



On the Line



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

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Upcoming Events

June 3—5

Kid's Fire Academy

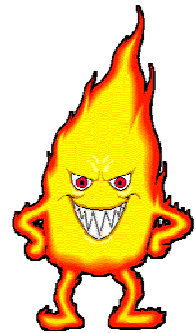
Further details will be posted soon. **If you are interested in helping with the Academy, please see FM Rech.**

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

Types of Fire Calls

The 58 fire calls we had in April fall into the following categories:

<u>Fire / Explosion:</u>	<u>14</u>
<u>Hazardous Condition:</u>	<u>2</u>
<u>Good Intent Calls:</u>	<u>11</u>
<u>False Calls:</u>	<u>24</u>
<u>Service Calls:</u>	<u>6</u>
<u>Overpressure Rupture, overheat, no fire:</u>	<u>1</u>



UFD statistics for April

Calls for service: 194 YTD: 774

Average Response Time – All incidents: **(Fire & EMS)**
7 minutes and 15 seconds

Average response Time – **Emergency** incidents:
7 minutes and 1 second

Emergency Medical Service calls: 136

Average Response Time **EMS: 6 minutes and 46 seconds**
Emergency: 6 minutes and 14 seconds
Non-Emergency: 7 minutes and 18 seconds

Fire related calls: 58

Average Response Time Fire: 8 minutes and 6 seconds

Average turnout per fire incident: 7 people

We **received mutual aid three times** – Twice for fire calls and one time for an EMS call.

We **gave mutual aid three times** – All three times for fire calls.

Birthdays:

Brett Tamminga	May 16
Eric Ennen	June 2
Rob Light	June 10
Jim Mitchell	June 3
Ben Truetken	June 11
Josh Olsen	June 4
Monte Burr	June 12
Jon Rech	June 8





Chief's Corner—Chief Jerry Holt



Mistakes...we all make them. I don't think we could ever eliminate mistakes completely. There was only one perfect person...but he did specialize in trying to keep people from an everlasting fire! All the rest of us make mistakes...and we will always make mistakes. The key is minimizing the effects of our mistakes and keeping our mistakes to an absolute minimum.

An old Chief I worked for borrowed a phrase from the military. He called it the six "Ps" of performance. I've shortened it to five "Ps" for the sake of political correctness - Prior Practice Prevents Poor Performance. He was right on the money. The more we practiced (trained) the better we performed. That was good for our customers. The more repetition in training, the more likely that a skill will be mastered and be there when you need it. I've seen that first hand. It is not hard to identify those departments that train a great deal. Not "pencil whipped" training but rather real training of real skills that are needed to better perform the job. Quality training goes a long way toward preventing poor performance just ask any professional sports team.

Training is where mistakes should be made...and corrected. A mistake in training shouldn't go uncorrected as it might become the "norm" if not corrected. Once a skill is mastered, mistakes are less likely to occur and the severity of the mistakes should be greatly reduced. A good instructor works with students with the understanding that training is an on-going process where skills are mastered and part of the learning process is making mistakes. Making them in training is a lot less likely to result in a negative outcome than in making a mistake on the scene.

Even with training, people are people and as such, they



are going to make mistakes. It is how mistakes are handled that really can impact the effects of the mistake. I read a short story from Zig Ziglar the other day that really shows how a mistake can be made worse. He used the example of a golfer who makes a shot from the tee that goes about 200 yards but 40 yards off of the fairway.

The golfer finds his ball and prepares to make a second shot. He has a small six foot opening that allows him a straight shot to the green or another opening that gets him safely back on the fairway. The problem is that the six foot opening is bordered by tree branches. The mistake was the first shot...it happens to anyone that plays golf. The second shot is the point where the mistake can be lessened or made worse. If that

golfer is like me, he is "going for it" and he is going to shoot through that six foot opening in hopes of getting to the green. If he is like me, he is going to hit one of the branches and his ball is going to go who knows where...compounding his first mistake by losing his ball or putting himself in a much more difficult third shot.

Had our golfer thought about it...he would have realized that if he couldn't make the fairway shot from the tee where the fairway is 40 yards wide, there really wasn't much of a chance that he could make the much more challenging six foot shot. He could have minimized his mistake by dropping the ball or taking the safer shot that would have put him farther away from the green but in the fairway.

Most of us go for the green even when a little thinking would result in a better decision that would minimize our first mistake. It is not always the first mistake that causes the most problems; it is often how we handle the first mistake that has the greatest influence on the outcome.

Safety Tip—Tackling Vehicle Fires From www.firerescue1.com

Remember to carry out strong PPE safety practices when operating at vehicle fires. Full protective clothing and SCBA should be utilized on all vehicle fires!

While booster lines were somewhat effective in the past for extinguishing, the vehicles of today are manufactured with larger amounts of plastic. These molded plastics drastically increase the BTUs generated by a vehicle fire.

