



# On the Line



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

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## Upcoming Events

### Fire Prevention Week October 5-11

10/7/15 – Delivering Fire Prevention activity with **Papa Johns** and **Safe Kids Iowa**, 1700-1900

Open House is 10/10/15—1100—1400 hrs.

### October 15th—11:30

Employee Length of Service Recognition Luncheon at **Giovannetti Community Shelter**—celebrating “landmark” anniversaries of 5, 10, 15, 20, 25 and 30 years of service.



### UFD statistics for September

Calls for service: 247 YTD: 2,324

Average response Time – All incidents: **6 minutes and 22 seconds**

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

**Emergency Medical Service calls: 177**

Average Response Time EMS: 6 minutes and 15 seconds

Emergency: 6 minutes and 9 seconds

Non-Emergency: 6 minutes and 20 seconds

**Fire related calls: 247**

Average Response Time Fire: 6 minutes and 41 seconds

Average turnout per fire incident: 6 people

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

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

### Types of Fire Calls

The 70 fire calls we had in September fall into the following categories:

<b>Fire / Explosion:</b>	<b>4</b>
<b>Hazardous Condition:</b>	<b>6</b>
<b>Service Calls:</b>	<b>15</b>
<b>Good Intent Calls:</b>	<b>10</b>
<b>False Calls:</b>	<b>33</b>
<b>Over Press./Heat:</b>	<b>1</b>
<b>Lightening Strike:</b>	<b>1</b>



## Birthdays:

Nick Heuer	Oct 11
Stuart Wilson	Oct 18
Matt Linge	Oct 24





1-800-Howsmysdriving! We've all seen the "How's my driving" signs on trucks big and small. Some of us may have even taken the time to call and vent our displeasure if the driver didn't drive to our expectations. Maybe you've never called but you've wondered if the signs were real; does anyone really answer those calls? They do!

In one company (Fireman's Fund Insurance) a 2006 article reports that fleets using a "How's My Driving" program reduced their accidents by between 22% and 24%. Another company that has a fleet of 115 vehicles gained a \$20,000 reduction in their insurance premiums. Not bad! And to offset the fear of "big brother" watching, the company that gained the savings in their insurance premiums took those savings and gave them back to the employees in the form of bonuses and payment to their pension funds. In that case, it was certainly a "win-win" situation. In fact, they found that 80% of the drivers never received complaints, 10% of the 20% that received complaints never received more than one complaint and that only 10% of the drivers were "problem drivers" which the company needed to aggressively deal with. Successful feedback!

It is all about feedback. How do you know how you are doing if there is never any feedback? We have tools to help us be better rather it is driving or other issues, there are tools; we have evaluations, we have "Blue sheets" and we have "You've Been Caught" notifications...and we have the grapevine! Evaluations are thought of as more formal method of getting feedback and the Blue sheets and email notifications are only given for positive feedback.

The grapevine is absolutely the worse way to receive feedback and that's an in-depth discussion for another time but suffice it to say, hearing secondhand that you are doing something perceived to be wrong doesn't open one to finding a way to improve. Secondhand negative feedback builds a barrier. One only has to ask themselves if they rather hear something negative from the source or secondhand to realize that negative feedback should come from the source. Usually people are not so "open" to feedback that is secondhand and in fact, can be very upset hearing something from the grapevine. So since the grapevine isn't the best way to get performance improving feedback, I want to talk about another way to give feedback...the Chief's Report Card!

The Chief's Report Card is an opportunity to share with me your thoughts on how things are going at the department. This is a process that I used to do periodically but

I have not done it in several years. It is an effort to open communication even more allowing you to share thoughts on what could be done better. The form is on the "G" drive under "Chief's Report Card" and you can open and save the form to your drive where you can fill in the blanks! Place the completed copy in my mailbox in the office area or simply place it under the office door. It is completely anonymous, however; if you'd like some follow-up, you are more than welcome to put your name

on the form and I promise I will follow-up with you. If you would prefer to provide your feedback in person, that's okay as well. Just contact me and we will set up a date to talk!

Feedback from you is my way of trying to identify areas that are seen as weak so that I can work towards making them better. Feedback given honestly and with the intention of helping someone improve is a gift. Feedback that is negative and anonymous as a way of unloading on someone isn't helpful. That is not to say I don't want negative feedback; I do but I am not looking for an opportunity to unload every negative thought without a desire to see things change. I am looking for items that you think can be done better...



