



On the Line



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

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Upcoming Events

October 3-9—Fire Prevention Week

(**Open House October 9th**—1100-1400 hrs at Station 42)

October 14—Pizza Delivery/Smoke Detector Event (1730-1930 with Papa John's Pizza and Safe Kid Des Moines)

Be sure to check the pub-ed calendars for up-

Last Safety Incident:

As of October 1st

19 days without a safety incident

19 days without a lost time injury



UFD statistics for September

Calls for service: 193 YTD: 1,843

Average response Time – All incidents: **6 minutes and 41 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 29 seconds**

Emergency Medical Service calls: 147

Average Response Time EMS: 6 minutes and 33 seconds

Emergency: 6 minutes and 21 seconds

Non-Emergency: 6 minutes and 44 seconds

Fire related calls: 46

Average Response Time Fire: 7 minutes and 11 seconds

Average turnout per fire incident: 5 people

We **received mutual aid 8 times**—1 time for a fire call and 7 times for EMS calls.

We **provide mutual aid two times**—once for a fire call and once for an EMS call.

Types of Fire Calls

The 46 fire calls we had in September fall into the following categories:

Fire / Explosion: 4

Hazardous Condition: 3

Service Calls: 7

Good Intent Calls: 9

False Calls: 23

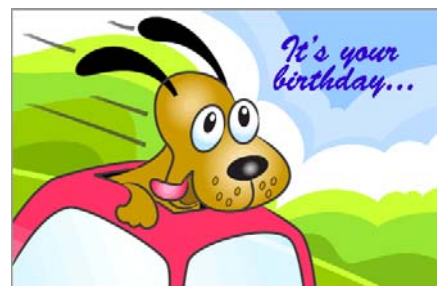


Birthdays:

Ryan Shafer Oct 3

Ed Palizzolo Oct 14

Stu Wilson Oct 18





Chief's Corner—Respect: Bystanders Who Help Deserve It! Chief Jerry Holt

Here is the scenario...It is a beautiful October Sunday morning and you've been called to a local soccer field where a player has suffered a neck injury after colliding with another player. As you arrive, you are greeted by spectators who show you to the patient. At the patient's side is a person who is holding c-spine stabilization. He looks to be in his late 20's and is wearing shorts, flip flops and a t-shirt with the college team's logo that you absolutely loathe.

As you begin your assessment, the "helper" begins to provide you a patient history and a summary of the mechanism of injury. You think that he must be an EMT student somewhere and dismiss his help without so much as a thank you. He steps back and allows you to continue your care for your patient. The patient is a 13 year old who is complaining of no memory of what happened and a tingling and numb feeling from the chest down. You complete your assessment and then immobilize the patient appropriately and document motor and sensory in all extremities before and after immobilization. Quickly, you are on the way to the ER with your patient.

On Monday morning, the Chief's office receives a phone call from a "pediatric trauma specialist" who is new to the area. He graduated first in his class with a specialty of pediatric spinal trauma and after extensive recruitment from around the country, he accepted a position at one of the local trauma centers and recently moved to Urbandale and wants to share a story. Seems he was at a soccer game yesterday and witnessed an injury to a player and rendered care until the EMS crew arrived. He is complimentary of the care provided but does want to share a concern...he feels he was dismissed without having the EMS crew listen to what he had to offer. He doesn't feel the patient's care was substandard in anyway, just concerned about a perception of arrogance in dismissing his help.

Sound realistic? A very similar incident happened recently (not our crews) where a paramedic and a physician were on scene and were dismissed without listening to the report that the medic was trying to give. When the physician spoke up to tell the crew that the person helping was a paramedic, the crew made a sarcastic remark towards the paramedic. Certainly not professional; certainly not respectful to those who were helping.

