



# On the Line



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

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## Upcoming Events

### September 11

Recognition of the 10th Anniversary of the 9/11 attacks—breakfast at Machine Shed 7 AM

### October 9-15

Fire Prevention Week

### October 16th

Station Memorial Dedication—2 PM

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

### UFD statistics for August

Calls for service: 245 YTD: 1,686

Average response Time – All incidents: **6 minutes and 55 seconds**

Average response Time – **Emergency** incidents: **7 minutes and 3 seconds**

**Emergency Medical Service calls: 165**

Average Response Time EMS: 6 minutes and 15 seconds

Emergency: 6 minutes and 15 seconds

Non-Emergency: 6 minutes and 16 seconds

**Fire related calls: 80**

Average Response Time Fire: 7 minutes and 54 seconds

Average turnout per fire incident: 7 people

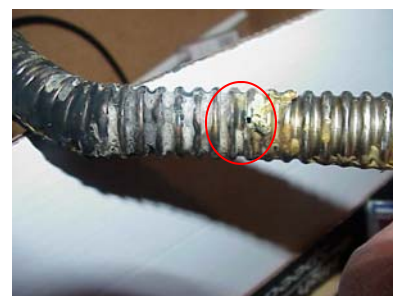
We **received mutual aid four times**—two times for fire calls and two times for EMS calls.

We **provide mutual aid four times**—three times for fire calls and once for an EMS call.

### Types of Fire Calls

The 80 fire calls we had in August fall into the following categories:

<b>Fire / Explosion:</b>	<b>18</b>
<b>Hazardous Condition:</b>	<b>6</b>
<b>Good Intent Calls:</b>	<b>11</b>
<b>False Calls:</b>	<b>35</b>
<b>Overpress/Overheat</b>	<b>4</b>
<b>Service Call:</b>	<b>6</b>



Another CSST fire in Urbandale

## Birthdays:

Aldin Ramic	09/14
Kyle Bissell	09/19
Jerry Holt	09/25





Courage is defined as “the quality of mind or spirit that enables a person to face difficulty, danger, pain, etc. without fear; bravery.”<sup>1</sup> Back “in the day”, I always felt we were brave and courageous...but I never included “without” fear in the definition. From a firefighting perspective, I’ve always had a healthy fear of a lot of things...burning, falling, seeing a brother or sister injured or killed to name a few.

I think that somehow, courage changes with age. Or does it? When I was 26, I was willing to risk my life on every call. In fact, not only was I willing to do it, I lived for the opportunity. Going into an IDLH atmosphere was everything – I loved fighting fire and the hotter, the better. We risked everything – every time for...most of the time very little. The benefit rarely equaled the risk. We entered structures when we knew that there were no lives to be saved. We thought we had courage...but even then, we didn’t approach things without fear.

What we did have was youth; an innate feeling that nothing would go wrong. We were so cocky in our approach that we couldn’t fathom the idea of something bad happening to us. We could handle anything. We were brave. We were confident. No task too dangerous for us. We believed we had courage. As I moved up the food chain, I found my approach to the job changed – rapidly. As a new Lieutenant, I was none the less confident in our abilities however I noticed a change in my “courage”. Where I was once responsible for my own well-being and safety, I was suddenly responsible for the health and safety of others on the fireground.

The concern for the safety of others was powerful. My goal was that all of our crew was going home in the morning – with all of their toes, fingers, eyesight and other body parts in tact. Then I made Captain. Now I was not only responsible for my crew but as a Shift Supervisor, I was responsible for everyone on duty and all three stations. Still confident, still had “courage”, but the “fear” was always there and what was being risked was so much greater than before.

One shift some of the guys who had been around for a while started a conversation. It sounded a lot like this, “Why aren’t you as aggressive as a Captain as you were as a firefighter?” Easy answer. Things had changed. My responsibility had changed and I was looking at a different “bigger” picture. Where I once thought putting the fire out was job one, I now realized the health and safety of our staff was job one. Not a drop less courage, not a bit less confident. Just changed the focus from a view that focused on me to a focus that made “the crew” the focus. Less courage? I don’t think so. In fact, some of the lessons I would learn during that period would prove to me that my courage was developing and that I would have to have all of the courage I could muster. It would be much easier to leave things “the way they had always been” than to try to change them.