## Last Safety Incident: As of October 1st

**31** days without a safety incident

**31** days without a lost time injury

### Last incidents:

- 5/2/15: While attempting to park the ambulance near the curb and between two parked cars, we struck a vehicle's front bumper with the exhaust pipe of the ambulance
- 6/9/15: Plywood fell on a firefighter while working over head
- 8/26/15: Ambulance 413 struck a mailbox damaging the mailbox
- 8/29/15: Injured knee on the scene of a vehicle fire—lost time injury.



## Finding the Meaning – Lt. Lance Routson

“Everything happens for a reason”. Oh, those dreaded words! Has someone ever said those words to you when you were going through a time of adversity? When it was the last thing you wanted to hear? I know I have said those words to others. And I have also had those words said to me. When your thoughts are being driven by pure emotion, it is difficult to get past the blinders that pop up. When was the last time you were frustrated or disagreed with something? If you go back to the height of your frustration, and then I walked up to you and said “It all happens for a reason”, what would you do? How would you react?

I always wondered why somebody doesn't do something about that. Then I realized I was somebody.  
- Lily Tomlin

One activity I like to do from time to time is read quotes and reflect on their meaning and their application to my life and view of the world. Recently, I came across two quotes that really made me think. It made me think about the current state of our department. Take a look and then think about how they apply to you.

“I always wondered why somebody doesn't do something about that. Then I realized I was somebody”. -Lily Tomlin

Think about that. Honestly, think about it. Have you ever seen something or noticed something around your job and the words that came to your mind were “Somebody should fix that”. If you honestly think about it, I'm sure that thought has crossed your mind at some point or you have heard someone else say something close to it. If we are going to make our department better, take some initiative and do something that makes it better! And do it not looking for thanks or notoriety, but because it is simply the right thing to do (using our mission statement and core values as your guide). If you do that, you just might be surprised at the impact you can have.

“There are two primary choices in life; to accept conditions as they exist, or accept responsibility for changing them”. -Denis Waitley

So here it is: something is going down in the department and you don't like it. You don't agree with it. And you have a choice to make: either deal with it, or *take on the responsibility* and do something about it. Think about it. When people are faced with something they don't agree with, what do they typically do? I challenge you to take ownership and accept the condition, as it exists; find a

way to be successful. Or, objectively think about why something bothers you and present an idea that makes things better. At the end of the day, if you want to make something better or present new ideas, *you* must take on the challenge and lead the way.

I hope that these two quotes make you take some time out of your day and think about our department's current state as well as your own. If you are happy with everything, great! Be sure that you are an advocate and positive influence on our organization. If you aren't happy, find a way to make it better.

Have a nice day!

### Safety Tip - Gas Cap Expelled from Tank Under High Pressure—From [www.firefighternearmiss.com](http://www.firefighternearmiss.com)

Our engine company responded to a confirmed vehicle fire on the interstate. Upon arrival, our company found a 1988 Honda Prelude fully involved with fire. After conducting a 360, the apparatus was strategically placed upwind and at a 45 degree angle to conduct fire attack and suppression. After fire suppression was completed, I was conducting a secondary 360 of the vehicle, keeping a safe distance from the bumpers, struts, and tires, when I heard a brief high-pitched noise just a couple feet behind me. At this time, I noticed the gas cap door had been blown open with the metal gas cap missing. Upon further investigation, the fuel tank on the vehicle had become so pressurized, the metal gas cap had burst into the concrete divider that separated the interstate causing a 5"x 5" hole that was ½"-1" in depth. I walked past the gas cap area and it burst a second or two later. The metal gas cap was located approximately 50 feet from the vehicle. At this point in my career this was a new discovery that could have caused serious bodily injury or a fatality.

### LESSONS LEARNED

The fire service is always subjected to known and unknown hazards at all incidents. At this time, I was unaware that fuel tanks could build extreme internal pressure and burst gas caps. Fuel systems and their ventilation designs are different in various vehicles. As a first responder, I learned that what appears to no longer be a threatening situation can change in the blink of an eye. From that moment forward, I now educate my staff to stay clear of the gas cap area.



## ON THE LINE

### Other programs/training/projects completed in September:

Training Report: 1,067 hours of training were completed in September.

