



n the Line



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

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Upcoming Events

Papa John's Pizza Delivery Fire Prevention Activity: April 15th 1800—2000 hrs.

EMS Week: May 16—22

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

Last Safety Incident:

(As of April 1st)

10 days without a safety incident

344 days without a lost time injury

UFD statistics for March

Calls for service: 164 YTD: 580

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

Average response Time – **Emergency** incidents: **6 minutes and 24 seconds**

Emergency Medical Service calls: 130

Average Response Time EMS: 6 minutes and 5 seconds

Emergency: 6 minutes and 3 seconds

Non-Emergency: 6 minutes and 7seconds

Fire related calls: 34

Average Response Time Fire: 8 minutes and 8 seconds

Average turnout per fire incident: 5 people

We **received mutual aid one time** – for a fire call.

We did not provide mutual aid in March.

Types of Fire Calls

The 34 fire calls we had in March fall into the following categories:

<u>Fire / Explosion:</u>	<u>3</u>
<u>Overheat:</u>	<u>1</u>
<u>Service Calls:</u>	<u>8</u>
<u>Good Intent Calls:</u>	<u>7</u>
<u>False Calls:</u>	<u>15</u>



Birthdays:

Jamie Erie April 9

Joe Malloy April 10

Mike Gentosi May 5





Chief's Corner—Chief Jerry Holt



Remember how the fire service was viewed post 9-11? The fire service enjoyed tremendous public perception and support. Times have changed. The current economic situation has citizens all around the country questioning the cost of government including fire services or in some cases, even the need to have fire personnel. One only needs to simply look at the comments related to articles about tax increases to support public safety to see that we aren't as well thought of by some as we once were.

Of course, that's not true of everyone. There are still those who support us and tout the work we do however; this is the most vocal opposition that I've seen in my career. The general attitude is that government is too big and cost too much. All government – all departments and services. We are not left out and many people are particularly attacking the fire service. Let me give you some examples of some of the negative comments. (Some of these quotes have been edited.)

In response to an article on combined fire and police services (Public Safety Department) as a cost saving measure:

"Public safety is the bomb. Get rid of those goofy firemen - paid to sleep? "

"This will get very interesting when the firemen get out of their cushy beds, finish their city furnished breakfast and finish watching Oprah on their 63" TV while sitting in their Lazyboy's. Public Safety is the future, everyone better get used to it."

"Our beloved fireman signed up for a job for life that pays \$100,000 a year for five days a month of work...Who will watch the big screen TV, polish the engine, and sleep all night on the taxpayer dime if not for our professionals?"

In response to an article about paying "bonuses" to firefighters who "properly fill out their paper work":

"This is another waste of our tax dollars. This should be a crime. They already are overpaid."

"This is completely and utterly ridiculous. Here is a suggestion; just do your **** job. The spoiled "hero complex" attitude of this really galls me. The article say to properly do paperwork it "takes time". Really?, Really??!! Do they have something more important to do? You know like schedule part-time work or decide what to watch in the day room."

"OK, so answer the question why is "bonus" pay given to accurately do the job. I don't care if it does take longer, you are on the clock, please explain the bonus money."

I have heard numerous other comments not in print or appearing on web sites about the "over paid" and "under worked" firefighters. Doesn't give you a warm fuzzy does it? There are many more comments out there but space doesn't permit their use. The point I want to make is the days are gone of the fire department being thought of by

everyone as the good guys that everyone loves enough to pay whatever it takes to protect life and property from fire. The public wants a department that doesn't complain when responding to a call – any call even at 3 AM. They want to know that crews are working when they are on duty – completing all of the assignments, completing training, and not "sitting around" sleeping in chairs during the day, focusing on "other opportunities" while on duty, playing games or "waiting" for calls. In essence, they want what we have been trying to build for years – a department that is professional. One that trains often – not pencil whipped training, but real training focusing on how we need to perform. They want a department that welcomes the public inspection of our apparatus, equipment, stations and performance. They want a department that is prepared and ready to respond – one that embraces prevention as a core mission of the department. A department that prepares pre-fire plans and then uses them effectively when needed.