It takes courage to make things go the way you believe they should go when others do not agree. It was made easier by having the power to make things go the way I wanted. While this isn’t a discussion of the five different types of power, I was granted “*legitimate power*”<sup>2</sup> by the rank I held. They “had” to listen but they didn’t have to like it. Of course forcing people to do something they don’t believe in is a sure way to get strong resistance. My preference is to gain compliance by using “*expert power*”<sup>3</sup> – power that is based on the follower’s perception on the leader’s competence. Either way, it boils down to having the courage to do what one believes is the right thing to do... it takes courage. Even when you know it is the right thing to do.

This is not to say that young people don’t have courage; nothing could be further from the truth. The fire service, the military, even sports teams are full of examples of incredible adversity and courage. One of the most courageous things I’ve ever read or heard about is the Wooster MA fire in 1999. As you recall, six firefighters perished in that fire. Two firefighters become lost and two more are sent to find them. The second set of two become lost and another set of two are sent in to find the first four. They too become lost. The incident commander had the courage to stop the losses at that point and would not allow further rescue teams to enter the cold storage warehouse to search for their fallen brothers in that maze of a building. How much courage must it have taken to stand up to the resources of a fifth alarm fire and say “no more!” These were not timid individuals; they were firefighters. Doers...type A aggressive individuals that make a living “doing something” about bad things. I would suggest it took the kind of courage that prevented the Wooster Six from becoming the Wooster Eight, or ten. Who knows?

Courage is everywhere...I submit for your consideration that courage changes for some people as we age – c our age. In the Wooster example, might I have made the same decision as the IC who ordered no more resources to enter? I like to think I would. It would be a tough thing to do...and even tougher to live with. What I can say is that I would have viewed that decision much differently when I was a 26 year-old firefighter than as an “old” fire chief. Two very different times in my career; two very different perspectives and probably two very different applications of courage.

Recently I heard a story of someone in another fire department in our area who was critical of the overall safety approach in our department. Having spotter when backing, having the “cones”, not being aggressive enough were all topics that were mentioned that had him questioning our courage. The exact terminology cannot be repeated here but rest assured, we weren’t being compared to the “King of the Jungle”.

*Continued: See “**Courage**” on the next page...*

## FDIC 2011 – Lt. Dan Birkett

Thanks to a department that supports outside training I was able to attend FDIC 2011. The conference is something that I had always wanted to attend and hope to be able to attend again in the future. I also had the privilege of attending with Lt. Routson who would also be going to the conference for the first time.

The conference is well organized and we had all our class information and times prior to traveling to Indianapolis. The trip was easy and did not feel like it took long. When we arrived at our hotel near the airport I started to realize the magnitude of the event. There were literally hundreds of fire dept. vehicles between the hotels in our area. I also started to see many shirts..... and you know how I love shirts! I was excited to attend a couple H.O.T. classes prior to getting into the conference lecture classes.

Due to a well-organized bus system we arrived at the convention center and then to our H.O.T. classes on time. It was pretty fun to talk to and see some of the people that are known in the fire service today. You soon realize that they are just like you in many ways and their departments have many of the same problems or worse than yours. I also realized that the old style fire service culture is alive and well. We have a long way to go to become a true safety conscious fire service. We had a good day at our hands on classes and met some good people during them.

The next day was the opening ceremonies for the conference. It was awesome and moving at the same time. I was impressed that those who died in the line of duty last year were recognized. I was also impressed with the honor guard and bag pipers. It was the first time in a while that I took a moment to remember that it has actually been ten years since 9/11 and how the time has gone by. FDIC has done a great job and is in the process of supporting a memorial fit for those who died on that day. I also realized how important it is for us to support foundations like the National Fallen Firefighters. If we don't support ourselves and families then we cannot expect it from the general public.

