

# The All Hands

It takes all of us working together, to get the job done!

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## Special points of interest:

- The Stewardship of Responsibility
- No Half Measures



## Deputy Chief's Message—Why Do You Do What You Do?

By Darrel Donatto

Deputy Chief



It is pretty clear what we do here at Palm Beach Fire Rescue – we provide exceptional fire and emergency medical services. Likewise, it is easy for anyone to see how we do it; we have volumes of policies, procedures, rules, regulations, and protocols on how we provide fire and emergency medical services. But – what the most important thing is really WHY we do what we do.

The standard answer to the question “why do you want to be a firefighter?” is almost always: Because I want to help people. First let me say, there is nothing wrong with wanting to help people. In fact, wanting to help people is an important attribute of any firefighter. However, here at Palm Beach Fire Rescue – we want to do more than just help people – we want to have a significant positive impact on their lives. Our residents and customers have very high expectations. They expect us to provide great fire and EMS services (to help them). For us, that is not enough. We strive to deliver such a great experience to each and every customer that they would say WOW, I didn't realize that my fire department would do that for me.

A WOW customer experience is one that is amazing, overwhelmingly delightful, and totally unexpected for the customer; with the key elements being surprise and unexpectedness.

WOW is in the eye of the beholder; that is – what is WOW for one person may not be WOW for another. In the BOOK OF WOW, by Janus Labs, they say: “all customer service is personal - it is about what is important to that person at that very moment in time.”

WOW is not always easy –if it were – everyone would do it and it wouldn't be WOW anymore; WOW takes intentional effort, and sometimes significant effort. But, even small WOWs, when repeated over time, end up having an enormous impact.

WOW is always memorable. WOW moments resonate on an emotional level with the people we serve. And because of that – those people will enthusiastically share those moments with others

There is this intrinsically wonderful feeling that comes from providing a customer with a WOW experience. And that feeling provides us with the affirmation that we are doing what we are meant to do. There is nothing quite like it. And, the more you WOW, the more you want to.

At Palm Beach Fire Rescue, we value and encourage our members to provide WOW customer experiences. And when they do – we like to hear about them so we can share them and celebrate them within our organizations. This intentional effort to unexpectedly exceed the expectations of our customers is one of the defining differences between Palm Beach Fire Rescue and everyone else. And, providing WOW customer experiences allows us to significantly impact the lives of others in a positive way; which is really why we do what we do.



## Administrative Update

**By Jimmy Duane**  
Assistant Chief



Fire department emergency response times are among the highest priority at Palm Beach Fire Rescue. And though total response time to an emergency can be broken out in to several categories, our main focus is on turnout time; the time from the initial notification from our Communications Center until the time our units

go enroute to the call. Why do we focus on this particular category, because turnout time is impacted by the speed of our personnel and how fast they get the apparatus and respond. Every single call is evaluated daily to determine what the turnout time was and did the standard get met. Over the last 2 years the Fire Department has installed the Opticom Preemption System on several intersections. We're proud to say that by January, every intersection within the Town limits will be controlled by this system. In addition, every fire apparatus and police car will be equipped with the control device, which enables the vehicle to automatically preempt the intersection signal to turn green during emergency response.

The Flagler Memorial Bridge project began in 2012. Throughout the past 4 years, we have experienced several bridge closures, some short and some long. Our bridge disruption plan was created to overcome any and all obstacles that may hamper the transport of patients needing care at a hospital. On several occasions this plan was put to the test and the outcome was flawless. Starting in the evening of December 16th, the bridge will close in preparation for moving all east and west bound traffic from the old bridge to the new bridge, which takes place on December 19th. The bridge will be limited to one lane east bound and one west bound while the remainder of the bridge construction is finished. Immediately following the switch, efforts will begin with the removal of the old bridge. Crews are encouraged to keep a close on the progress of the bridge in the event an emergency occurs during the remainder of construction. The Fire Rescue Department is well prepared for the change and will institute the bridge disruption plan if needed.

The annual Palm Beach Daily News Toy Drive was once again a big success. Each of the fire stations were collection points for toys and gifts, which will be distributed to organizations in Palm Beach County.



The Town is very fortunate to have residents as generous as ours and we thank them for supporting such a needy cause.

Each firefighter is issued their own set of personal protective gear, which requires periodic cleaning and repair as outlined by the National Fire Protection Association (NFPA). Twice a year the gear is inspected and cleaned; once by our own personnel and the other by a certified company who perform a more detailed inspection, as well as repairing any rips or damage. During the month of December, all of our personnel are moving into the spare gear so that the primary gear can be cleaned at the South Fire Station.



