

On the Line

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

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Upcoming Events

September 13th

Annual PD versus FD Flag Football game to benefit **Make-A-Wish**. Please help us defend our trophy while we raise money for this worthy cause!!

July 18

FD BBQ Cook-Off—see page 8 for details

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

UFD statistics for June

Calls for service: 217 YTD: 1,207

Average response Time – All incidents: **6 minutes and 47 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 28 seconds**

Emergency Medical Service calls: 146

Average Response Time EMS: 6 minutes and 27 seconds

Emergency: 6 minutes and 2 seconds

Non-Emergency: 6 minutes and 55 seconds

Fire related calls: 71

Average Response Time Fire: 7 minutes and 23 seconds

Average turnout per fire incident: 6 people

We **received mutual aid two times** – both times for EMS calls.

We **gave mutual aid three times** – once for an EMS call and twice for a fire call.

Types of Fire Calls

The 71 fire calls we had in June fall into the following categories:

| | |
|--------------------------------|-----------|
| Fire / Explosion: | 13 |
| Hazardous Condition: | 4 |
| Overpressure, Overheat: | 2 |
| Good Intent Calls: | 5 |
| False Calls: | 38 |
| Service Calls: | 9 |



Birthdays:

| | |
|----------------|-----------|
| Zach Clear | July 5 |
| Jeff Gilchrist | July 26 |
| Kyle Karsjen | July 31 |
| John McCannon | August 12 |
| Nathan Wise | August 12 |



Chief's Corner—Chief Jerry Holt

Recognition...It Adds Value To What We Do

Recognition is a funny thing. Some people like being recognized, others might be embarrassed by being singled out and still others see it that they were only “doing their job”. There is a fine balance between recognizing the good work staff does on a daily basis and maintaining special recognition when those opportunities occur. We have a plan for recognition...some pretty basic and others more formal.

One of the less formal forms of recognition is the “You’ve Been Caught” letters that we send out. Anytime we receive comments from the public, we acknowledge those by sending the “You’ve Been Caught” letters along with a brief description of that action that gave rise to the comments and a copy of the comments we received to everyone involved. We also send an announcement to all officers that we are sending out a “You’ve Been Caught” letter as well as posting it in the monthly newsletter. Sometimes comments received from the public are in the form of a thank you note and other times it may just be a short note attached to an ambulance invoice payment. Either way, it feels good to be recognized for your effort as it sometimes seems that much of your efforts go unnoticed.

And of course there is the very informal method of a simple “thank you”. It is the easiest one to do but often the most over-looked one. The simple “thank you” is very much appreciated and often goes a long way to making people feel appreciated for their efforts.

We have two formal methods of recognition for our personnel. The first is a city-wide program that allows exceptional performance to receive a performance bonus of \$50. This is known as an “On the Spot Award” and has to go through the City Manager for approval. This form of recognition has been used in the fire department on several occasions and who doesn’t appreciate a \$50 check?

The second formal method of recognition is our “record of exceptional performance” or “blue sheet” program. This is a process where anyone can recognize staff or volunteers for outstanding service. We have also used it to recognize other city employees for their efforts. We have an SOG that outlines the use and procedure for this program but suffice it to say it that the final “recognition” ends up on a blue sheet of paper – hence

the term “blue sheets”. Several of our staff have many blues sheets in the personnel file. We have also expanded on that for successful CPR cases where we recognized staff and citizens at a City Council Meeting.

One good thing about recognition is that it is easy to give and it is certainly not limited to our staff. We can recognize each other, citizens and other city employees. June 28, 2009 was a great example of our staff recognizing the great efforts of other city employees. On that day, B-Shift personnel recognized the efforts of Officer Molly Jansen and Officer Nicolas Hazel for their efforts during a CPR call. While the outcome wasn’t what we would all hope for, these two Police Officers did a great job of assisting. Eric Ennen, John Ouverson and Stu Wilson were very impressed with the help provided and took the time to complete a blue sheet for Officers Jansen and Hazel. They received their blue sheets during shift change at the Police Department so that their peers could be there for the presentation. I think they were thankful to have their efforts recognized and several of their peers thanked us for recognizing them.