The rest of the week involved attending numerous lecture classes and round table discussions. As with any classes some were very informative and interesting and some were just OK. An example is a mayday class that was instructed by one of FDNY's battalion chiefs. Some of the information was good, but then he started to discuss their mayday alarm package and it included an additional fifty firefighters that ranged from R.I.T. to USAR to more chiefs. As you can figure we felt the instructor was a little out of touch with the real world. Many of the other classes were great and I learned a lot of information. Lance and I always made sure to thank the instructors after the class and talk to them if we could. It was a lot of fun to have a short con-

versation with some of the people that I look up to in the fire service.

Obviously there is a social part to the trip as well. It is amazing how many people that you will see that you may know. It is great to have a chance to get together in the evenings with a group of people that would never be able to get together at the same time on normal terms. We had a lot of fun and some good laughs. I'm sure you can imagine some of the stories that were told.



We finished up the week by making sure we tried to visit most of the vendors. The only reason large conferences can be held is by support from the fire service vendors. There is truly everything and anything that you wish to see in the exhibit halls. It is pretty cool to see some of the products that are being developed and some of the equipment that we may be using in the future, such as gear that monitors your body and the new flat air packs.

All in all we had a great trip. I would recommend to everyone that you should attend FDIC at least once. Take advantage of the opportunity to attend outside training and attend the largest fire service conference in the country. The conference is established, well organized and a short trip from Des Moines. If you have any questions or interest in the conference talk to Lt. Routson or I and we can fill you in.

Thanks, Dan

### *Courage*...Continued from page 2

To him our culture of safety first is ridiculous. His view is driven by a misplaced belief that we should risk everything, every time – that's what firefighters do. I am sure he is brave. I am sure he believes his approach is the "way to go" and I have to give it to him; he has more courage than I do. I do not have the courage to face one of our firefighter's families and break that dreadful news nor do I have the courage to face the family of a civilian killed by a fire apparatus that was driving too fast, going through a red light or just being overly aggressive. I carry that fear with me...I don't want to have to do that. I do have the courage to say no. Hopefully you can see my courage. I know you are as brave as I ever dreamed of being. I hope everyone can c our age...and I hope we all grow old together doing this job. Fearless. Safe. Healthy...With the courage to always put safety first. I know you have courage.

<sup>1</sup> courage. (n.d.). *The American Heritage® Dictionary of Idioms* by Christine Ammer. Retrieved August 30, 2011, from Dictionary.com website:<http://dictionary.reference.com/browse/courage>

<sup>2,3</sup> Northouse, P. G. (2007). *Leadership theory and practice* (4th ed.). Thousand Oaks, CA: SAGE Publication.

## Being Prepared– Lt. Kyle Bissell

We have a lot of newer members on our department and in the near future we will be bringing on more firefighters that will have even less experience. It is our responsibility to teach our new members the things they need to know so they can function as an effective member of the crew. But if we don't know what we should know, how can we teach them?

I have compiled a list of questions that you should ask yourself and if you don't know the answer, find it. This is not an all encompassing list but it should stimulate your mind and other such questions might arise from them. There is no other prize for correct answers other than knowing that you are prepared.



what we do here, but those books should act as a jumping off point in the learning process.

We need to not only teach them the ins and outs of the department functions but we need to expose them to our culture. What are the artifacts (the visible organizational structures and processes) that we hold true? What are our espoused values (our strategies, goals and philosophies) that we adhere to? And our underlying assumptions (things that are taken for granted such as beliefs, perceptions, and thoughts) that make us who we are.

Teaching and education of new members is a huge responsibility and that lies on us the existing members of the department. We need to make sure that we are prepared to fulfill our roles as trainers, educators and mentors.

1. How much life safety rope is on R428?
2. How many gallons per minute can L415 flow?
3. How much LDH is on E411?
4. How much Solu-Medrol can we give in a single dose?
5. What is the telephone number for station 41?
6. What do the colors on our patch signify?
7. What is our mission statement and our core values?
8. What is the total amount of water on A427?
9. What are the out the door time requirements for day time and night time calls?
10. When can we give Fentanyl for chest pain?
11. Apartment or room numbers at Deerfield Retirement Community relate to which building?
12. What are the names of the City Council members?
13. How much weight can be placed on the tip of the ladder on L425 when water is flowing from the waterway?
14. What North-South roadway creates the Eastern edge of district 43?
15. Where does the attic ladder live on E421?

