



On the Line



Our Core Values: Pride, Respect, Duty, Unity, Integrity and Compassion.

In This Issue...

Chief's Corner.....	2
Questions and Answers—A/C Light.....	3
Safety Tips.....	3
Around the Department.....	4
Prevention/Training Efforts.....	5
You've Been Caught Letters.....	5

Upcoming Events

October 5-11

Fire Prevention Week

Be sure to check the pub-ed calendars for upcoming events!



UFD statistics for June

Calls for service: 223 YTD: 1,473

Average response Time – All incidents: **6 minutes and 17 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 9 seconds**

Emergency Medical Service calls: 161

Average Response Time EMS: 6 minutes and 12 seconds

Emergency: 6 minutes and 20 seconds

Non-Emergency: 6 minutes and 7 seconds

Fire related calls: 62

Average Response Time Fire: 6 minutes and 30 seconds

Average turnout per fire incident: 6 people

We **received mutual aid four times**—three times for EMS calls and one time for an EMS call.

We **provide mutual aid six times**—three for fire calls and three for EMS calls.

Types of Fire Calls

The 62 fire calls we had in June fall into the following categories:

Fire / Explosion:	8
Hazardous Condition:	6
Service Call:	4
Good Intent Calls:	9
False Calls:	35



Birthdays:

Jeff Gilchrist July 26
Brad Crookshank August 4





June was a very busy month. Not all was job related as I had the opportunity to spend five days in Yellowstone, my absolute favorite place to visit. Unfortunately the weather wasn't the best and shooting pictures with decent lighting proved difficult. Much like Iowa, the weather seems to change quickly in Yellowstone so while we may have had bad lighting, snow, rain, and hail one minute, a quick jolt down the road often resulted in different conditions.

My shooting partner and I were fortunate to have gotten some decent pictures and we had a great time. The highlight, or lowlight depending on your perspective was seeing two different bears with cubs eating fawns. One bear had three cubs and the other had two. Those scenes made for some interesting shots.

On one hand, shooting those scenes was awesome. It is nature—it happens everyday and we were simply capturing those events. On the other, it was a very sad event seeing it when viewed from the perspective of the fawn...or worse yet, from the doe's view whose fawn was supper for the bears!

At any rate, I was able to capture about 3,000 shots while I was there. I came home to the Missouri Valley Fire Chief's conference in Cedar Rapids so the last couple of weeks have been unbelievable busy trying to catch up. Hence the absence of my normal article. This month's space will be filled with a short Zig Ziglar story. I hope you enjoy:

Motivation

The Chinese student is substantially better at math than the American student, particularly in higher math which gets into the abstract. The primary reason is because the Chinese student is drilled so thoroughly in the multiplication tables that he could be awakened in the middle of the night and given the question, "What's x times x?" and he would give an instant reply. What this type of training does is free the right brain, or the creative portion, to be creative. When faced with the abstract, these students so completely comprehend the basic multiplication tables that their creative mind is free to be creative.

This concept will work in any area of life. Workers who complain about the boredom of their job could get ahead much faster if, after they master the procedures, they would turn the routine part of the job over to the analytical left brain and ask their creative right brain some questions: "How can I do this better, faster, more economically, more efficiently, etc.?" This process will produce some incredible ideas.

Michael Jordan is regarded by many as the greatest basketball player to ever play the game. His athletic skills are obviously superb, but the reality is, he is thoroughly grounded in the fundamentals of dribbling, passing, shooting, faking, shrugging, looking off, etc. This enables him, when he is in that never-before-situation which he encounters dozens of times in every game, to fully utilize his creative right brain to create moves that he has never used before. His athletic ability enables him to perform those moves.

The same is true with any job. As a matter of fact, Jack Welch, former Chairman of General Electric, says, "We know where most of the creativity, the innovation, the stuff that drives productivity lies - in the minds of those closest to the work."