While it feels good to have one’s efforts recognized it feels just as good to be the one responsible for making the effort to recognize someone else. Officers Jansen and Hazel appreciated having their efforts recognized but I am sure Stu, Eric and John felt some pride in recognizing other’s efforts. With recognition, it is as the old saying goes; it is better to give than to receive. With that, thanks to Eric, John and Stu for making the effort to recognize the efforts of Officers Jansen and Hazel. That goodwill effort will hold many positive dividends for everyone involved.



Safety Incidents—As of July 1:
66 days without a safety incident
70 days without a lost time injury

Sometimes You Have to Take a Step Back - Capt. Joe Malloy

I think most will agree that recent training has been challenging, both mentally and physically. It has shown what can be done with new tools and thought processes. It is a chance for all members to work closer together, breaking down full time with part-time and paid on call members of the department. It has shown me how to work smarter in trying to match my strengths with those who are much younger and a chance to show that some of my old school and time honored tricks of the trade still work. It has taken a long time for me to learn that I don't have to do everything myself, that there comes a time when you have to stand back and let others play with the tools.

If I could pass on to anyone whom has been with the department for any length of time, it is to use your skills in a manner that allows others to learn what you have learned. We have several old-time firefighters that have the skills, that use them wisely, that know how to operate most of the tools on our apparatus. During training opportunities, it is time for you to encourage new personnel to jump in and with your guidance allow them to learn what you know.

There is nothing like grabbing a tool and ripping into a virgin car, or taking the lead on the nozzle during hose operations, but you have been there before. Encourage new members to take the lead, let them make safe mistakes in training, so they can be a strong asset when the real thing happens. I know it is hard but they can bring new ideas and principles that you can use in the future. There are definitely times when I have to bite my tongue or swallow my pride when others suggest changes in my plan of attack but it is all about planning for the future, not living in the past.

As we continue to forge a new Urbandale Fire Department, let's do it together. Join me by encouraging new members to do what you do best, provide good, competent and safe emergency operations. Do it through training before the big one hits.

Remember When... Lt. Julie Stuckle

Remember when you first started in Fire/EMS – went through the training, and excited to get started. Remember that first time you had a fire, or that first patient that you had. Or, coming out of school you might think you know it all, only to find out you don't. Or – you learn in school one way, and then find out in the field that things may not be done the same way as you were taught.

Well, we have three people that will be joining us soon, and are probably in the same boat. Dan Seda, Joe Poschner, and Ryan Shafer just finished their FF class and will soon be assigned to crews, along with responding to fire calls. Dan and Ryan still need to take their EMT-B course, however, Joe will be going through orientation, as he is a Paramedic- but hasn't been for very long. Captain Mitchell will be working with them to get them up and running on the fire side and assisting them get to their comfort level, and I will be working with Joe through his initial EMS orientation, then whoever his mentor is will help get him through his red book.

All will be assigned to station 41 (sorry Capt. Malloy). So look for these new faces, and I hope you will introduce yourself, make them feel welcome, along with help them on whatever they need. I'm sure they will have lots of questions, and like any new job, nervous on getting started, let alone our job – probably scared to death (but anxious) for that first fire.

And don't forget Dave Wyner – he hasn't been with us for that long. He might be bringing some experience with him since he is also on Johnston Fire, but he hasn't been doing this for very long either. So – help him along too – and hopefully we can get all on board.

Just don't forget what it's like being the 'new guy' and trying to get up and running.

Safety Tip: Slow Down on the Fireground – www.firerescue1.com

- Speed kills firefighters. Acting hastily or too quickly on the fireground can cause you to make a serious, life threatening error in judgment. Slow down! Pace yourself at a fire.
- Do not get caught up in the excitement of the fireground scene. Think about what you must accomplish at the fire and do it. Don't let the fire dictate your actions.
- You should have a preplanned assignment before responding to the fire. Stick with the pre-plan and accomplish your assigned duty, even if others don't accomplish theirs.