Am I saying that we must take direction from bystanders? Most assuredly, no but we do need to acknowledge them and not "disqualify" them with our qualifications or be dismissive to them. Simply listening and taking the information they provide and applying that to your assessment and your level of knowledge goes a long way. A simple "thank you" can also make those who offer help feel good about their part in the incident. It cost nothing and offers good will to those who helped. It is not that they are always right – they are not. You are a professional, use your education, training and experience guided by our protocols to evaluate the usefulness of the information/care they provided and apply that as needed...but respect them for getting involved.

I have had experiences in my career with bystanders who said they were trained but their actions indicated otherwise. One case that stands out was "back in the day"...I have to mention that because the treatment modality has since changed significantly and the actions taken then are not appropriate by today's standards. The incident was a car crash with entrapment on a very busy highway in a remote location. The extrication took more than 30 minutes and the nearest hospital was more than 30 minutes away with a trauma center being about 40 minutes away. Because of the remoteness of the call, we had requested a helicopter on dispatch. Our helicopter service was provided by the military. The only catch was that the service had to provide a paramedic to fly from the scene to the hospital.

In this case, the patient was critical and we planned on sending the patient to the trauma center even though it was further away. While conducting extrication, a person who identified himself as a physician offered his assistance. With just two trained EMS responders on scene, we welcomed his assistance. It wasn't until he started barking orders that we figured out accepting everyone's help wasn't always a good thing – even if they are medically trained. He was willing to fly with us (imagine that) as the trauma center was in a town in the same direction he was traveling and he would have his wife simply pick him up and continue on his trip. Many of his orders were contrary to the trauma protocols of the day but when he asked me to deflate the MAST because the patient was complaining that it felt "too tight", I had to go in another direction. Despite a BP of less than 80, he wanted the MAST removed. Of course I shared our protocol with him and politely told him that we couldn't accommodate that request. It wasn't until after we talked at the hospital that I learned that he was an OB/GYN. No disrespect to that specialty – just not usually who think of being the most up to date on critical trauma.

At the hospital, I thanked him for his help and for his willingness to interrupt his travels to assist. Our department later received a thank you note from him expressing his sincere admiration for our professionalism. It was a win-win situation. He felt good about being involved, and he thanked us for "helping".

One of the Urbandale Fire Department core values is respect. We are going to be respectful of those who stop to render aid. It is the right thing to do. Arrogance turns people off and is a sure way to offend someone who stopped to help. Respectfulness tames arrogance. One of our work rules in our department is to be nice – we are going to be nice. Being nice is the right thing to do. It cost nothing and can pay huge returns on the investment. We are not going to disqualify a medically trained person who stops to help. Customer focused is more than taking care of the patient...it is about being nice and respectful to all of the customers who are there. Be nice – thank those who help and never disqualify them with your qualifications.

Just for the Fun of it: Trivia– AC Danford



1. What year did the United States first require front seat lap belts?
2. What is the name of the newest FDNY boat?
3. Who invented the first fire alarm telegraph?
4. What was unique about the first fire engine imported for use in Boston?
5. What year was lifting airbags introduced in the United States?
6. What city is associated with the “trash hook”?
7. What is the name of the furry mascot of the United States Forest Service?
8. What was the engine that first incorporated a crosslay, better known by the town’s name?
9. Where was the first fully paid fire department in the United States?
10. Why is a hydrant called a fire plug?
11. What was the price of a Globe firefighter suit in 1908?
12. When did the first self-contained breathing apparatus (SCBA) debut?

The above trivia is courtesy of Glenn Corbett. He is the former Assistant Chief of the Waldwick, New Jersey fire department. He is also a frequent contributor to Fire Engineering Magazine. **Look for the answers on page 5.**

Not A Candy Machine – Capt. Joe Malloy

Construction here, construction there, construction everywhere, UFD is really trying to improve how we work, live and operate; are you ready for the change? With the Station 41 expansion and remodel we are also preparing to move the master EMS storage and drug dispensing area from Station 42 to Station 41. This puts this critical portion of our emergency responses in the district that use most of the EMS supplies. We are also changing the way we dispense/restock drugs. We checked with several systems in the metro that are using a “vending machine” to store and resupply their EMS needs.



