



On the Line



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

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Upcoming Events

Every Thursday in April:

Citizen Fire Academy

This is an 8 week program that will meet on Thursday nights at Station 42.

May 20-26

EMS Week Activities

October 7-13

Fire Prevention Week

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



UFD statistics for March

Calls for service: 207 YTD: 624

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

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

Emergency Medical Service calls: 169

Average Response Time EMS: 5 minutes and 47 seconds

Emergency: 5 minutes and 41 seconds

Non-Emergency: 5 minutes and 53 seconds

Fire related calls: 38

Average Response Time Fire: 7 minutes and 32 seconds

Average turnout per fire incident: 7 people

We **received mutual aid one time**—for a EMS call.

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

Types of Fire Calls

The 38 fire calls we had in March fall into the following categories:

Fire / Explosion: 10

Hazardous Condition: 1

Service Call: 2

Good Intent Calls: 4

False Calls: 19

Over. Press/Over. Heat: 2



Birthdays:

| | | | |
|--------------------|----------|-----------------|-------|
| Jesse Christiansen | April 1 | Michael Gentosi | May 5 |
| Jamie Erie | April 9 | | |
| Dustyn Turner | April 21 | | |
| Michael Kaduce | April 24 | | |





Chief's Corner—Chief Jerry Holt

Are we as an organization in search of excellence? I think so as we are always looking for ways of improving our services. The first step in improving services is the realization that there is room for improvement. We are always asking ourselves "Is there a better way of doing what we do?" When we find a way to improve, we change. Change is no stranger to our department and we have made more change in the last five years than most departments have in the last 20 years.

Our latest endeavor to improve is conducting 360 evaluations of all of our supervisors. This is an effort to allow our management team to hear how their actions are being perceived. Sometimes, our intended actions aren't necessarily received as we had wished and 360 evaluations gives those being evaluated the opportunity to gain insight on how their actions are being perceived. We started with the Chief Officers and then moved to the Lieutenants and that process is on-going.

I hope that each of you will take advantage of the opportunity to provide feedback to our management staff. In doing that, I hope you take the time to provide thoughtful and constructive feedback that is given in the spirit of helping us improve our performance. I consider your feedback a gift and thank you for taking the time to provide that feedback. I'd also like to remind you that the 360 evaluation is not your only chance for feedback. I maintain an open door policy and I welcome your thoughts on the department and how we can make it better. I welcome your feedback all of the time, not just during a formal evaluation process!

While we are on the topic of searching for excellence, I also wanted to share a list of expectations that have been shared over the years. While all new employees receive a written list of expectation, it is still a good item to review. I believe if all of our staff follows these items we will be in constant search for excellence and the list provides us the very best opportunity to deliver world-class services.

All members are expected to adhere to these items that will help us be the best department we can be:

• **Maintain and promote a winning attitude!**

- ⇒ Look at problems as opportunities. How can we improve?
- ⇒ When you bring a concern, **bring two possible solutions.**
- ⇒ Do not engage in chronic complaining. Be part of the solution, not part of the problem. Complaining does little to improve the organization. Don't give chronic complainers an audience! Help us work towards positive solutions.
- ⇒ **Focus on making a positive impact on others and the organization.**
- ⇒ Never give up!

• **Practice the golden Rule!**

- ⇒ Go beyond treating people the way YOU would want to be treated - treat others the way **THEY** want to be treated!
- ⇒ Care about the other members and do your best to help them **succeed.** See value in others – everyone has value.
- ⇒ Be the first person to peak – say hello - **BE NICE!** (It's not that hard!!!)

• **Be a team player!**

- ⇒ Participate in meetings and training.
- ⇒ Remember...we win and we lose as a team, not as individuals!
- ⇒ Keep communications open.
- ⇒ Have fun. Enjoy working with the group.
- ⇒ **Build relationships to improve trust and understanding.**

- ⇒ **Recognize fellow members for a job well done. (Blue sheets!!)**
- ⇒ Allow mistakes. We will all make mistakes when we try new ideas.
- ⇒ Learning must take place when we make mistakes.

• **Seek excellence!**

- ⇒ Increase your education and skill level.
- ⇒ **Seek to improve everything we do.**
- ⇒ **Focus on helping move the organization forward for today and tomorrow.**
- ⇒ Think why we can, instead of why we can't.
- ⇒ Be data driven.
- ⇒ Understand our budget is limited. How can we make the biggest impact with what we have?