Fire Training: 567 hours      EMS Training: 509 hours



### Prevention & Inspection Activities:

- ◆ Completed 37 inspections
- ◆ Completed 62 re-inspections
- ◆ Completed 8 preplans
- ◆ Conducted 13 plan reviews
- ◆ Conducted 1 Car Seat check
- ◆ Conducted public education for 1,477 people (730 children & 747 adults)
- ◆ Replaced 12 smoke detector batteries
- ◆ CPR classes for 23 people



## Congratulations!

- **Ross Budden**—Obtained his paramedic certification!
- **Andrew Klenk**—Obtained his paramedic certification!
- **Michael Kaduce**—Accepted a teaching position with the University of Iowa as a Paramedic Instructor!



*We are so proud of all of you!*



The patch colors: **The color Red** - symbolizes the life and continued growth of our FD. **Gold trim** - symbolizes that Firefighters, like gold, will withstand trial by fire and still remain. **Black background** - represent the foundation built by our past members and we will never forget all they have given in the line of duty.



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

- October 15th—11:30 Employee Length of Service Recognition Luncheon at Giovannetti Community Shelter—celebrating “landmark” anniversaries of 5, 10, 15, 20, 25 and 30 years of service. Those being recognized: Brad Crookshank, Chad Jackson, Bryce Landers, Andrew Stiles, Cory Young, Stuart Wilson, Jon Rech, and Jeffrey Gilchrist.
- The next meeting with the Chief will be October 28th @ Station 41—1400 hours. Be sure to have your agenda items to the Chief no later than 24 hours before the meeting. Be sure to check the notes from the past so that you can see if an item has been discussed.
- The last newsletter asked that you have any budget items to your supervisor by October 1. Officers are now working on prioritizing all request as the budget is prepared for submittal later this Fall.
- The preparation for the Capital Improvement Projects is underway. There were no CIP proposals received and there are no new CIP plans being submitted for the FD. The current CIP items for the FD will be moving forward to the CIP Committee. (Continued funding for the preemption project, Station 43 Construction, Replacement of E411 and new engine for the station 43) CIP Committee meetings should be starting soon.
- We continue to evaluate our Records Management System (RSM). It appears that we will remain with FireHouse RMS; however, the urgency to make a switch has been greatly reduced as the impetus for the change was that the State was moving to the newest addition of the NEMSIS codes beginning on Jan. 1, 2016. The State has since changed their mind and will not be making that move until Jan. 1, 2017. This lessens the burden for a quick decision. It does appear that considering the investment we have made in FireHouse that FireHouse is the number one candidate at this point. The FireHouse EMS product will provide for the paperless report capability allowing EMS reports to be started in the field and completed before leaving the hospital. In that configuration, the report is completed in the pre-hospital setting and there is no need to enter additional information back at the station. The report is completed on the laptop. (see next item)
- The project to replace our current MDC is underway. Originally we had thought that a tablet would be the way to go in the fire apparatus. After evaluating how that would work and the options available, we have decided that we will be sticking with the Toughbook CF19. These are new MDC with a much different configuration that seem to operate at a much faster speed. The unit will also include a wireless card built into the unit so that the unit will remain connected to the internet when undocked. The ambulance replacement does include the ability to remove the computer from the dock while maintaining connectivity facilitating the completion of the PCR at the patient's side when indicated.

## ON THE LINE

### "YOU'VE BEEN CAUGHT DOING AN OUTSTANDING JOB"

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 September 30<sup>th</sup>, **we have sent 149 notices** to our personnel. The following people received "You've Been Caught" notices since our last newsletter:

**D/E Jamie Erie, Matt Linge, Cody Nicely-Green, & Cory Young:** We received a \$20 donation following two public assist calls to the same address on the same day. (9/3/15 – 4009 81<sup>st</sup> Street)

**D/E Ennen & Lt. Wilson:** We received a \$20 donation for assisting with replacing a smoke detector battery in a home with a vaulted ceiling. (4126 140<sup>th</sup> Street)

**Bill Giusto, Chad Jackson, D/E Manser and Ryan Young:** We received a thank you note regarding an EMS incident. The note reads "On Fri. Sept. 11, 2015, I had walked to Fareway & was on my way home when I fell on the sidewalk not far from the driveway for Plumwood where I live. Your two EMT's which came was extremely professional and treated me with much respect. They were helpful, and I could not have asked for any more helpfulness in driving me home, carrying in my groceries into where I live... Thank you for your two EMT's. Michael D. Hanna"

**Ross Budden, Bill Giusto, Bryce Landers, D/E Ouverson and Julie Stuckle:** We received a phone call thanking us for the care provided on an EMS call 9/20 to 4301 66<sup>th</sup> Street. The patient had fallen inside her home and our personnel had to force entry to the home. The family called to thank us for our exceptional care. They just wanted us to know how much they appreciated the care we provided.