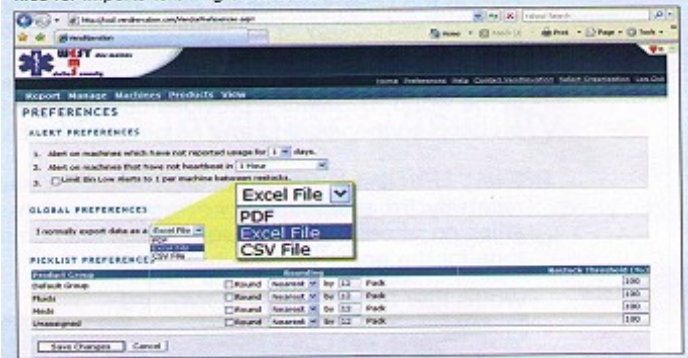
The system is state-of-the-art technology as well as highly efficient, and requires AC power and an internet connection and will be maintained in an environmentally controlled environment.

It allows, quick viewing to see if drugs need to be ordered. It keeps a log of who used what and when. It will let users and management know when a controlled drug or access to the machine has been made via email or phone and can be programmed to automatically order drugs as needed. The new vending unit can be expanded to include non-drug items like pagers, radios, and even clothing. Allowing us to grow and maintain accountability of a wide range of sensitive or high use items.

With the assistance of the Strauss Lock Company, the system will include a scanner that is a cross between our existing drug locking mechanisms and the new time clock. A one ID card system will allow use with both systems. The card system will allow basics and advanced EMT’s to gain access to their level of care, it will take an additional user to order controlled drugs or access to the inside of the vending area.

I hope like me, you will accept the new equipment that should make everyone’s life a little easier. Take a deep breath and hold on, more stuff coming.

Export data to PDF, Excel, CSV comma delimited files for imports to billing software or other uses.



ON THE LINE

Chief's thanks...

- Thanks to all of those who came out and enjoyed the breakfast on September 11 at the Machine Shed. The 6 AM time may have seemed like quite a sacrifice on a Saturday morning but it was a great way to remember those who paid the ultimate sacrifice on 9/11. Thanks for making the time to show that we haven't forgotten.
- Thanks to B-Shift and AC Cardwell for their help with the Metro City Manager's tour of the training center on 9/15. This group held their monthly meeting at our station with the focus on the training center.
- Thanks to everyone that helped with the City Flu shots. We provided more than 125 vaccinations to City employees and their family members. Thanks for making that happen!
- Thanks to everyone for "toughing it out" during all the construction and A/C repairs...we will be better off in the long run and this pain will be worth it when everything is complete! Station 41 renovation, parking lot expansion at Sta. 42, the HVAC repairs at 42...there has been a lot going on—thanks again!

Safety Tips

From firefighterclosecalls.com: The following is a continuation from the website of their list of suggested resolutions for safety tips:

Resolution No.4: Practice taking a deep breath and THINKING.

In some circles, the train of thought is that we can't enter a commercial occupancy unless we have a search line, even if we are advancing a handline. Take some time to go through your large commercial occupancies and find the trick/tips that will help you out if you do become disoriented. Remember the preplans in the wagon aren't much help when you're inside. As an example in this photo, if you were in a low/no visibility situation at our Home Depot and you felt ladders or skids of drywall, would you know where you were located? What side of the store?



Brad Crookshank



Michael Roe



Rob Zahnd



Zach Clear

New Faces Around UFD – Julie Stuckle

Our last set of FT members that were hired and currently going through training are:

Demir Miljkovic – EMT-B, currently enrolled in EMT-PS school (was POC)

Zach Clear – was PT, finishing his Paramedic requirements, going through FT training

Michael Roe – EMT-B, finishing his Paramedic class, going through FT training

Bradley Crookshank – EMT-B, finishing his Paramedic class, going through FT training

Rob Zahnd – EMT-PS (hope you remember him from when he worked with us before as PT), going through FT training.



