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Cleveland County Expands Emergency Medical Services with New Grover Base

SHELBY, N.C. - On October 2, 2023, Cleveland County took a significant step towards enhancing its emergency medical services (EMS) by adding a new EMS base in Grover. The base is in the former Grover Rescue Squad building, serving as a joint facility with the Grover Fire Department. The county has executed a six-month lease and will evaluate the effect on response times during that period.

Tommy McNeilly, EMS Director, expressed his gratitude for the collaboration with the Grover Fire Department. He said, "We look forward to working with the Grover Fire Department to provide the highest quality of service to the residents of this area."



This strategic expansion stems from recommendations presented to the Cleveland County Commissioners in 2022, as a component of the Public Safety Strategic Plan. A third-party consultant and the County's medical director highlighted the importance of transitioning to a centrally administered EMS System, which the County promptly implemented as its top priority.

As a system enhancement, the study also recommended the county evaluate areas falling outside of an 8-minute travel time for EMS units. Since consolidating, the County has identified those underserved areas and pinpointed the area around Grover as having the highest need.

Kevin Gordon, County Commission Chair, emphasized the critical role of response times, saying, "With 13 bases strategically dispersed throughout the county, our EMS personnel are primed to deliver rapid access to care across Cleveland County. In a life-or-death situation, seconds matter. We are thrilled to enhance our service delivery in this historically underserved area."

The new Grover EMS unit is staffed 24 hours a day by Cleveland County EMS personnel, ensuring continuous coverage for the community.