As the total amount of fire volume today is nearly twice that of 20 years ago, larger attack lines from the onset are called for. A minimum 1 ½" line or the utilization of a 1 ¾" line from the start is required. If dealing with a large van, bus or semi or if the vehicle is hauling a significant amount of combustible material, utilize a back-up line for protection.



FALSE SENSE OF SECURITY - Assistant Chief Denny Danford

A few weeks ago my wife Vickie woke up not feeling well. She has been having some acute back problems for a long time. So, I'm rather used to her being in considerable pain. We both agreed she should stay home that day. I went to work, but checked in on her on a regular basis. Our daughter Michelle stopped in to check on her, she also didn't understand the symptoms her mother was having. I was coming home through out the day to make sure she took her pain medication, etc.

The next day was a repeat of the previous. Now, she was complaining her head hurt. Anyone who knows my wife will find this very hard to believe but she was very irritable. I was trying to help, but she didn't want it. She didn't seem to know what she wanted. I wanted to take her to the Doctor, but she wouldn't go. So, I went to work again. After I got home that night she was vomiting and said her head really hurt, but she couldn't explain to me exactly what was wrong. She was in bed and I was watching TV (in the bedroom). Then, my head started hurting. I never get headaches. An alarm went off in my brain-finally. The firefighter training kicked in. I thought-maybe this is a CO (carbon monoxide) problem. I immediately turned off the furnace. But, I thought, we have a carbon monoxide detector, and it's not going off. I checked it. The lights were on and the

alarm sounded when you pushed the test button. So, I just wasn't sure if there was a CO problem or not. We also have our furnace checked every year. I really didn't think it could be CO poisoning.



The next morning Vickie felt somewhat better and I didn't have a headache. I called the furnace company and asked them to check the furnace that day. The furnace guy arrived late that day. I came home from work to meet him. He started the process of checking for a CO problem with the furnace. At first there were no CO level readings, so I thought, well I guess the furnace is OK. I left for awhile. I came back and went downstairs to check with the repair guy. The CO meter was up to 40 PPM, and he said, we need to get out of the house.

I won't bore you with a blow by blow of the next several hours. Short version: Per our doctors advice we went to the hospital to be checked. They did blood work and at the same time put us on high levels of oxygen. It turned out we both had CO poisoning (Vickie the worst). The doctor said it was not to the toxic level. So, we did not end up in the Hyperbaric Chamber. Several hours later we were sent home (to a VERY chilly house).

We now have a new furnace and new CO detectors. It turned out our CO detector was very old (12-15 years) and the CO sensor no longer worked. I'm embarrassed to admit I didn't stay on top of that aging detector and get it replaced before it was too late (and it almost was). I'm grateful that my fire department training FINALLY kicked in and I did turn the furnace off. It all makes sense now-headaches, vomiting, a confused wife (who normally isn't), etc. etc. So, my message - be sure your detectors aren't too old. Just having them can give you a false sense of security!

As a footnote to this story I would like to offer a special thank you to UFD members: Lt. Routson, Lt. Stuckle, Jamie Erie and Tom Hyde. As you would expect they went above the call of duty to help us. Urbandale is a special place to live and these fine people prove that point.

Chief's Thanks & "You've Been Caught" Letters...

- Thanks to Lieutenant Birkett and B-Shift for the addition of grass in front of Station 42's entry way. The same shift undertook the project last year of removing the old trees, flowers and weeds and made this area so much more presentable by replacing the old stuff with weed barrier and decorative river rocks. The site is much more appealing and I really appreciate the effort and initiative for taking on that project and helping the appearance of Station 42. Great job!

We continue to recognize the efforts of our staff. 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 April 17th, we have sent 34 letters to our personnel. The following people received "You've Been Caught" letters since our last newsletter:

We received a thank you note and a \$30 donation in appreciation of the care that was provided during a call we responded to back on January 13th. The patient states that the crew was very kind and helpful...that is always something special on a call that occurs so early like this one (0330 hrs) (413 = Cody Thorne & Cory Macumber, 411 = Jeff Gilchrist, Chad Jackson and Joe Malloy).

Thanks to all of you for providing outstanding service!!

Leading By Example and Doing the Right Thing – Lt. Lance Routson

What do you do when no one is looking? Do you do the right thing? What are you saying to yourself in your head? Are you looking for something to do or are you looking to avoid something to do? These are questions that only YOU can answer.

It is so very important that we do the right thing when no one is looking. One of our departments core values (you should know all of them), integrity, reminds us that we all have a responsibility to do the right thing. I could make a huge list here of things that come to mind....cleaning up after yourself around the station, following UFD policies and procedures, knowing your job, always thinking of others first, treating patients how you want to be treated when you are the patient, making UFD about ALL OF US, not about yourself. When you see hose hanging in the bay to dry, do you walk past it and pretend you never saw it? Or, do you take initiative, bring the hose down, roll it properly and place it on the shelf? Do you do all of this even though it wasn't you that got the hose wet in the first place?