The message to leaders is encourage that creativity. The message to workers is use your creativity and you'll get out of that "boring, mundane" job. The message to you is take action, be creative, and I will SEE YOU AT THE TOP! Zig Ziglar

I am know that our staff is creative...I hope we can see some of those creative minds find new and better ways of doing what we do!

Last Safety Incident as of July 1st:

- 38 days without a safety incident
- 66 days without a lost time injury

Last Lost Time: Fractured fibula – during rappelling training

Last incidents:

- 4/25/14: Employee was participating in rope rescue training. As he transitioned from vertical to horizontal his feet got out from under him and he twisted his ankle breaking his distal fibula.
- 5/20/14: Splashed gasoline in eye while refueling gas can at City pumps
- 5/23/14: Door came open on 425 while leaving station-nothing fell out.

This year hasn't been too good for safety incidents...let's get the streak going again.

No More Non Thinking Syndrome (NTS) injuries/accidents!

Take care of yourself, each other and our equipment!

Questions and Answers by Asst. Chief Rob Light

While contemplating the various range of topics I could go into by drawing on my plethora of knowledge, I decided to hit a couple short topics to let you know where we are on a couple different items...

SHARPS

It seems people in general are becoming a little more reliant on government to provide for them. One of the latest areas goes along with us putting sharps containers in the city facility buildings. We have had several calls to the station about people asking what they are supposed to do with their used sharps containers. In 27 years in EMS, I have never had this question and never seemed to think about it. I assumed people who use sharps have a way to dispose of them. Most do, but I guess some don't so here is a short story on the answer. I first called the public works department to see if there was a city ordinance regarding bio hazardous waste in the garbage; they said there wasn't. It still didn't seem right so I checked with the Metro Waste Authority who processes the garbage and here is their official answer:

Sharps includes needles and syringes, razor blades and other used items that could cause a puncture, cut or abrasion. When not properly contained, sharps can stick children, family members and sanitation workers. When sharps are brought to Metro Hazardous Waste Drop-Off, they are packaged and sent to a processor for sterilization prior to disposal.

How to Properly Contain: Residents can use laundry detergent bottles or containers for sharps (not in milk jugs or water bottles). Containers must also be taped and labeled "hazardous materials." Many drug stores and pharmacies provide suitable sharps containers.

Residents are allowed to put these items in their regular garbage as long as they are "properly contained" as noted above. If items are taken to the Metro Hazardous Waste Drop-Off, they can be disposed of free of charge if they are "properly contained" as noted above. If they are not "properly contained", there is a \$2 fee for repackaging the waste.

MECHANICAL CPR DEVICES

As of the writing of this article, we are waiting for the bids to be returned on the mechanical CPR devices. I want to thank everyone involved with the training and field trials of the two devices. I want to especially thank Demir for all his hard work on the bid specifications and getting the trials set up. Overall, it was a good process and thanks for all your input!!!

IV FLUID SHORTAGE

The IV fluid shortage is still out there and we still have a couple months in reserve at our supplier. The FDA has recently allowed Baxter to import normal saline bags from Spain to help with the shortage in the United States.

Whether this will be enough to keep EMS and hospitals from running out or not remains to be seen.

INABILITY TO CONTACT MEDICAL CONTROL

We had a call recently where our medics contacted medical control for direction and were placed on hold while a doctor was paged. After several minutes, the communications person came back on and said the doctor never answered. In this case, there was no harm to the patient and our medics did a good job but the famous "what if?" question was raised. What if this was a critical patient and online medical direction was really needed?

I went through the proper channels and received a response today from the hospital for thanking me for bringing it to their attention. After listening to the communication tapes, they admitted they dropped the ball, they know who dropped the ball, and sincerely apologized for their error and were taking corrective action to prevent this in the future.

Just remember, if you have a valid complaint, I will take it up with them. Just get me the facts so we all look professional. I guess the other thing I want to remind you of is that the hospital records our communication with them. LOL HAVE A NICE DAY!!!