The days of "hiding" in the chairs of the dayroom are long gone in the professional department that wishes to receive public support. I am proud to say that's not been the culture here since the first career staff was hired. There never has been "game playing", sleeping, TV watching during normal hours and our staff is expected to greet tours, talks and presentations with enthusiasm rather they occur at 3 PM or 7 PM. I think we do a good job with that... and we will continue to be a progressive and professional department that seeks opportunities to interact with our customers in non-response setting whenever possible.



But not all is doom and gloom. While there are many "nay sayers" about the job the fire services does and what it cost, there are also many people who deeply appreciate your efforts. This is seen in many ways – almost never are there negative comments about *our* department in the paper or on web sites. Many of our customers take the time to write and thank you for the work that you do. (We sent out 94 letters to our staff last year – that's more than 2 letters per employee on average) and I recently had someone approach me and thank me for taking care of their father 11 years earlier! There are many people who admire the job you do and truly appreciate all of your efforts.

While there are several comments that are positive on the side of the fire service, one particular comment sums it up well:

"Bottom line is this....There are ONLY a hand full of nay sayers to Police and Fire. Police and Fire jobs are Nobel Professions, always have been and always will be! Ignore the nay sayers guys and gals it will drive them nuts. Don't even respond to their ridiculous comments, The MAJORITY of the community loves You.... it is a FACT!!!! "

You do make a *DIFFERENCE*—and people *DO* appreciate it! You make our community safer—thank you for your efforts!

IS IT TIME TO PASS THE S.A.L.T.? - AC Rob Light

As we all know, there is one thing constant in EMS and patient care, and that is change. New techniques, new discoveries and new devices all lead to better and easier to provide health care for our patients.

This month I decided to highlight a new device we will be looking at trying soon. I am in the process of seeing what all we have to go through to start trying it in the field on patients.

The device is called the S.A.L.T., which stands for Supraglottic Airway Laryngopharyngeal Tube. I would rather call it a SALT device since I don't have the big brain that Lt. Dan does. It is one of those few devices, that when you see it, you go "WOW, that is slick!" Actually, it makes me wonder why I couldn't invent something like it so I can retire!

This device can be inserted by EMT-B's and replaces an oral airway for unconscious patients. OK, I know... now you are saying "so what is so great about it then?"

Here's how it works...

The S.A.L.T. is inserted into the patient's oropharynx and advanced until resistance is felt-this indicates the device is

against the corniculate cartilage. At this point, the indicator line on the S.A.L.T. should be at the gumline or teeth. Next, the endotracheal tube is inserted through the S.A.L.T. until you are at the correct depth with the ET tube. Verify tube placement, secure tube with supplied clamp and strap and reverify tube placement. That's it!



No laryngoscope, no direct visualization and no hassles. Intubations are successful on the first time, every time, and in less time that it would take using the normal way of intubating a patient. I know, perfect world, but like I said, this looks to be one of the neatest devices I have seen in a while.

I know we have looked at several devices in the past, many cost prohibitive, but this device is under \$20 each and includes its own tube holder. There are no lights to burn out, no batteries to replace and the entire unit is disposable.

Take a look for yourself. The video and product information is available on the internet. I'll keep you posted on where we are with this.

http://www.mdimicrotek.com/prod_salt.htm

Safety Tip –Resolve to have a healthy heart and not become a statistic.

We are a few months into a new year – 2010, didn't seem like it was that long ago that it was 2000. But with the New Year comes resolutions – with a big one seems to be to loose weight, get in better shape, take care of yourself, etc. If this was one of them, I hope you are still working towards it. Because your personal health directly impacts your safety on the fireground. Heart attacks are the number one cause of line-of-duty firefighter deaths. Heart disease affects 80 million Americans, and the emergency services are not immune.

In fact, the stress of emergency response creates an increased risk of heart attack. Protecting your heart through regular health screenings, proper nutrition, fitness, and lifestyle choices is key to lowering your risk of becoming a statistic.



Being in the EMS community, we all know the risk factors for heart disease, along with the signs/symptoms of a heart attack. Whether your New Year's resolution may have been to get fit, still consider how you can reduce your risk for a heart attack: Incorporating small changes into every day can lead to big results. Take the stairs instead of the elevator; park in the spot at the back of the lot at the grocery store; replace fries with a salad; drink water at one meal instead of soda; take 5 minutes a day to think about things that you are grateful for; let someone in front of you in traffic. All of these easy activities help create a well-rounded lifestyle that will help keep you mentally and physically healthy.