This doesn't mean that we shouldn't be acting with a sense of urgency...our customers should see that their emergency is URGENT to us...while we do not condone "running" on the emergency scene, we do not want to appear lackadaisical. Our actions should illustrate the commitment to our customers—urgent care with purpose of mission in mind...safety first.

ON THE LINE

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- Construction of the training facility is moving forward! The bid was awarded on June 16th and the building is expected to be completed by November 15, 2009.
- Our new City Manager begins his service with the City on July 6th. Please be sure to welcome A.J. Johnson to Urbandale!
- We purchased a new TIC to replace our FLIR. FLIR no longer services or supplies parts for the FLIR TIC.
- Replacement of the windows in the training room, day room and bunk room is scheduled for the coming months. This will include the removal and installation of windows, repair of the sheetrock and window seals.
- The HVAC system at Station 42 is scheduled for repairs beginning sometime after July. This will include an overhaul of the control system which should greatly increase the comfort level and controllability of heating and cooling at the station.
- The renovation of Station 41 will be sometime after the first of the year. The first step will be the hiring of an engineer/architect to hear input and then to develop plans based on those items identified and the available budget. We will be submitting for an Assistance to Firefighters Fire Station Construction Grant (SCG) to improve funding for the project.
- We are still waiting for the guidance to be announced for the SAFER grants. We will be applying for personnel under that grant when it is opened.
- We are moving forward with establishing a hiring list. Testing will be conducted in early July.
- We are working on correcting an issue identified by Lt. Routson. The airbags and MDC on command vehicles may create a hazard for occupants in the passenger seat. Switches will be installed that will allow the airbags to be disabled when there is a passenger in those vehicles.

Congratulations!



To Rob & Lori Zahnd. On Tuesday, June 23, they welcomed Daniel James into their family. Daniel was born at 2:16 PM weighing in at 9 pounds and 21.5 inches.

To Dan and Nikki Birkett for competing in and completing the HyVee Triathlon! Dan sets a great example of physical fitness for firefighters!



Time is Priceless. Yet it costs us nothing. You can do anything you want with it. You can spend it, but you can't keep it. And once you have lost it, there's no getting it back. It's just gone.....

From the TV show – The Medium

SO NEAR,



YET, SO FAR!

Chief's thanks...

- A great big thank you to B-Shift for stepping up and fixing the monument marker for the statue at Station 42. The marker was broken during grass cutting. B-Shift reinstalled the marker which details the statue is in memory of Mike Mercurio. Thank for getting that back out there!
- Thanks to everyone that helped out with the July 4th activities...from leading the "Jack "Sparky" Gooding Bike Ride" (Tom Hyde) to the Bathtub Races (Capt. Mitchell & sons), to our parade, to the Windsor Heights parade and to the fireworks...if you helped out—thank you!



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

Training Report: 620 hours of training were completed in June.

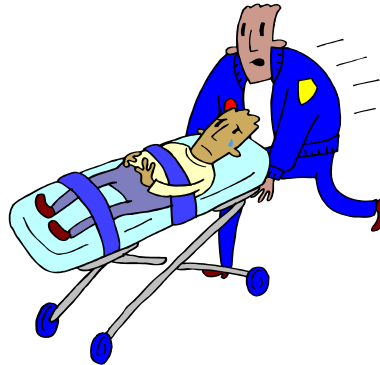
Fire Training: 444 hours

EMS Training: 176 hours

Prevention & Inspection Activities:

Other programs/projects:

- Completed 5 Inspections
- Completed 8 re-inspections
- Completed 4 preplans
- Conducted 12 plan reviews
- Conducted 3 Car Seat check
- Conducted CPR classes for 8 people
- Conducted public education for 1,205 people



“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 July 1st, we have sent 49 letters to our personnel. The following people received “You’ve Been Caught” letters since our last newsletter:

6/15/09—The Mayor received a letter from Angela Connolly, the home owner in Johnston to which we provided mutual aid in May for a fire. She was appreciative of the “great and professional” job! (R418 =B. Burke, J. Erie, C. Jensen and Lt. Routson).