**Ross Budden, Bryce Landers, D/E John Ouverson, Craig Pope and Michael Kaduce:** A man named Keith Koehler (7214 Maple Dr.) stopped in at Station 41 to say thanks for the service he received on Sunday Sept. 13<sup>th</sup>.

**Ross Budden, Bryce Landers, D/E John Ouverson, Craig Pope and Michael Kaduce:** We provided a truck for a block party on 9/13 – 7024 Oakwood. They dropped off six, \$10 Subway gift cards! Each of you will receive one of the gift cards!

(We have responded to Mr. Parker 17 times – too many different names to list – **this one goes out to everyone!**) We received a call late Friday from James Parker's wife-he had been transported many times from 8500 NW Country Club Dr. and died on 8/12/15. She wanted to thank everyone who had helped him (on every call) and mentioned he was buried in New York, where he was born. She was very grateful for all the help & everyone's kindness to him throughout the years.

**Lt. Birkett & Lt. Macumber:** We received an email regarding a CPR class: I wanted to express my personal appreciation (apart from any official things forthcoming) for the GREAT job of you and UFD #42! Initial feedback has been outstanding.

**Lt. Macumber, D/E Burke, & Chad Jackson:** We received a \$50 donation following a smoke detector install. (Patty Myers – 2803 144<sup>th</sup> Street)

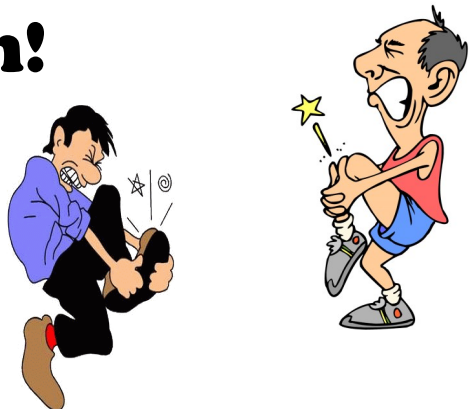
*Thanks to all of you for providing outstanding service!!*



# Get Well Soon!

## Lt. Routson

## Lt. Birkett



## Member Profile...

**Member Profile:** Travis Kain

**Length of time with Urbandale Fire:** Since 2014

**Level:** Medical Director

**Why I was interested in the Urbandale Fire Dept:** There are several things that got me interested in Urbandale Fire Department.

1. Most of my immediate family lives here, so I want to make sure that the people that take care of them are well trained and have the best equipment and medications.
2. I grew up in Urbandale, and I want to help the community where I was raised.
3. Prehospital Medicine has always been a subject I've enjoyed. During residency I was an assistant medical director for 2 different EMS services.

**Previous EMS experience:** My first job in medicine was as an EMT working in the ED at Iowa Methodist Medical Center. I worked there until I had to leave for my medical school rotations- a total of about 4 or 5 years.

**Committees I'm involved in:** I'm involved in the Des Moines STEMI Task Force and the UnityPoint Health Sepsis Committee.

**Family Life:** Single

**Profession:** I'm an Emergency Medicine physician at Unity Point Health at IMMC, Lutheran Hospital, and Methodist West Hospital.

**Activities or hobbies I enjoy:** I'm obsessed with reading.

**Most memorable moment with UFD:** My memories of UFD are pretty limited so far. I've just been giving a bunch of lectures.

**Most memorable moment outside of UFD:** Nothing really springs to mind.

**Favorite TV programs:** SpongeBob SquarePants- I can't explain it. I'm not proud of it. I just love it... Don't judge me!

**Favorite movies:** Waking Life directed by Richard Linklater- It's one long stream of vignettes about big philosophical topics.

**Last book that I read:** Sepsis: Diagnosis, Management and Health Outcomes by Nancy Khardori, M.D.

**Personal goals:** I want to read the most recent editions of Tintinalli's Emergency Medicine, Rosen's Emergency Medicine, Adam's Emergency Medicine: Clinical Essentials, Harrison's Principles of Internal Medicine, and Cecil's Textbook of Medicine from cover to cover in the next 3 years.

**Words of advice for someone new getting into EMS:** EMS operates in an extremely high stress, time sensitive environment. The worst thing that you can do for the people you serve and yourself is to be mentally unprepared. Constantly study and practice to become better and more knowledgeable. I don't know where this saying comes from, but I love it and use it to remind myself that I need to study harder: Don't practice until you get it right. Practice until you can't get it wrong.