Back to the Grind – Lt. Mike Gentosi

Well, I must say it is very nice to be back home to a normal lifestyle. I can't even express how good it felt to walk into my own home after being gone for five months, but I guess not fully five months since I had two weeks leave at Christmas. Being back around Alana really goes without a response. I have come to realize the sacrifice that families make is far greater than anyone else. I was honored to have her pin me with both my blue cord (signifying Infantry on the Class A) and jump wings. I also can't express enough how good it feels to be back at work. The military is a completely different world, and it is nice to be back doing what I love to do. I truly missed this place, especially all of you folks.

I want to thank everyone for their support in this endeavor. I really want to express my gratitude to Chief, AC Cardwell, and FF/PS Bissell for the adaptability in my absence for so long. We are such a small department that one person being gone truly creates a wrench in the situation. This just doesn't go for myself or the other officers. It is affected by anyone's absence as we strive to provide quality response. I can't show enough praise for the job Bissell did while I was gone. It is no surprise to me as I knew he would perform: "TOP NOTCH!" It isn't easy sometimes handling the day to day operations and issues that arise.

Thus I digress...As I stated above, military life was a bit of a change. I am nearly 30 years of age, and I can be pretty stubborn and set in my ways. It wasn't too bad of an adjustment, but it was a little different going from a situation of control to being controlled. Many a time, I had to channel my frustration and remind myself "it's hurry up and wait," and I am not here to make decisions or manage but to do as I'm told. It is crazy to me the time mismanagement in the military and the crazy rules. It still feels weird being outside without a "cover" or not having my hands in my "Air Force hand war-m-ers" (pockets, that is). Those are just a few.



That is why I say it is so good to be back at work, especially here at the UFD. This is a department that embraces change to strive to do things better. When we recognize how something can be done better, we attempt to change it. In the military life, it is status quo. I don't know how normal military life is outside of the training environment, so I don't want to step too far out of line. It was just amazing to me that the military has been training recruits for hundreds of years, and we still can't find ways to be more proficient. I told myself hundreds of times over in my head, "this is why we have major budgetary problems in our government."

Let me provide a couple examples...When we were at the range, we had to expend all ammunition. One day, we had

some 3000 rounds leftover. For some odd reason, you can't turn in that ammunition, so what do we do? We just fire it off all crazy like because taking the time to actually aim and work on fundamentals would take way too long. The same went for blanks when we were doing urban operations and combat patrols. Everyday when we went to the field, we would fill up a 1500 gallon water tank. If we didn't drink it all by the end of the day, which we never did, we would just drain it all to then fill it back up the next day and repeat the process. I am truly amazed at the waste.



I can also say the same with the safety factor, more so with Airborne School. Everyday, people were taken off the field with broken bones and sprained joints. I highly doubt anything will change with training to address the issues. All of it is on the jumper to follow the rules set before him/her to perform. Jumpmasters also have to have a certain level of safety or else they can lose their Jumpmaster. The other thing I found to be quite amusing was with the parachutes we used. They told us these were the same type of chutes that were used on D-Day- that's how good they are. I still laugh about this because there is no way improvements couldn't have been made in nearly 70 years. Oh yeah, we were the last class under those chutes. The class that started after us will now be training on the new chutes that the Rangers have been testing for quite some time (it should also be noted that chutes for static jumps are different from free fall).

Either way, jumping out of a perfectly good airplane is safe if you embrace the training set forth prior to you exiting the aircraft. I must say jumping is quite exciting. I am not as cool as Johnny O who got to do freefalls and HALOs. But, feeling the violence of the wind and prop blast is quite awesome.

Nonetheless, I must say it is enjoyable to work in an organization that will take any situation that presents an opportunity for improvement and makes the applicable changes. There will always be some level of risk in the fire service. It is impossible to say that we will ever be injury or fatality free. The fire service, by nature, creates the potential for these situations. But, it is imperative to learn from our own mistakes and those of others to create an environment where we embrace change for the better.