I hope you do. You know why? Because if I had used hose and wasn't able to dry it by the end of my shift, I would really appreciate it if a co-worker helped me out and hung the hose so the station looked better. Sure, I could hang it up when I get back in 48 hours, but doesn't it say a lot more about all of us as a department when we are constantly willing to help our brother and sister firefighters by doing the right thing? When you see a bucket full of dirty towels, do you start the laundry or pretend you never saw them? When you see the empty garbage cans out back after trash pick-up, do you bring them back to the bay or do you leave them there so somebody else can get them? If something breaks, do you just put it on SharePoint, forget about it and wait for someone else to do it, or do you put it on SharePoint and then arrange to fix the problem? I honestly believe that if you always try to do the right thing, sooner or later you will be rewarded. Whether it's a "You've Been Caught" letter or earning a compliment from a customer, by always doing the right thing (even when it's not the easiest thing to do), you'll be putting yourself in a position to be more successful.

Let me move on to my second topic: leading by example. What comes to your mind when you here the words "leading by example"? I can tell you what I think but you'll have to decide for yourself what it means to you. I think that leading by example means holding oneself to a differ-

ent (higher) standard than most. I think you have a drive to do the right thing, even though no one is watching. You want to be prepared for the unexpected. You want to be a leader to other employees. It means taking on responsibility and having integrity. When you tell your co-workers that you are going to do something, you do it. When you tell your co-workers that you are going to be somewhere, you're there (on time). It means actually showing up to training and participating, not showing up, falling asleep, and then "supervising" while everyone else does all the work. How can a leader expect their co-workers to follow them into a structure fire when the leader isn't capable of performing the necessary functions of the job?

Now, none of us are perfect. I make mistakes ALL THE TIME. But the true test of a leader (who leads by example) is what they do when they make a mistake. Do they figure out what went wrong, and arrange to fix it (training, counseling, listening to another co-worker who just might know more than you do in a specific area), or do they take no action? When I make mistakes or don't know an answer to something, my personal goal is to then learn about it, or

find the answer. I may not know the answer right away, but I will do my best to find somebody who does know the answer. If you have difficulty finishing a drill, do you just quit and give up? Or, do you realize that although you couldn't make it this time, someday your ability to complete an objective my have a life or death impact on someone's life? Do you step back and analyze what went wrong? Maybe more training or an investment in your own physical fitness could help. That's the motivation that



keeps me going. Knowing that others (co-workers, customers/patients, family members, etc.) may one day need that skill is enough to keep me going. But please, whatever you do, don't just give up and quit. I want somebody who will fight to the end and keep going, not quit on me. Remember, when we get stuck in a house fire, it could very well be the person sitting across from you right now as you read this that will have the ability to help you. Have they done the right thing? Have they lead by example?

I hope this article motivates you to do the right thing, even when no one is watching. All of us need to step back and assess what we are here for. Is it to do the right thing and lead by example? Is it to serve the customer appropriately? Or, is it for personal gain? At the end of the day, there is only one person to answer to: YOURSELF. When you look in the mirror, that's who is ultimately accountable for your actions.

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- The search for a new City Manager has been completed! The Mayor and City Council have made an offer of employment to A. J. Johnson who serves as the City Administrator for the City of Muscatine. Mr. Johnson has accepted the offer pending contract negotiations. Mr. Johnson has served as the City Administrator for the City of Muscatine since 1989. Previously, Mr. Johnson served as the City Administrator for the City of Montevideo, MN, from 1985 to 1989, and the Assistant City Manager in Sidney, OH, from 1981 to 1985. Mr. Johnson holds a Bachelor of Arts Degree from Wartburg College and a Master of Public Administration from Drake.
- Staffing may be an issue for the immediate future. We have several people who contribute a lot to covering shifts leave the department, cut back on hours or be out following illnesses. Seven people have cut back on their hour including Demir Miljkovic and Chad Jackson who left the department to accept a student Firefighter Position with the City of Auburn, Alabama. Four others are on leave for medical purposes and one has decided to cut back on hours. These seven people usually cover about 40—50 shifts per month...we will feel the impact of the loss and or reduction of hours of these members.
- An effort to get the Services Support team (SST) back up and running are underway. A/C Danford lead a meeting in April in an effort to get this team back in operation.
- Evaluations are under way in May and June. All evaluations are to be completed by June 15th.
- Work on the training facility is moving forward. The bids will be sent out in May and we hope to award the bid in June. Work on the 28E for the training center continues.
- We are looking for people who want to be part of reviewing/revising our strategic plan. Please let the Chief know if you would like to participate.