• **Do that which is right!**

- ⇒ **Everything you do must be done in a moral, ethical and legal manner.**
- ⇒ **Contribute to the mission and vision of the organization – mission driven – customer focused!**
- ⇒ Help accomplish our goals.

• **Stay focused!**

- ⇒ Remember...you are here to help the organization succeed.
- ⇒ **Stay focused on contributing to the mission, vision and goals.**
- ⇒ **You are our most valuable resource...**We will support you through education, training, coaching and counseling.
- ⇒ Every task that you engage in must be aligned with the mission.

• **Participate!**

- ⇒ **Participate in meetings, training, special assignments and emergency calls.**
- ⇒ Participate by communicating, asking questions and offering suggestions.
- ⇒ **Participate by helping the organization be better today than it was yesterday.**
- ⇒ **If you have a complaint – address the issue with the appropriate person and see if there is "another side to the story" that you are not aware of. We are all on the same team and we WILL listen to your complaint and your proposed solutions.**

• **Capitalize on adversity!**

- ⇒ We are constantly faced with adversity and problems. **Don't let the problems pull you down.** Our job is to adapt and overcome problems.
- ⇒ Seek out opportunity any time you are confronted with adversity.
- ⇒ Understand all of the facts when confronted with adversity.
- ⇒ **Help develop and implement the plan to overcome adversity.**

A Different Side of Safety..... – Lt. Dan Birkett

Lance and I have had the opportunity to teach at annual fire school the past two years. Our effort has been to try to take safety education and present it outside of our own fire department. This education includes things such as normalization of defiance, taking the passenger mode and becoming a self-courageous leader. I believe Lance would agree with me that our experience has been rewarding.

We open the class with a discussion on line of duty death statistics and trends. We also discuss how firefighters die or become disabled from injury. We distribute a short ten question quiz to the class that includes questions on whether or not you wear a seatbelt, if you stop at all red lights, if you use accountability and etc. We collect the quizzes and save them for later in the day. As we proceed we have the class get into small groups and we discuss culture, values and the things we value in our life. The objective for the small groups is to write down on paper and share with the class the top five things they value the most in their lives. The group members are from all types of fire departments in different types of cities and towns from across the state. So far our number one answer 100 percent of the time has been that everyone places their family as #1! Probably not hard to believe when you sit and think about it. If we gave the members of UFD the same objective I would undoubtedly say we would come up with the same response (not including in-laws).

As the day continues we show video segments that explain the topics I mentioned earlier. During this time we also tally the results of our quizzes. We relate the segments back to the fire service and areas that we can go back to our fire departments and try to make changes. We talk about safe driving, wearing seatbelts, using incident command and accountability. The topics tend to be the most common recommendations that we see in any NIOSH report on a line of duty death or disabling injury. During the discussion we go over the results of the quiz. We discuss with the class why the majority of them are not wearing their seatbelts or using accountability. We relate that back to what they wrote down earlier in day. They had all agreed that their families were #1. This is quite an eye opener to most and can be a real motivator to go back and change what you are doing at your fire department. We actually had a 35 year veteran of the fire service tell us that he was going to go home and start wearing his seatbelt for the first time! WOW! That is huge.

I recently had a cardiac stress test as part of my annual physical. I had a phone call a week later from a nurse who stated that the cardiologist did not like something he saw on my ECG. The conversation was followed by "Oh and by the way you can't do any firefighting until you get cleared by a cardiologist". As I hung up the phone I thought there must be a mistake. I am only 37 years old and I feel fine. How can they tell me I can't do firefighting? That is my job and I can't go back to work unless I can do firefighting. Long story short I followed up as needed and was released back to work with a good bill of health.

The two days I had to think about the situation and many things went through my head. One of the things I thought about was the class we just taught at fire school. I realized that whether it is instructors, NIOSH or the fire service personnel as a whole we do not put enough emphasis on our

physical health and well-being. Most of us take for granted that we get into this young and we will retire on pension at age 55. Let me tell you this is a long time in what can be a very physical job. I am like the group above and would put my family as my #1 value in my life. Our families rely on us for so many things. So are we taking care of ourselves? What would happen if suddenly you could not work as a firefighter anymore? Scary thought, right?

My point is that we cannot control our genetics or what we can inherit, but we can do our best to prevent some of the most common medical problems. Many of the line of duty deaths and disabling injuries were caused by strokes and heart attacks. They have nothing to do with accountability or if we wear our seatbelts. They have everything to do with prevention and our ability to recover after such an event. If we are fit and we are eating healthier we can increase our chances at reaching 55 and actually being able to enjoy our retirement.