Safety Tip

From <http://www.firefighternearmiss.com/>

[Unit deleted] responded to a garage fire. Command assigned us to fire attack. After pulling a 1 3/4" line, my lieutenant and I started for the side door to put the fire out. The fire had been going for a while because there was a lot of fire showing. As a 2 or 3 year firefighter, I was excited and started to charge in. As I got in the doorway, my lieutenant grabbed me and said, "Something doesn't feel right." We stopped at the doorway. Approximately 15 seconds later the entire roof came down. We then got our bearings back and put the fire out.



LESSONS LEARNED

Take a little time and look at the whole picture. Good communication, training on building construction and fire conditions pays off.

ON THE LINE

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- We continue to work through the hiring process for several positions.:
 - ⇒The Firefighter/EMT testing has been completed and a job offer has been made. Bill Giusto has accepted the offer and will be starting as soon as we can get the physical completed.
 - ⇒Interviews for the Part-time Public Education/Prevention Specialist have been completed. We hope to have that position nailed down the week of July 6th.
 - ⇒The A/C position interviews were completed and a hiring list was established. Chief Scott Lyon from the Clive Fire Department has accepted the position. We were fortunate to have had several qualified candidates for this position and we are happy to have Chief Lyon join our department. He brings a great deal of experience in disaster planning and operations.
- There continues to be a lot of road construction going on. Please be sure to check the city's web site and your email for any announcements on road closures. We do not want to get in to a position where a response is delayed because we were unaware that we needed to take a different routes due to road closures.
- The renovation project is in full swing., however; the recent rains have slowed progress.
- The concrete pad has been added to the training area. It will provide a location for extrication training that will allow us not to "plug up" the parking lot and travel area with cars used for training.

WestCom Items:

- WestCom is using channel markers. Channel markers are a beeping sound that can be added to the channel to make listeners on that channel aware that an emergency has been declared on that channel. The IC may request that channel markers be used—it is at the discretion of the IC.
- Please be aware that after setting off the emergency button on any of our radios, there is 10 second open mic. Anything you say during that open mic period will be broadcast.

Congratulations!

- **Ross Budden for finishing his AS in Fire Science from DMACC.**
- **Brad Crookshank for finishing his BA in Fire Admin from Waldorf.**

Great job!

HAPPY
FOURTH OF JULY

ON THE LINE

Other programs/training/projects completed by UFD in June:

Training Report: **816 hours** of training were completed in June.

Fire Training: 471 hours

EMS Training: 345 hours



Prevention & Inspection Activities:

- Completed 25 Inspections
- Completed 25 re-inspections
- Completed 2 Preliminary Walk-thru/meetings
- Completed 8 preplans
- Conducted 18 plan reviews
- Conducted 3 Car Seat checks
- Conducted CPR classes for 18 people
- Conducted public education for 543 people



Our Mission is to preserve life, protect property, and promote safety through education.



Our Core Values: Pride, Respect, Duty, Unity, Integrity, and Compassion.

"YOU'VE BEEN CAUGHT DOING AN OUTSTANDING JOB" LETTERS...

We continue to recognize your efforts. Whenever we receive a thank you letter, card or a phone call, we pass that along to the people involved in the form of a "You've Been Caught Doing An Outstanding Job" letter. As of July 1st, we have sent 83 letters to our personnel. The following people received "You've Been Caught" notices since our last newsletter:

Drew Stiles & Rob Harris

We received a thank you email for a CPR class. The note read "...I wanted to tell you what a nice job they did. I have been through CPR and First Aid on a number of occasions in myriad situations and they really did a nice job. They took the job seriously and weren't apologetic (it's important stuff!) for the fact that it was taking our time BUT they did have fun with us and made the learning easy. Actually I have found that that has been the case with all the trainings I have received from the Urbandale Fire Department over the last couple years of my employment, so thanks! Please pass this on to their supervisor (if you aren't) AND of course to the guys themselves." The note was sent by Julie Finch – the Circulation Manager at the Library.

Thanks to all of you for providing outstanding service!!