Demir Miljkovic

ON THE LINE

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

Training Report: 1,213 hours of training were completed in September.

Fire Training: 545 hours

EMS Training: 668 hours

Prevention & Inspection Activities:

- Completed 15 Inspections
- Completed 15 re-inspections
- Completed 2 preplans
- Conducted 7 plan reviews
- Conducted 4 Car Seat check
- Conducted public education for 192 people:



			Children	Adults	
9/1/2010	2340 Rocklyn	Truck Request	50	20	
9/5/2010	68th & Northview	Truck Request	20	30	
9/14/2010	7305 Aurora	BP Checks	0	10	
9/21/2010	St.42	Station Tour	6	2	
9/22/2010	St.42	Station Tour	10	4	
9/24/2010	11000 Meredith	Safety talk	20	6	
9/24/2010	7111 Aurora	Safety talk	10	4	Total
			116	76	192

Trivia Answers...

1. 1963
2. The "343" in memory of the firefighters lost on 9-11
3. William Channing, a physician who installed the system in Boston in 1952.
4. It had no wheels and had to be carried to the fire scene.
5. 1975
6. Los Angeles
7. Smokey Bear (there is no 'The' in his name)
8. Mattydale, New York's yellow 1939 Buffalo "Pathfinder"
9. Cincinnati, Ohio, in 1853
10. We know that the earliest water systems, which used hollowed-out logs to carry water, also were used for fire-fighting purposes. It is believed that during a fire, fire-fighters would dig down to the water main and drill a hole, allowing the water to escape. Once the fire was out, a wooden plug was placed in the hole to reseal the water main.
11. A full suit was \$7.25, while a coat was \$4.25 and pants were \$3.25
12. The first Scott Air-pac went into service in 1946.



ON THE LINE

"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 October 1st, we have sent 76 letters to our personnel. The following people received "You've Been Caught" letters since our last newsletter:

Rod Silvers: We received a thank you note from Make-A-Wish for our efforts with the softball game. While there were several people involved, Rod Silvers headed up that effort and put a lot of time and effort into making the event successful. Thanks to everyone that helped but a special thank you to Rod for all of his efforts!

Lt. Birkett, Eric Ennen and John Ouverson: We received a thank you note and a \$100 donation from an X-member. He wanted specifically to thank Lt. Birkett, Eric Ennen and John Ouverson for all of their help and for making him feel like a part of the team. Great job B-Shift!

A/C Light, Paula and Zach: We received a thank you note from a customer who wanted to thank us for being there when she so desperately needed assistance. She wrote that you were so very kind. (services rendered on July 27, 2010)

Lt. Routson, Brennan Burke, Ed Palizzolo, Zach Clear, and Derek Manser: Thanks to those who were recognized outstanding efforts during a successful CPR case at the Sept. 21 City Council Meeting. Back in June they were involved in a call for a cardiac arrest. They did a tremendous job and as a result of their efforts, our customer not only was resuscitated, but has returned to work and is doing well. Their efforts were also enhanced by the response of a Clive Officer who responded into Urbandale to help as he was close when the call was dispatched. There are parts of the country where this would have never happened - and if it had, there would have been hell to pay...but in our system, it is about all of us working together, regardless of the City or department and doing the best we can for the customer. In this case, our efforts were rewarded with the ultimate service; saving a life. As you all know, those occurrences are rare at best and should be celebrated when they do occur. In addition to our staff, we recognized the following for their role in the "chain of survival" UPD: Sgt. Lang, Officer Nichols Hazel, and Officer Jessica White; Clive PD: Officer Adam Jones. (Two off duty Clive Public Works employees (Jim DeWitt & Jason Stevens) were on scene and started CPR prior to Officer Jones' arrival—they were recognized as was the two dispatchers—Aubyn Bjornsen and Brad Button. The Clive personnel were also recognized before their elected officials at a Clive City Council Meeting on 9/30/10.

Thanks to all of you for providing outstanding service!!