Congratulations!

- Stu and Deb Wilson welcomed a baby boy into this world on April 10. Austin Elijah was 9 lbs, 7 oz - 20.5 inches long at the time of birth. We wish you all the best with your new addition to your family.
- Chad Jackson and Demir Miljkovic. Both of them have accepted firefighter positions with the Auburn Fire Department as part of Auburn's Student Firefighter program. This is an excellent opportunity for them and we wish them luck.



Last Safety Incident:

5 days without a safety incident
9 days without a lost time injury

Sick or Distressed Members:

- Joe Bonewitz remains on medical leave and in our thoughts and prayers as he continues his cancer treatment.
- Monte Burr remains on medical leave and in our thoughts and prayers as he battles his illness.
- Jeff Gilchrist is recuperating following an emergency appendectomy. He is doing well and should return to work soon.
- Joel Westendorf was transported to the hospital while operating at a mutual aid fire in Clive. He is doing well and should be returning to work very soon.

Please remember all of our staff dealing with illness in your thoughts and prayers.

Articles that appear in this newsletter represent the opinions of the author...any change to official UFD or City policy or procedures will be announced via official communications.



If you have an idea for an article for the newsletter, if you have written an article that you would like to submit, or if you have an idea for a feature that you would like to see, please get those articles or ideas to Lt. Stuckle or Chief Holt by the 20th of the month.

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

Training Report: 1,043 hours of training were completed in April.

Fire Training: 923 hours

EMS Training: 120 hours

Prevention & Inspection Activities:

Completed 14 Inspections

Conducted 5 Plan Reviews

Completed 6 re-inspections

Conducted 1 Car Seat Check

Completed 5 preplans

Conducted public education for 182 people



			# Children	# Adults	
4/3/2009	7110 Prairie	Safety Talk	9	3	
4/3/2009	7110 Prairie	Safety Talk	5	4	
4/3/2009	7110 Prairie	Kids Event	60	20	
4/8/2009	8308 Colby Pkwy	Extinguisher Training	0	9	
4/14/2009	4140 114th	Safety Fair	0	30	
4/15/2009	5100 Meredith	Safety Talk	20	3	
4/18/2009	St.42	Station tour	7	9	
4/18/2009	St.41	Station tour	2	1	
			103	79	Totals
					182

Additional Training Opportunities:

The following are training classes that are offered around the state. If you are interested in any, please turn in a training request to your Officer.

Summer Fire School – June 19-20 Ames, Iowa

Member Profile...

Member Profile: Zachary Gene Clear

Length of time with UFD: 3 ½ months. **Level:** FF/EMT-B

Why I became interested in the UFD: I was wanting to join.

Previous EMS experience: On the Afton Volunteer Fire Dept. for 1 year

Previous Fire experience: On the Afton Volunteer Fire Dept. for 3 years

Family life: Single with a pug dog named Mima

Current Profession: I work for the City of Ankeny at the Prairie Ridge Sports Complex and have done if for about 1 ½ years.

Activities or hobbies I enjoy: Camping, fishing, hunting, canoeing, classic cars, and all sports

Favorite TV programs: Dukes of Hazard

Favorite movies: Transformers

Last book that I read: EMT – B book

Personal goals: To become a Full time FF-paramedic

What I enjoy about the Urbandale Fire Dept: The great people that work here.



ON THE LINE

Protocol **APPENDIX R**

Intranasal Medication Administration

INDICATIONS

The intranasal route may be used for administering medications as an alternate route for naloxone (Narcan), midazolam (Versed), and fentanyl.

CONTRAINDICATIONS

Epistaxis

Facial trauma

Nasal congestion or discharge

Any recognized nasal mucosal abnormality

EQUIPMENT

3cc syringe with MAD (Mucosal Atomization Device)

Appropriate medication

PROCEDURE

Determine correct medication

Disconnect MAD (Mucosal Atomization Device) from included syringe.

Fill syringe with desired volume of medication and eliminate remaining air.

Connect the MAD to the syringe.

Place the MAD tip in the nostril.

Compress the syringe plunger to spray ½ of the atomized solution in each nostril.

MAD may be reused on the same patient as needed.

DOSAGES FOR PAIN RELIEF

Fentanyl-Adult 50-100mcg IN PRN for pain relief.

May repeat to a max dose of 200mcg total.

Fentanyl-Peds 1mcg/kg IN up to a max dose of 3mcg/kg.

DOSAGES FOR SEIZURE PATIENTS

Midazolam (Versed)-Adult 0.1-0.2mg/kg IN. Maximum dose 10mg

Midazolam (Versed)-Peds 0.1 mg/kg.

DOSAGES FOR UNCONSCIOUS PATIENTS

Naloxone (Narcan)-Adult 1-2mg IN

NO PEDIATRIC DOSE