I apologize this was a little lengthy. I just have a lot to say after being gone for so long. I, again, thank you for your support. I will continue, as well as Alana, to need it especially in the near future. I love this place, enjoy the work and the people, and am honored to be able to do my turn in the military.

Thanks. I'm out!!!!!!!!!!

ON THE LINE

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

Training Report: **947 hours** of training were completed in March.

Fire Training: 881 hours

EMS Training: 66 hours

Prevention & Inspection Activities:

- Completed 15 Inspections
- Completed 12 re-inspections
- Completed 3 preplans
- Conducted 11 plan reviews
- Conducted 4 Car Seat checks
- Conducted 1 Home Safety check
- Conducted CPR classes for 17 people



Date	Location	Type	Children	Adults	
3/15/2010	5915 Sutton Pl.	CPR class	0	6	
3/18/2010	St.42	CPR class	0	4	
3/27/2010	St.42	CPR class	0	7	Total
			0	17	17

Other Training Opportunities:

Clive, Urbandale, and Windsor Heights Fire Departments announce;

Positive Pressure Attack: Theory and Application

April 10th, 2010 0800-1700

Battalion Chief Kriss Garcia and Battalion Chief (Ret.) Reinhard Kauffmann, Salt Lake City

Reminder: The deadline for nominations to the Board of Directors for the Urbandale Firefighters Fund is Monday, April 12th. We are looking for 2 full-time, 2 part-time and 2 paid-on-call members to serve on this board. You can volunteer yourself or recommend someone else that you think would represent the department well. You can email your nominations and/or any questions to Tom Hyde or John Ouverson.

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 March 26th, we have sent 20 letters to our personnel. The following people received "You've Been Caught" letters since our last newsletter:

Kyle Bissell, A/C Cardwell, A/C Danford, Jeff Gilchrist, Tom Hyde, Cory Macumber, Capt. Malloy, Derek Manser, John McCannon, Paula Merfeld, Capt. Mitchell, Cody Thorne

We received a thank you email for a house fire @ 9431 Hickory Dr on Feb. 21st. The homeowners wanted to be sure that we were "commended for the professional work you completed in extinguishing this fire, minimizing water damage and minimizing smoke damage to the house and contents."

A/C Cardwell

A resident called the Chief who shared a great story about Mike's "above and beyond" service...even when he wasn't on duty. Seems Mike was on the way to the gym when he came across Amanda. She is an Urbandale resident who is confined to a wheel chair. You might have seen her around town - she takes her electric wheel chair almost everywhere. She had gotten stuck in the mud in her chair at 100th & Douglas. After a while of trying to get someone to stop and help her, Mike came along and stopped to help. With the help of some other people who were solicited to help by Mike and a couple of people who just stopped to help, they were able to move the 400+ pound chair out of the mud. That alone says a lot about Mike - his willingness to stop and help but it doesn't stop there. Because of the mud that had gotten on her wheel chair, it wouldn't "go". Mike proceeded to push her to her apartment on Patricia Drive - helping her to get into the apartment. That's quite a workout! She was very appreciative of Mike's efforts and wanted the Chief to know "what kind of employee" Mike was!

Thanks to all of you for providing outstanding service!!

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- Changes in the Urbandale Firefighter's Association were voted on at the March meeting and were approved unanimously. These changes basically eliminate the organization as we know and create a new organization that is more inclusive and representative of all staff. This is an exciting move and one that has the potential to allow you to take your ideas to a new level! Look for more on this from the group that was working on that.
- The Station 41 Renovation Project team continues to work on that project. They have met with the Architect and have reviewed some preliminary plans. Nothing is in stone at this point and the firm is reviewing the comments received by the group and moving forward and working toward the development of a set of plans so that work can begin.
- Two new SOGs were introduced in March; the use of photos and the use of social networking sites. These SOGs were developed with the input of the Union President and officers. Following those drafts, the documents were sent out to the entire department for comments. They will go into effect on April 7th.
- We are hopeful that the additional concrete work on the training building will be completed soon. The plan is that as soon as it dries out enough that the contractor will be able to get in there and finalize some work on the footings and complete the concrete work.
- We completed pump testing in March. This is an annual ISO requirement and this work was performed by Emergency Apparatus Maintenance out of Minnesota.
- EMS Week is May 16—22. Chief Light is working on planning some EMS week activities. Please see him if you have some ideas and would like to help make EMS week something special this year.

