



On the Line



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

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Upcoming Events

November 14th

The American Legion Riders are inviting you and your family for a spaghetti dinner to show their appreciation for the job that you do! 6—9 PM

November 21st

The Annual Westclivendale Heightskee Grimston Thanksgiving Dinner. Station 42—11 AM—1 PM. Please RSVP to Lt. Routson by Nov. 9th if you would like to attend.

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

UFD statistics for October

Calls for service: 182 YTD: 1,909

Average response Time – All incidents: **6 minutes and 17 seconds**

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

Emergency Medical Service calls: 134

Average Response Time EMS: 5 minutes and 55 seconds

Emergency: 5 minutes and 40 seconds

Non-Emergency: 6 minutes and 8 seconds

Fire related calls: 48

Average Response Time Fire: 7 minutes and 1 second

Average turnout per fire incident: 7 people

We **received mutual aid five times**—four times for EMS calls and once for a fire call.

We **provide mutual aid eight times**—five times for fire calls and three times for EMS calls.

Types of Fire Calls

The 48 fire calls we had in October fall into the following categories:

Fire / Explosion:	12
Hazardous Condition:	4
Service Call:	4
Good Intent Calls:	7
False Calls:	19
Ovr. Press/Heat:	2



Birthdays:

Lance Routson	Nov 6
Cody Thorne	Nov 8
Dan Birkett	Nov 12
Mindy Cross	Dec 2





I thought I would share a story that I think applies to the job we do every day. To me, it has always been about wanting to make a difference. I think that same is true of most people in our profession but the problem is, most the time you do not get the pleasure of knowing what impact your actions have on others. Sure, there is the occasional "thank you" card and those are extremely valuable but you often really never know the true impact of our efforts. I could write volumes about how your actions have impact on others you may never know beyond your wildest imagination. The fire that never started because of your prevention activities, the impact of the life you saved with CPR and ALS, the impact of the person's life who you helped come into this world. The list goes on and on...

In this short story, the impact does take years to be seen but it is a powerful story...and exemplifies the saying "The good deed you do today may benefit you or someone you love at the least expected time. If you never see the deed again at least you will have made the world a better place." I hope you enjoy...

A Glass of Milk

One day, a poor boy, who was selling goods from door to door to pay his way through school, found he had only one thin dime left, and he was hungry. He decided he would ask for a meal at the next house. However, he lost his nerve when a lovely young woman opened the door. Instead of a meal he asked for a drink of water.



She thought he looked hungry so she brought him a large glass of milk. He drank it slowly, and then asked, How much do I owe you? "You don't owe me anything," she replied. "Mother has taught us never to accept pay for a kindness." He said... "Then I thank you from my heart."

As Howard Kelly left that house, he not only felt stronger physically, but his faith in God and man was stronger also. He had been ready to give up and quit.

Many years later that same young woman became critically ill. The local doctors were baffled. They finally sent her to the big city, where they called in specialists to study her rare disease.

Dr. Howard Kelly was called in for the consultation. When he heard the name of the town she came from, a strange light filled his eyes. Immediately he rose and went down the hall of the hospital to her room.

Dressed in his doctor's gown he went in to see her. He recognized her at once. He went back to the consultation room determined to do

his best to save her life. From that day he gave special attention to her case. After a long struggle, the battle was won.

Dr. Kelly requested the business office to pass the final bill to him for approval. He looked at it, then wrote something on the edge and the bill was sent to her room. She feared to open it, for she was sure it would take the rest of her life to pay for it all. Finally she looked, and something caught her attention on the side of the bill. She read these words....

"Paid in full with one glass of milk." -- Signed -- Dr. Howard Kelly.

Tears of joy flooded her eyes as her happy heart prayed: "Thank you, God, that Your love has spread through human hearts and hands."

There's a saying which goes something like this: "Bread cast on the waters comes back to you. The good deed you do today may benefit you or someone you love at the least expected time. If you never see the deed again at least you will have made the world a better place." And, after all, isn't that what life is all about?

Dr. Howard Kelly was a distinguished physician who, in 1895, founded the Johns Hopkins Division of Gynecologic Oncology at Johns Hopkins University. According to Dr. Kelly's biographer, Audrey Davis, the doctor was on a walking trip through Northern Pennsylvania one spring day when we stopped by a farm house for a drink of water. A little girl answered his

knock at the door and instead of water, brought him a glass of fresh milk. He visited with her briefly, then went his way. Sometime after that, the little girl came to him as a patient and needed surgery. After the surgery, the bill was brought to her room and on it were the words, "Paid in full with one glass of milk." - Read more at TruthorFiction.com.