6/24/09—Jon Rech received a thank you note for attending the Safety Fair at Bickford Cottage

7/1/09—The Mayor received an email from a patient’s husband in appreciation of the great care provided which was “very caring and professional”. (Bissell, Thorne and Macumber).

Thanks to all of you for providing outstanding service!!

Member Profile...

Member Profile: Derek Manser

Length of time with UFD: July 2007-November 2007, January 2009-Present

Level: FF/EMT-PS

Why I became interested in the UFD: The opportunity to get more experience with Fire and EMS.

Previous EMS experience: West Des Moines EMS, July 2007-Present

Previous Fire experience: West Des Moines Fire Department, September 2005-July 2008

Family life: I have a Black Lab named Biff, he lives on the farm though - too big for the apartment.

Current Profession: Fire and EMS is my profession. I started working towards this when I was in High School and it has continued to today.

Activities or hobbies I enjoy: I enjoy hunting and fishing. In the fall if I'm not working it is quite possible you will find me in a Duck Blind somewhere in the state.

Most memorable moment: There are so many to choose from and they all stand out as very memorable moments but I guess if I had to choose I would choose one of the fires that I was in. We were the first truck due to an Apartment Fire, simple room and contents. We hooked the hydrant, pulled the compartment load off and headed into the apartment. We were able to contain the fire to the room of origin and prevent it from spreading. This stands out as one of my most memorable moments because it was the first time that I made the initial fire attack. There is more to this story, including the meaning behind my nickname, ask sometime and I'd be more than happy to share.

Favorite TV programs: Rescue Me, House, Cops, The Big Bang Theory, Scrubs, Emergency, and various outdoor shows.

Favorite movies: Backdraft, Ladder 49, Full Metal Jacket, Talledega Nights, Step Brothers, and the list goes on.

Last book that I read: Essentials of Paramedic Care, 10th Edition

Personal goals: Complete my Fire Science Technology Degree, getting really close on this one, and to become a Full Time Firefighter/Paramedic

What I enjoy about the Urbandale Fire Dept: I really like the people here; everyone has really made me feel at home. Also this is the first time that I have worked for a Department with Fire based EMS. I like this because it gives me the opportunity to do both, which was not an option for me before.

Looking for some fun? We will be planning on conducting the pizza delivery program again this year. This is where we team up with a local pizza company to deliver pizzas on a fire apparatus. While we are there, the person can take the "Smoke Detector Challenge" and if their smoke detector works, their pizza is free. If it doesn't work, we install a new battery or a new detector. We have gotten great coverage in the past and everyone that has participated has had a great time! A great way to get the message out about the importance of smoke detectors! Please let me know if you are interested in participating.



Picture this...

Extrication Training at Station 42



“Smoke Showing” UFD Bar-B-Que Outing

Saturday, July 18th

1:00 pm, Lions Park (72nd & Aurora)

**We'll provide the meat (ribs, pork or chicken, your choice),
You provide your special rub, sauce, some sweat and love
(depending on numbers, I may need to borrow some grills,
you can fire up the grill or smoker any time morning or afternoon)**

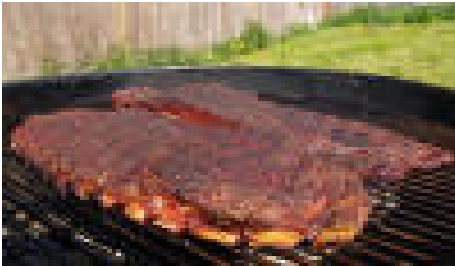
Prizes awarded:

Best chicken

Best ribs (St. Louis Style)

Best pork (any other cut)

Best prepared appetizer or side



**Each family will be
asked to provide an appetizer or side, and byob
(we'll have fruit and ice cream for dessert)**

Bring swimsuits (the newly renovated pool is across the street)

We'll have sports games for the kids

Our first annual UFD Cornhole tournament (similar to horseshoes)

Kids vs parents wiffleball game

Award for the Best Dressed – Summer Special

**Please e-mail AC Cardwell with the number of family members attending
and your meat preference (let me know if you will be grilling or just eating)**

Bring on the heat, bring on the meat!!!