When I was on vacation earlier this month I ate at a restaurant on Sanibel Island, FL. I checked out the gift store before I left and saw that the Sanibel Fire Department had a calendar for sale. I opened the calendar and saw that each month had a different firefighter in a pose with his shirt off. My initial thought was that it was unprofessional and makes us look about as smart as the pages it was printed on. After a closer look at the cover I noticed that the department consisted of the 12 line members that were in the calendar. Most firefighters were younger and one was definitely an older gentleman. The thing about it was that every person in the calendar was in obvious great shape. Even the older firefighter had his shirt off and was in great shape for his age. I then realized, "good for them they are really taking this seriously." I'm still not sold on the calendar idea and I don't want Charlie Tango getting any ideas! I may laugh about the calendar but when someone in the general public thinks in their mind what a firefighter should be like, that is what they expect. Maybe not that everyone is muscular defined or looks a certain way, but they expect that when we show up to their emergency we are able to physically go above and beyond to take care of their problem. Why shouldn't they have this expectation? After all it is our job!

I think we are making progress. I see more members working out than ever before and many members doing activities together on their days off. It doesn't have to be running marathons or turning into a vegetarian. It can be as small as walking around the fire station for 30 minutes or changing the types and quantities of the foods that we eat. Do something now! Make the change or set a goal, no matter how large or small that it is. It just has to be a conscious decision that physical health is important to me, my co-workers and especially my family. After all they are #1. Don't get caught in normalization of defiance or taking the passenger mode. Become a self-courageous leader and inspire others by taking care of yourself!



WHAT'S HAPPENING AROUND THE DEPARTMENT...

- We continue into construction season. As shared in the last newsletter, there will be several road projects that will impact travel this season. We hope to get a map put together to visualize these projects soon, in the mean time, here is the summary:
 - 86th & Douglas Project. The intersection on 86th and on Douglas will be reconstructed as part of the HyVee project. Traffic will be down to one lane at times. This project will extend to the west to the location where the bike path passes under the road on Douglas.
 - 128th Street is being reconstructed from Douglas to Hickman. This project will completely shut down thru-traffic from Douglas to Hickman.
 - Meredith from 86th Street to NW Urbandale. Meredith is being widened and this project will completely shut down through traffic during the project.
 - Widening of 121st Street—121st is be widened to include five lanes.

The impact of these projects will be obvious to us. Our east/west corridors will be effected greatly as will our ability to travel to the western hospitals via 128th Street. Be sure to check status of roads each shift so that you do not get caught in a situation where you have difficult getting to your destination.

- The WestCom radio project is moving forward. We met with Motorola representative and they are getting ready to process our radio order. Work on the system continues and we anticipate that the new tower in Johnston will begin construction soon. At this point, we are on pace to begin operation on the new system later this year. It is likely that we will begin using our new radios before the new system is completed.
- The Citizen Fire Academy is under way. The nine members of the inaugural class started on March 29th and will continue meeting every Thursday evening from 1800 to 2200 hrs until May 17th. There will be graduation on Saturday, May 19th at 1100 hrs. We are proud to have our Mayor, a City Council member and our Assistant City Manager in the class.
- Planning is underway for the Kid's Fire Academy June 4-6. Classes will be conducted each day from 0800 to noon.
- We are moving forward with the change to specific unit dispatching. Along with this, we are adjusting our response districts to match the National Grid System (NGS.) The changes to the NGS will be invisible to the responders but we want to match so that in the event of a situation where we have FEMA on site, we will be working from the same "page."
- We anticipate announcing the addition of our two new part-time positions in April: Pub Ed/Prevention Specialist and Emergency Preparedness Specialist. These two positions will greatly enhance our prevention efforts. Both positions will work no more than 16 hours per week.

Safety Tips!

More sayings from Alan Brunacini's book *Timeless Tactical Truths*

- Don't spend all your chips at once – always have a tactical reserve.
 - Firefighting is the very smartest form of manual behavior – respect the task.
 - When something is burning, don't assume that it is separated from what is not burning: always remember the only thing that is truly fireproof is heaven.
 - Good procedures are so simple you don't need to write them down to remember them or use a dictionary to understand them.
- And finally...
- The capable IC always approaches his troops with high expectations and kindness.



WHAT'S HAPPENING AROUND THE DEPARTMENT...