From the web site - www.inspire21.com - <http://www.inspire21.com/stories/generalstories/AGlassofMilk>

Congratulations!

- **A/C Mitchell** and **Drew Stiles** for having articles published in the *Iowa Firefighter*...a monthly publication circulated to 16,000 Iowa firefighters. Both Drew and Chief Mitchell published articles on one of the 16 Life Safety Initiatives. Congratulations and good job of spreading the word in an effort to keep Iowa's firefighters safe!! If one person "get's it", you will have made a tremendous difference!!

Fire Safety “Talks” – AC Jim Mitchell

We have recently celebrated Fire Prevention Week/Month. We had several requests for tours, presentations at schools, etc. It has been a very busy October. Some may even have become annoyed with all of the tours, visits and fire safety talks.

Every year, I personally receive a request from Mr. Llewellyn and Mrs. V.G., 4th grade teachers at Webster Elementary, to come speak to their 4th grade class during fire prevention week. It’s the same talk every year. However, 4th graders understand a little more about reality and the workings of calling 911 and what a firefighter does for a living. So, I think we have an opportunity to really get our message across to this age group. It just so happened that the day that worked the best was an “A” shift day and I attended with the crew from Station 42.

Our “Fire Safety Talk” started by an introduction from Mr. Llewellyn. Something to know about Mr. Llewellyn is that he wrestled at UNI and is a very athletic and competitive person. You may be wondering how I would know this. I have coached against Mr. Llewellyn in baseball and football for many years. Something else about Mr. Llewellyn is that his father is the former fire chief of Cedar Falls FD. When Mr. Llewellyn introduced us he said that people see pictures of famous football players or basketball players and the like and may look at these athletes as heroes, but these people

(pointing at us) are the real heroes of the world! He continued to explain that no matter whether it is night or day, weekday or weekend, we will risk our lives to save theirs. Llewellyn finished his introduction with again informing the kids that we are the “real heroes”!

We began our “Fire Safety Talk” explaining the day of a firefighter, (thank God I was there, just kidding). We followed with a discussion of calling 911. It was great to have Lt. Routson there because they received detailed information about the discussion they would have with a dispatcher. We then talked about their homework assignment of going home and developing an evacuation plan with their parents, changing the batteries in their smoke detectors, knowing the location of smoke detectors, etc. After our talk, we went outside and explained to the kids the workings of the truck. It was raining, so we abbreviated that part. I believe our presentation was a

success. Mrs. V.G. and Mr. Llewellyn both expressed their appreciation and Mrs. V.G. expressed how “great” we are several times. They were both very sincere!

Afterwards, I began to think about Mr. Llewellyn’s introduction. I know Mr. Llewellyn well enough that I know he was sincere. Do we understand just how important we are to these folks? We talk often about the political opinion of the fire service in general. Whether it is a politician using smaller government as a platform, (which translates to us), or discussions of our retirement program, or consolidation of services, there seems to be a lot of negative conversations about the fire service, us! However, there are still people out there that think we are great!



Lt. Routson and A-Shift conduct a fire safety talk during a school visit for Fire Prevention Week in 2009.

I say we need to relish these moments with these people and be humble and ask for their political support! We all know that there is a fine line between arrogance and confidence. When we know we are amongst our supporters, we need to humbly ask for their political support. Perhaps these supporters don’t even know that we are under attack by those specialty group(s). A casual conversation about these attacks may be in order. You have to know that you are among supporters though! We need to explain that we are providing a service for much less than other local models. We need to explain

that consolidating with other cities that don’t even consolidate within their own city is not such a good idea. We need to explain that our customer service is second to none! We need to beg for our supporter’s political support. There is a difference between having people think we are great and telling the right people that we are great! We need to take advantage of being in the public during tours, fire inspections and fire prevention “talks” and let our voices be heard.

I’m not telling you to ignore the attacks! I’m not saying that we shouldn’t be concerned. I am saying that you should be proud of what you do and have pride when you do it! Don’t let the negative people affect your service! How you do what you do is still yours to do! Keep being “heroes”, stay great and remember that FIRE SAFETY TALKS!!!!