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- Construction continues on the renovation of Sta. 41. The recent dry weather has kept them from falling further behind and the current construction schedule anticipates the project will be wrapped up around December 24th with the "punch list" activities going to January 3, 2011. All of the rain early in the project has the project behind from the original projected completion date of Dec. 1st. We are hopeful that we will be back to normal for 2011!
- The parking lot expansion at Sta. 42 has been completed. The areas around the new concrete is to be seeded so there is the potential for heavy rains to cause some "wash" into the parking lot until the grass is established.
- The HVAC renovation project at Sta. 42 has been completed. There is a noticeable improvement in humidity and temperature in the building. Additionally, there seems to be consistency in temperature between rooms. The Johnston Controls master "controls" were replaced with a less proprietary system as well as adding a system that is designed to improve the system's ability to remove moisture from the air. Additionally, other sensors were moved and replaced and the systems appears to be performing much better.
- The CIP projects discussed in last month's newsletter have been submitted and we are awaiting the CIP Committee meetings that will be taking place later this fall to determine the status of our proposed projects.
- Budget time is fast approaching. It is likely that this will be a very tight year however; if you have items that you want to have considered, please get them to your supervisor no later than 10/31/10. To receive the most consideration, have all of the leg work done before you make your suggestion. Know all of the cost associated with your request, direct and indirect. Additionally, do your research and provide the data needed to help us justify any request you might make—why is it needed? How does it improve our services, lower our cost or improve safety?

Member Profile...

Member Profile: Josh Boyle

Length of time with UFD: 4 months

Level: FT, FF/EMT-B

Why I became interested in the UFD: Urbandale Fire Department had a lot to offer. It was a growing department with more change in the not so distant future. I also wanted to work for a fire department that would allow me to run as a paramedic since that was something I was working towards.

Previous EMS experience: Clive Fire Department (EMT-B) since October 2008

Previous Fire experience:

West Des Moines Fire Paid-on-call (FF/EMT-B) since August 2007

Clive Fire Department (FF/EMT-B) since October 2008



Family life: Divorced after being married for 5 years. I have a girlfriend named Maggie. I also have a cat named Ocean.

Type of work professionally: FT firefighter since June 2010. Previously, I worked as a Biological Science Laboratory Technician for the United States Department of Agriculture. Worked in a diagnostic lab that tested for Mad Cow Disease, Chronic Wasting Disease, Scrapie, and Bovine Tuberculosis.

Activities or hobbies I enjoy: Working out, pretty much any type of sport (favs include soccer, sand volleyball, softball), bags game, spending time with friends and family. Traveling and having the opportunity to visit new places. At some point I want to complete my open water certification for scuba diving and make that a yearly activity.

Most memorable moment with UFD: Getting offered full-time employment with UFD is a great way to start! Looking forward to what UFD has in store for me.

Most memorable moment outside of UFD: The offer of full-time employment would have to be the highlight of my short time in the fire service. Being voted Rookie Firefighter of the Year my first year in Clive was a big accomplishment. I also remember like it was yesterday, the first time I was on a fire apparatus that was first in at a residential house fire while working over night at WDM.

Favorite TV programs: Shark Week, CSI: Las Vegas, House, Big Bang Theory, Family Guy

Favorite movies: The Hangover, Van Wilder, Gladiator, 300

Last book that I read: The Dark Tower, 7 book series by Stephen King

Personal goals: The most important immediate goal I have for myself is completing my paramedic certification that I started over a year ago. With this certification, I would have the opportunity to work towards Flight medic or even RN, which I have considered after my experiences. I would also like to complete training to be a fire investigator and eventually work towards fire officer.

Words of advice for someone new getting into EMS or Fire: I'm not sure I'm in a position to offer up advice for someone wanting to get into EMS or Fire but think the most important thing I can say is "Don't give Up". I also think it's important to take advantage of opportunities such as working part-time for different agencies. It's a great way to gain valuable hands-on experience.

What I enjoy about the Urbandale Fire Dept: The people. The size. The opportunities.