- Our work on new/revised SOGs continues. Our hope is to get three new SOGs finalized in April; Fire Attack, Ride Alongs and the revised live fire training SOG.
- We are in the midst of a trial period with WestCom on the EFD process. The trial, which runs from April 1st for 60 days will be evaluating the impact of what following the EFD process verbatim has on dispatch times.
- We continue with the process of changing our responses for "assignments." We are moving units up that have traditionally been on our second alarms. The hope is that we can bolster our initial response on assignments and perhaps we can reduce the need for multiple alarms. This will result in putting apparatus on the scene faster and in some cases, that might mean that we are not first in within our own district. An example may be Perkins at 86th & Hickman. If we had an assignment there, Clive FD would be dispatched the same time we are—they could be first on scene.
- We identified a problem with the windows in the training room in March and we are working to resolve the problems with these windows. The windows have gotten moisture in them and the wood has rotted. We will be working on resolving these issues ASAP.
- The budget and CIP documents have been finalized and printed. A copy will be placed at both stations for your review.
- We have undertaken a formalized Officer Development program for our officers. This will be an on-going in depth program aimed at enhancing our management team development.

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

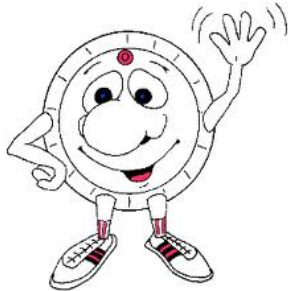
Training Report: 949 hours of training were completed in March.

Fire Training: 547 hours

EMS Training: 402 hours

Prevention & Inspection Activities:

- Completed 22 Inspections
- Completed 6 re-inspections
- Completed 1 Preliminary Walk-thru/meetings
- Completed 5 preplans
- Conducted 13 plan reviews
- Conducted 5 Car Seat checks
- Conducted CPR classes for 4 people
- Conducted public education for 109 people - 56 children and 53 adults
- Replaced 5 smoke detectors and replaced 48 smoke detector batteries



“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 April 1st, we have sent 12 letters to our personnel. The following people received “You’ve Been Caught” letters since our last newsletter:

Fire Marshal Rech

We received a thank you note and a \$25 donation for installing a smoke detector. The author was thankful of the advice and all of the time spent installing the detector. This was not a part of the SFM project.

Thanks to all of you for providing outstanding service!!

Member Profile...

Member Profile: Michael Kaduce

Length of time with UFD: Since October 2011

Why I became interested in the UFD: I grew up in Urbandale, was on the Explorer post in high school with UFD, and did some clinical time here during paramedic school.

Previous EMS experience: ER tech, St. Luke's Hospital 2007-2010

Adjunct Faculty, Mercy College of Health Sciences 2010- Present

Previous Fire Experience: None

Family Life: Single- it's a lot cheaper

Current Profession: Adjunct Faculty, Mercy College of Health Sciences, 2010- Present

Head Lawn Mower, Kaduce and Kaduce Lawn Care, my brother and I started mowing yards in middle school to save up money for college and we have continued doing it in our spare time since then. 2000- Present

Activities or hobbies I enjoy: I enjoy running and try to participate in several charity runs throughout the year. I also like to see a lot of movies with friends, you can usually find me at the theater once a weekend.

Most memorable moment: I worked in Cedar Rapids in 2008 when most of the downtown flooded and had to be evacuated, treating people whose homes had been washed away and then helped with some of the cleanup. I remember being struck with the sheer devastation but also the camaraderie and spirit of Iowans working together to rebuild.

Favorite TV programs: *ER, The West Wing*, I feel really good about myself when I watch *Teen Mom*

Favorite movies: *Peacemakers, The American President, Transformers*

Last book that I read: *The Survivors Club, The Secrets and Science that Could Save your Life* by Ben Sherwood

Personal goals: Survive a physics class this summer

What I enjoy about UFD: The people, everyone I have met has been welcoming and their sincere dedication to the citizens of Urbandale is obvious.

Favorite quote: "I will treat you like a gentleman not because you may be one, but because I am one." *Thomas Jefferson*



Last Safety Incident:
As of April 1st
36 days without a safety incident
283 days without a lost time injury

Last incidents:

- **Lost time:** head injury when wood struck head during training.
- Last incidents: 2/23: Door closed on A414 @ Mercy ER
- 2/24: Shoreline tangled in 415 while exiting the station



Picture this...



Members of the First Annual Citizen Fire Academy get fitted for turn-out gear on the first night of the Academy.



Citizen Fire Academy members prepare for the classroom session on the first night of class.

