages on the back of the building. Um, and at that time I think they also added a bedroom and another bathroom, while they were building the two garages. And they closed up the original garage in the front of the house and made that into a playroom for the children. And it also had a pool table in it. And then later years I think oh, probably now it had to be uh – gee there's a plaque on the front of that building – I don't remember what year it was. Had to be probably in the last ten years. Well when was the bicentennial out here? '75? Yeah it had to be just ten years ago. It was right after that that they added on another bay to the garage because they then were going to three ambulances, and they added on a huge training wing at the rear with a Board office and a large training wing and bathrooms and a training office and I think a dispatcher console training area in the back.

Goldstein: So the original house cost \$16,000, but know how much the additions have cost?

Rose: I'm sure it cost more than two or three times what the original building cost.

Goldstein: Well the ambulance has grown from that first 1951 Buick. Can you tell me how many vehicles the ambulance has now, Barbara?

Rose: Currently, they have two modular vans and a Dodge van, um, they have a Plymouth flycar

Goldstein: What's a flycar? You might ...

Rose: That's what the technicians use, with all the drugs and the telemetry and the defibrillating equipment. Um, so currently they have four vehicles. They've grown from that one old Buick to then went to one Cadillac, then two Cadillacs, then they traded the Cadillacs in. They had a Ford van, a Chevy van, then we have had a couple of Dodge vans and now they're switching to modulars, and, as I say they have, now have two modulars and one van left; one of the Dodge vans left and the Plymouth flycar.

Goldstein: Ann, do you recall what the budget was the first year of the ambulance's operation?

Hall: Well I can't recall the budget but I can remember the fund drive that Tom Hall led, and our goal was \$15,000.

Goldstein: And that was in 1963. And Barbara in 1985 what's the budget of the ambulance?

Rose: Yeah, right now I think the budget from 1985 was well over \$100,000.

Goldstein: That's interesting. Um, what kind of call – do you get calls from industry in Henrietta? Barbara?

Rose: Oh sure, yeah.

Goldstein: And do they make donations to the ambulance?

Rose: They do. This year, though, they discovered that the industry wasn't responding like they would hope they would, in comparison to the number of times the industry uses it, they don't give financially, accordingly.

Goldstein: What kind of calls do you get from industry; are they industrial accidents, that kind of thing?

Rose: Sometimes, yeah. People who just have illness or injury or heart attack. You know, anything that happens anywhere else happens at work.

Goldstein: So the more industry and the more businesses we have in Henrietta, the busier the ambulance gets.

Rose: Right, right, yeah.

Goldstein: That's interesting. Barbara I see you looking at an article dated – what's the date on that:

Rose: January 8, 1964

Goldstein: Ok, and how many calls does it say the ambulance ...

Rose: They were celebrating their; they had just received their 200th call, so that was a little bit less than about 11 months.

Goldstein: And how many calls approximately a year

Rose: I think currently they're working on close to 1,000 calls a year in 1985.

Goldstein: And how many more people are volunteering now; did you say about the same number of people volunteer now?

Rose: I think so. I think initially they had about 40, didn't we?

Hall: Right.

Rose: About 40 people initially and at one point I know we got up to around 180 members, but I'm not sure that all those were active. Now, because of the requirements for membership we have to fill at least a minimum of six tricks a quarter, which is a three month period.

Goldstein: And tricks ...

Rose: Meaning you have to work one of the tricks which are from 6 to 8 in the morning, 8 to noon, noon to 4, 4 to 6, 6 to 11 and 11 to 6. So you have to work - a two hour trick from 6 to 8 in the morning constitutes a trick as well as the trick that works from 11:00 at night to 6 in the morning. Even though the overnight is longer, to get someone there at 6 to 8 in the morning or 4 to 6 in the afternoon is hard to do. So those, those, that, those two hours constitutes a trick, as well as the longer hours that constitute a trick.

Goldstein: Do you active - does the ambulance actively solicit new members and new volunteers?

Rose: I think in their fund drive material this year there was a ... something that went out not only asking for money but for people who are willing to give time.

Hall: If you look through those books, all the way through them we're looking for new members.

(All three talking)

Rose: And the thing is now, there's a rapid turnover, there seems to be. Uh, you get people trained and people do something like this for just a certain length of time or then they seem to either get their fill of it or their time doesn't permit and they go on to other things. And now it's hard to become [?] because of the training requirements, because of ALS in the community. You have to really keep up to date and you can't just do it halfway. Because now you're basically dealing with an emergency room situation in the home. And so you can't have people who are half-trained, they have to be up to snuff. And they answer to a physician's advisory group in the community. So, it takes a lot of time to keep trained.

Goldstein: Yeah. You mentioned that more men used to volunteer for the ambulance than women, is that right? When you first began? Were there more men than women?

Rose: Oh yeah, there were only four women on the ambulance.

Goldstein: Is it still true? Or do you now have as many women as men?

Rose: I think now, uh, at one point we had more women than men but I think it's because of women working now that didn't used to ...

Goldstein: Yeah, I had wondered about that.

Rose: ...because the economy – that I think right now we're – that there are currently fewer women than men. It's close. But I think there's fewer women right now than there are men. And we're finding difficulty in the daytime because women used to fill the daytime shifts and women now work.

Goldstein: So do you have – that's the shift you have the most problem filling?

Rose: Yes, we have the most problem filling the daytime shifts.

Goldstein: Ann, you've really seen some changes. How do you feel about them?

Hall: Well, whenever I drive down Calkins Road I'll always have a soft place in my heart for the Henrietta Ambulance but, I think with amazement of how we started in that little hole in the wall and the way it is today.

Goldstein: Well thank you so much Ann Hall and Barbara Rose. We've been talking about the Henrietta Volunteer Ambulance, and we really appreciate everything that you've done for all of us in Henrietta.

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