These questions are typical of what a new member may ask as we are training and educating them about the Urbandale Fire Department. We should prepare ourselves so that we can assist them in becoming long lasting members of our department. If we simply give them a tour of the station and tell them to go check out the trucks, we are doing them, our department and our customers a great disservice. Yes we have red books that cover a great deal of



### Last Safety Incident: As of September 1st

**47** days without a safety incident

**69** days without a lost time injury

#### Last incident:

- Lost time: head injury when wood struck head during training.
- Last incident: Exposure to possible body fluids



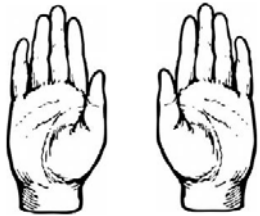
## Tango's Tips - Cody Thorne

Confused? "OctoMoms" are a new form of challenging push-up Drew and I have created. Why do we call them "OctoMoms"? I can tell you it's for 3 reasons: 1. Because we can; 2. There are 8 repetitions; and 3. When you're finished you want your mommy!

If you're tired of doing the same push-ups, give your chest a chance to experience something new! These push ups are designed to target 4 specific areas of your chest in one single set of exercises. Those 4 targeted areas are the inner chest, upper chest, lower chest, and outer chest. You may have heard you can only do one kind of exercise since in fact the chest, or pectoralis major is only 1 muscle. This is a heavily debated fact and I can say from experience, I feel I get a more complete chest workout when doing OctoMoms.

Here's your OctoMom workout:

*Position 1:* Begin with a normal push-up position and perform 2 normal push-ups. This targets the outer portions of the pectoralis major. On the second repetition or rep(s) begins the fun... On your return to the starting position, thrust your hands off the floor landing them in position 2.



*Position 2:* You are preparing to land after your first 2 reps. As your hands reach the floor, land them in a "Diamond" or "Triangle" push-up position. These 2 reps will target the inner chest. On the second rep, again thrust your hands off the floor and land them in position 3.



*Position 3:* For this position you will land your hands in an off set fashion. One hand will be slightly above your normal start position and one hand will be slightly below your normal start position. These 2 reps will target the upper and lower sides of your chest. (1 on each side). On the second rep, thrust your hands off the floor and land them in position 4.

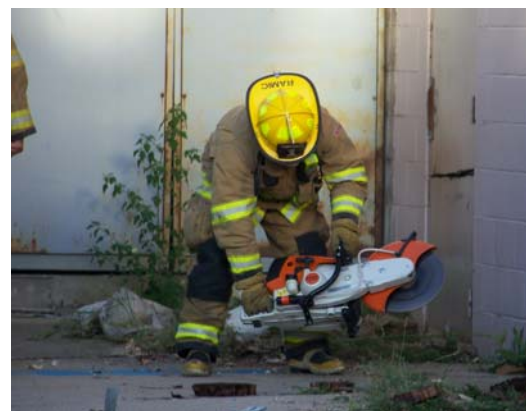


*Position 4:* The last position for your set is a mirrored image of position 3. Your hands should be off set in the opposite direction now. Again, this will be targeting the opposite side of the chest you previously worked in position 3. If you have enough mustard, go ahead and thrust your hands off the floor back to position 1.



The goal of this exercise is to gain even squared shape and all around chest strength power, you will also experience some gains in coordination doing these regularly. There is no amount of sets you can do, just remember that doing all 4 positions 2 times equals 1 set (8 reps). If you have any questions or wish to see this demonstrated come find me... I'm around! I hope you all give this a try and enjoy them as much as I do!

Stay fit, stay healthy!



Training at the HyVee site...FF Ramic "getting it done"

## Chief's thanks...

- Thanks to everyone who helped make the Make-A-Wish Softball Tournament successful. Everyone had a good time and it was for a great cause! A special thanks to Rod Silvers for coordinating the event. A great deal of effort goes into making the event go so smoothly—**great job Rod...**and great job to everyone who played. Those sore muscles were sore for a great cause!
- Thanks to everyone that has helped with the memorial. When the project is complete, it is going to be a fitting tribute to those who have lost their lives. A **special thanks to Lt. Birkett** for all his efforts to make it special. Lt. Dan secured the talent to make the memorial really special and take it to the next level. Many people have helped-thank you to each of you for your efforts!