Refresh your Mind – Lt. Cory Macumber

How many times do we sit around the kitchen table and talk about the things that we have heard about what other departments doing, complain about things we could be doing but are not or more simply just a little down about the fire/ems service? I know I've caught myself doing that not just here, but also at every other place of employment I've been at.

One of the easiest things to do to get out of the slump is to refresh or recharge your brain. As James Rowen has told us on a few occasions, seek out education beyond the walls of UFD. Take a look back when you went to either a con. ed or a NEW course, once it was ended your brain was recharged and you were ready to act upon your newly gained knowledge. Either by bringing something new into the department, submitting either a protocol or SOG revision based on your newly gained knowledge or simply it was ingrained by someone else that you were doing the right thing. I get it, if you hear the same or different stuff from the same people you become numb to what's happening elsewhere in our field.

This can be as simple as picking up one of the many trade journals lying around the station, read a book, jump online and watch a new video or take a course. You tube has some great videos of both EMS & Fire training. Pull out our SOG's or EMS protocols and have a friendly challenge amongst the shift. We all know that each one of us has a competitive side and likes to be challenged. Basically what I'm trying to say is, find something that you are either interested in or something that you feel you can improve on and learn about it. One can also request to go to training through the department, both part time and full time alike. I must say that out of my three other places of employment this is the best departmental support of justified training I have been involved in, actually UFD encourages employees to submit training requests. These requests don't have to be for training or a conference across the country, it can be as simple as one of Mercy's monthly con. ed classes or it can be to a national conference. Submit it, the only thing your out is a few minutes of your time.

I challenge all of you to seek out one class at least once this year and bring back what you learned about to share with us in one way or another.

Then I ask you to step back and look at your mental aspect before the class and compare it to after the class, it does recharge your mind.



- The SCBA project has been completed. The City Council approved the low bid of Illinois Fire Store on Oct. 30th and the order for our new Drager SCBA will be placed during the first weeks of November.
- The Council also approved the purchase of 9 new AEDs, 2 trainer units and 12-lead simulator at the meeting on Oct. 30th. The AEDs will be Zoll and include 7 AED "Plus" with cases and 2 AED "Pros" with cases. The two "Pros" will be assigned to L415 and L425 with the reminder to be assigned to rest of our fleet.
- We are moving forward with the narrow-banding of our VHF radios. Our only VHF frequencies are for paging and for our storm sirens. Our storm sirens were narrow-banded earlier and this project specifically addresses our paging system. You will notice a new station alerting system and "alert" sound at Sta. 42as part of this project. This project must be completed by December 31, 2012.
- The new radio program is on-going. We are in the process of upgrading and the infrastructure has arrived at WestCom. Installation will be on-going. Three of the tower sites should be moving forward with the fourth being a joint project with the State as they build a new tower in Johnston at the Joint Forces Headquarters. The new radios should be order soon.
- 128th Street has re-opened to thru traffic with the final aspects of that project being wrapped up in November.
- The Meredith project should be wrapping up soon. The road is back open to through traffic with just some minor work to be completed on that project.
- The 121st Street project is on-going. They are now working on paving the east side of 121st and we are told that the east side should not take as long as the west side of that project. The project should be wrapped up in early December.
- The bid has been awarded for the window replacement project at Station 42. The windows will take 6—8 weeks for production and at this point, we are unclear on the start date of the project. Most likely the project will not be started or completed until the Spring.
- A new project will be beginning in November which will consist of inventorying driveways/bridges for which access may be difficult for our apparatus. The plan is to have these addresses "flagged" in our CAD program so that personnel will be alerted during response of the difficulty and the work around solution that will be developed.

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

Training Report: 806.5 hours of training were completed in October.

Fire Training: 561 hours

EMS Training: 245.5 hours

Prevention & Inspection Activities:

Completed 18 Inspections

Completed 25 re-inspections

Completed 8 preplans

Conducted 24 plan reviews

Conducted 1 Car Seat check

Conducted public education and/or public relations for 7,217 people**



**Represents Fire Prevention Week Activities and the Living History Farms Halloween event.

Safety Tip

Not that we need anything else around UFD to remind us of safety incidences. All we have to do is look internally and learn from them. But the following is another example of not taking the extra safety steps.