Congratulations!

- Dan Seda, Ryan Shafer, Aldin Ramic and Mark Tauscheck for passing their EMT-B classes. They have completed their orientation and are currently working on their requirements for their red books. Aldin and Mark will be responding to EMS calls until they are able to get into fire recruit training. You should be seeing them around the station. If you haven't already done so please say hi, introduce yourself, and welcome them aboard.
- Joey and Lynn Poschner on their new addition to their family. On March 3, at 9:01 p.m., Auden Elaine was born. She weighed in at 8 lbs 2 oz and was 20 inches long. Both mom and daughter are doing find.



Member Profile...

Member Profile: Jon Rech

Length of time with UFD: 14.5 yrs

Level: FT Fire Marshal, EMT-PS

Why I became interested in the UFD: I always wanted to be in the fire service. I moved to Urbandale in 1995 and joined UFD as a POC member.

Previous EMS experience: Lifeline Ambulance 1993-1999, Dallas County EMS 1998-2000

Previous Fire experience: None

Committees: St.41 renovation

Family life: Married to Amy for 14.5 years. Family includes Kathryn-10, Christopher-3, and a Sheltie named Marra.

Current Profession: FT Fire Marshall - Inspections, code enforcement, public education, plan review of buildings and fire protection systems, fire investigations, incident responses. I was hired FT in 2000 as a Paramedic/Fire Inspector. My position was re-classified to Fire Marshal in 2006.

Activities or hobbies I enjoy: Hockey, boating, spending time with family.

Most memorable moment with UFD: 1997 - My first cardiac arrest patient and intubation as a Paramedic was a 3 month-old.

Most memorable moment outside of UFD: The birth of my children and seeing my brother come home safe after his 2nd deployment to Iraq.

Favorite TV programs: St. Louis Blues Hockey Games, The First 48, Family Guy

Favorite movies: Crash, The Shawshank Redemption, Hoosiers, The 5th Element

Last book that I read: Multiple Dr. Seuss books (The joy of having a 3 y/o)!!

Personal goals: Be a good husband and father, improve my hockey skills, and get Chief Light to go ice skating within the next year.

Words of advice for someone new getting into EMS or Fire: This job is about more than just obtaining a few certifications and getting an adrenaline rush. If you think that you've figured everything out, you haven't. This job is about continuous learning. If you can't grasp that concept or don't like the thought of it, this probably isn't the job for you.

What I enjoy about the Urbandale Fire Dept: We're dedicated to doing things the right way.



Chief's thanks...



• Many thanks to those who got up early to help with the "Harley & Hoses" pancake breakfast sponsored by the Legion Riders. It was an early Sunday morning with having to be there at 0600 but it was a lot of fun. They were a fun group to be around. A special thanks to John McCannon, Rod Silvers and Tom Hyde who did a majority of the cooking...in a smoke filled room that probably required SCBA! We were presented with a check for \$1,000! Thank you for helping: John McCannon, Rod Silvers and Tom Hyde, Lori Holt, Jon Rech, Julie Stuckle, Mike & Alana Gentosi, Dan Birkett, Mike Cardwell, Lance Routson, Craig Pope, Jamie Erie, Ed Palizzolo, Brennan Burke, and Craig Jensen and of course, thank you to all of the Legion Riders!



• Thanks to C-Shift for helping out during the cook-out recognizing Parks & Rec and Public Works for all of their efforts in keeping our driveways, walks and the roads clear during this winter's snow! They were very appreciative that we recognized their efforts. Laura Lyons, Zach Clear, Ross Frank, Mike Gentosi, Jon Rech, Mike Cardwell, Cody Thorne, Jamie Erie, and Paula Merfeld.

ON THE LINE

Picture this...



American Legion Riders Post 663
6805 Douglas Avenue
Urbandale, Iowa 50322

1234

Urbandale Fire Department **\$ 1,000.00**
PAY TO THE ORDER OF

One Thousand Dollars and .00 DOLLARS

Financial Plus Credit Union
4303 Fleur Drive

Memo _____
I: 012344689I: 22 6805 4III' 1234

Francy Furman