### WHAT'S HAPPENING AROUND THE DEPARTMENT...

- Construction continues on the memorial at 42. This will be a tribute to Sept. 11, and Mike Mercurio and Monte Burr.
- We are moving forward with the installation of two new training computers at 42. These will be part of the project that was installed at station 41. We hope to have everything up and running and have you training on these soon.
- The Capital Improvement Projects for next year have been submitted. The CIP Committee will be meeting in the coming months to review request. In addition to the existing projects, the following was requested: New Command vehicle; new MDCs for 427 and 419, replacement of all of cardiac monitors including AEDs for all vehicles; and the replacement of 411 in 2016.(Command vehicle would be assigned to Cardwell - 409 to Rech - 419 to 41, 417 to 42 and 427 would only be used as a last resort or to respond to brush fires. Cardwell's vehicle would be used to be assigned to DO as could be 409 and 417 as needed.)
- **We are making a change in the start/stop time of PT hours. Beginning in October, all shifts will begin/end 0700/1900 hrs.**
- The Recruit Academy and orientation will be starting in Sept.—you will be seeing some new faces around the department. Please make them feel welcome!

### Safety Tip:

This month marks the 10<sup>th</sup> anniversary of 9/11 attack. This attack shows what firefighters/EMS personnel are willing to risk for our job. 'Risk a lot to save a lot' – they risked their lives to save the people inside. No one expected the collapse of the towers. We didn't expect to lose 343 brothers/sisters in the attack. But also remember: 'Risk little to save little'. Know your buildings, know what might be in them, if there are any lives, are they viable? What is the chance of structure collapse? Are the rigs in the collapse zone? The preplans are a great place to start if necessary. And in GeoBlade – you can link over to the assessor's website to possibly get a picture of the commercial/residential building.



The following is a saying from FDNY FF Mike Heffernan: 'We still put our pants on one leg at a time. We don't do it two at a time. We're not Superman'.

## Thanks For The Send-Off - Joe Malloy – Capt (Ret)

I just wanted to take the time to thank all of you for letting me retire with the greatest of pride and dignity. Pride in having been part of you, the organization, the brotherhood you all represent, that being Urbandale and brother hood of Firefighter's. Dignity in that you continued to treat me with respect and honor of Captain, knowing that I would soon no longer be in a command position.

Although only a couple of weeks have passed, there is still an emptiness, a hole where all of you used to be. After thirty-two years it is hard to believe I am no longer responding to the tones, risking myself for others. Even a little thing like having a portable in the truck listening to what is going on in Urbandale is gone. Bless all of you as you continue this tradition.

Thank you to Chief Holt for a very professional ceremony.

Thank you to who cleaned my helmet; it was a great gift that I will cherish forever.

Thank you to "C shift" for helping me through all of the hard times. "B shift" for a great meal and ice cream cake. "A shift" a special thanks for my sharing my last night on shift, being with me at city hall and then the cook out was excellent, thanks for inviting my family.

And a final thank you to AC Light who very much surprised me with some fine cigars. I am still working through them.

God Bless to all, I look forward to EMS training classes so I can hear the latest stories. You are all in my prayers.

**Other programs/training/projects completed by UFD in August:**

**Training Report: 716 hours** of training were completed in August.

Fire Training: 370 hours

EMS Training: 346 hours

**Prevention & Inspection Activities:**

- Completed 21 Inspections
- Completed 23 re-inspections
- Completed 4 Preliminary Walk-thru/meetings
- Completed 5 preplans
- Conducted 13 plan reviews
- Conducted 10 Car Seat checks
- Conducted CPR classes for 4 people
- Conducted public education for 332 people



Thirty-one smoke detectors were installed and six batteries were replaced by our department in August.



Crews participated in the National Night Out sponsored by UPD.



More training at HyVee....