[EVEN THE SMALLEST JOB CAN CAUSE UNWANTED INJURY](#) – from firefighterclosecalls.com

Even the smallest job can result in an unwanted injury. While participating in a training drill I suffered an injury to my right shoulder. The drill was to draft from a dry hydrant and feed water to another engine. We used hard suction hoses to hook up to the dry hydrant. While connecting and disconnecting the hard suction line, I felt a slight twinge in my shoulder, followed by heat, that lasted about a minute. No pain was felt. Since nothing was noticeably wrong, I continued to participate in the drill. I returned home, relaxed, showered and went to bed. By 2am, I could not sleep or lay on my right side as my shoulder was in pain. After a trip to the ER, another to my Primary Care, and an evaluation by a Physical Therapist, it was determined that I put a few tears in the soft tissue of my shoulder. I have not been able to return to work.

Be vigilant in what you are doing. Is there a safer and less stressful way of completing the task? Do not jerk your arms when connecting the couplings, we have rubber mallets for that, use them. When you feel something that is not normal, however minor, step back, get checked out. This injury will keep me out of action for several weeks. I still have to await an MRI to confirm the diagnosis. While I await that, I have PT twice a week with daily exercises. There will be no golf for me this summer! Be safe.



“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 Nov. 5th, we have sent 102 letters to our personnel. The following people received “You’ve Been Caught” letters since our last newsletter:

- ◆ **Fire Marshal Rech and Rob Zahnd** – we received a thank you note for a station tour/ safety talk you conducted.
- ◆ **Lt. Routson, Josh Boyle, Ross Frank, Paula Merfeld & Ed Palizzolo** - For your involvement in an EMS call back in August for which the husband sent a thank you card for the “wonderful” care he and his wife received.
- ◆ **FM Rech, Josh Boyle, Jamie Erie & Nick Heuer** - For your involvement in a public education/relations trip to Walnut Hills Elementary School for their “Spirit Night”. They sent a thank you note and some treats in appreciation of your efforts.
- ◆ **Lt. Routson, Chad Jackson, Josh Boyle, Jamie Erie & Michael Kaduce** - For your involvement in an EMS call where the mother of the 3 year-old patient sent a “compliment” form to UPD. She sent the thank you note to thank you for the thoughtful and excellent care provided to her son. She said that you were very thoughtful, patient and took excellent care of her son...she wanted to thank for being the “caring, thoughtful people that you are”.

Thanks to all of you for providing outstanding service!!



**Last Safety Incident:
As of November 1st**

11 days without a safety incident

11 days without a lost time injury

Last incident:

- Lost time: Fractured ankle stepping off apparatus
- Last incidents: 1) Station door closed on apparatus;
2) Preventable hand injury

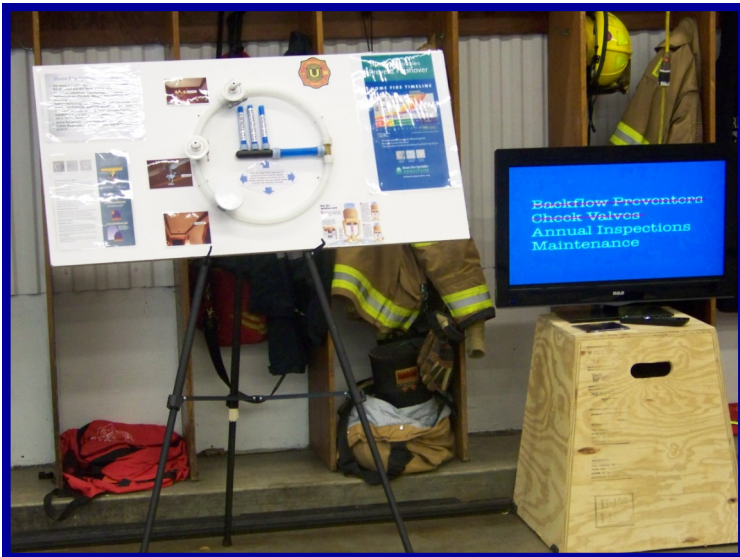
We’ve had three significant safety incidents during the month of October. *Two of the three were highly preventable...*and both of those will represent significant cost to the organization. We conducted a “Safety stand-down” during the month to help us re-focus. **Please be careful and take care of each other and our equipment.**

Safety is the highest priority...all of the time!



Picture this...

*Fire Prevention Week
Open House*



Good luck to **Michael Morlan**—our Emergency Preparedness Specialist as he is deployed as a FEMA Employee to aid in the recovery of Hurricane Sandy. Michael will likely be gone through the end of December.