## “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 August 31st, we have sent 72 letters to our personnel. The following people received “You’ve Been Caught” letters since our last newsletter:

*Cory Young, Lt. Wilson, Aldin Ramic, Tom Montgomery, Paula Merfeld, AC Light, Bryce Landers, Eric Ennen, AC Danford, Brad Crookshank, Brennan Burke, and Lt. Birkett.*

We received a thank you note extending the “sincere thanks and appreciation” for all of the personnel that helped at the fire at 6947 Brookview on July 18<sup>th</sup>. They noted that they were “particularly thankful for your rapid response and professionalism in doing your jobs on one of the hottest days of the year.”

*Josh Boyle, Rob Harris, Tom Montgomery and Aldin Ramic.*

We received a thank you note and a \$100 donation. The note states that there was a very timely response, and that you were very professional, very knowledgeable as well as very concerned about the patient’s medical condition. He goes on to state, “as a citizen of Urbandale he feels very fortunate to have such dedicated men and women who are willing to serve this community in such high stress situations. Please convey my sincere appreciation to them.”

*Thanks to all of you for providing outstanding service!!*



The training at HyVee provided us with the opportunity to practice skills that are used infrequently in commercial structures...



### The Patch-Do you know what the parts represent?

- The color **red** symbolizes the life and continuing growth of our Fire Department.
- The **gold** trim symbolizes that firefighters, like gold, will withstand trial by fire and still remain.
- The **black** background represents the foundation built by our past members as we will never forget all they have given in the line of duty.
- The Scramble symbolizes a collection of items that represent readiness.
- The six branches of the Star of Life are symbols of the six main tasks executed by rescuers through the emergency chain: **Early Detection, Early Reporting, Early Response, On Scene Care, Care in Transit, and Transfer to Definitive Care.**
- The Centerpiece: Continuing the Tradition—The “**U**” was carried on to this patch design to keep the tradition of having the “**U**”. We also wanted to incorporate the “**U**” because it is a symbol used throughout the City of Urbandale.





# Member Profile...

**Member Profile:** Tom Montgomery

**Length of time with UFD:** 8 months

**Level:** PT FF/EMT-B

**What got me interested in the Urbandale Fire Dept?** I grew up in the local community

**Previous EMS experience:** Portland Mountain Rescue Portland Or. 5 years  
Windsor Heights FD 2 years

**Previous Fire experience:** Windsor Heights Fire Dept. 2 years

**Family Life:** Single. My significant other is Lisa Logue and we are expecting. Others in the family are Kayla 7 & Lilly 5 Logue, Lucky the cat & Copper the dog.

**Professional work:** Contracting/construction 16 years

**Activities or hobbies I enjoy:** All of them except stamp collecting

**Most memorable moment with UFD:** Getting the red book done!

**Most memorable moment outside of UFD:** Receiving my national championship ring

**Favorite TV programs:** None but love to channel surf.

**Favorite movies:** Ghostbusters

**Last book that I read:** Kiss or Kill confession of a serial climber again By Mark Twight

**Personal goals:** To summit Mt. Mckinely Alaska and surf the coastline of Maui

**Words of advice for someone new getting into EMS or Fire:** Head up, mouth shut know your place and job.

**What I enjoy about the Urbandale Fire Dept:** The people I work with



♦.....♦  
**•“Mission Driven, Customer Focused”** These words speak a lot about our Fire Department. Our ultimate goal is to provide quality customer service by adhering to our core values and mission statement. We want our members to ask themselves two simple questions whenever they are faced with a challenge: Are your actions consistent with our core values and mission statement? Are they in the best interest of our customer?

## Make-A-Wish Softball...



Crookshank was the MVP of the tournament...an impressive day with 15 hits, including 6 homers, 3 triples, and 6 doubles. His batting average for the tournament was .987!



Patrick was the real MVP...



Zahnd gets a hold of one...a 423 foot blast...and the longest hit of the day!

# Picture this...



The real reason for the softball tournament...making Patrick's wish come true...This year's event consisted of 10 softball teams playing 4 games each in an effort to sponsor "Patrick's" wish to attend the Monster Truck World Finals next March in Las Vegas. **Patrick said it was one the best days he's ever had!**