Toys collected from the Toy drive

## EMS Division

By **Dave Burke**

Division Chief

In 2009 a situation occurred, suddenly leaving the Town of Palm Beach without a Medical Director. Without hesitation, and with no mention of financial compensation, Dr. Ken Scheppke volunteered his services and became the contracted Medical Director for our organization as well as several others in the surrounding area. Since taking the reins for Palm Beach Fire Rescue medical direction, Dr. Scheppke has instituted a lecture series on various pertinent EMS topics that each Paramedic and EMT can instantly access using the department's learning management system. Dr. Scheppke has committed himself to be on the cutting edge of emergency medicine in both hospital and pre-hospital settings.

Claiming excellence is easy, but our patients need real results. Our patients need tangible proven devices, procedures, drug therapies, and trained professionals to deliver them. Recognizing these needs and an opportunity for significant improvement, Dr. Scheppke instituted medical protocol changes requiring minimal equipment and training. One of the changes increased our success rate in the most important category of ROSC: Return-Of-Spontaneous-Circulation. For cardiac arrest patients, ROSC occurs when the therapy given is correct and the patient is viable, having the ability to respond positively to the interventions. In 2011, the State of Florida ROSC rate was 5% for patients suffering cardiac arrest. In Palm Beach County today, the ROSC rates for cardiac arrest patients are between 35-50%, drastically improving the chances for patients to be discharged from the receiving hospital in a neurologically intact condition. We achieve this through a proven formula of interventions including continuous chest compressions during CPR, with absolute minimal (5 seconds or less) pause for any reason. Aggressive airway management no longer delays on scene time or chest compressions; protocol changes and new devices have ensured quicker definitive airway protection with greater success.

As the old contract with Dr. Scheppke has now expired, the Town of Palm Beach has entered into a new contract with additional services provided by the doctor and his team at no additional cost to the Town. Palm Beach Fire Rescue will now have an Associate Medical Director, to be named by agreement between Deputy Chief Donatto and Dr. Scheppke. This professional will assist in training, fill in during Medical Director out of town periods, and hold the same basic qualifications required by the State of Florida.

Dr. Scheppke has challenged the norms and followed his passion for saving lives through innovation coupled with compassion. He is now heading an EMS Physician group with each professional having expertise in different areas, enhancing training for Paramedic/EMT's and care for those we serve. Dr. Steven Keehn is part of the team and specializes in Ultrasound Therapy, an emerging technology in the pre-hospital setting. The highly respected Dr. Paul Pepe is an integral part of the group, providing informative lectures and training. These physicians and others will be part of an exciting new training series delivered at PBCFR on a monthly basis. The place, dates and times will be published via interdepartmental bulletin. All are invited to attend.



Dr. Steven Keehn



Dr. Paul Pepe

## Ocean Rescue Update

By Craig Pollock

Supervisor

Over the month of November swimming conditions at Mid-Town Municipal Beach and Phipps Ocean Park really have turned for the worse. Numerous days of strong onshore winds (easterly) have had lifeguards flying Yellow Flags to warn swimmers of hazardous swim conditions (Rip Currents). The strong onshore winds have also pushed in the Portuguese Man- O- War and Moon Jellyfish along the shoreline of the Palm Beach coast, for daily beach reports please call 561-835-4693.

Town of Palm Beach Lifeguards George Klein, Brendan Andrews and Rich Andrews all participated in the United Way 5k Turkey Trot held on Thanksgiving Day morning in Palm Beach, lifeguard George Klein had a race finishing second in his age group and in sixth place overall.

## B Shift Conducting Foam Training



## Training

By Sean Baker

Division Chief

I recently attended the 2016 Orlando Safety and Health Conference and had the opportunity to speak to fire service leaders from around the country. People such as Keith Tyson from the Firefighter Cancer Support Network, Chris Bator, co-founder of the Florida Firefighter Safety and Health Collaborative, several doctors from the University of Miami's Sylvester Cancer Center, and many peer safety officers from their respective departments. I was ecstatic to see the strides that fire service leaders are taking towards battling the cancer epidemic that is afflicting our brothers and sisters nationwide.

Our department has made great strides in implementing policies to help with this effort. Vehicle Exhaust systems, hood swap programs, and access to bunker gear extractors are a good start, but we still have much to do. Draft policies have been created that will formalize the reduction of carcinogen exposure to our firefighters, and we expect the policies to be adopted very soon. The safety committee is working with our Station Commanders to remove the ice makers out of the apparatus bays. Finally, we are addressing how we will decontaminate ourselves after exposure to an Immediately dangerous to Life and Health (IDLH) atmosphere while working on emergency scenes. This will be a drastic change to our past policies, but when you consider that firefighters are at a higher risk for cancer than the general public, it is the right move for us all.

Baby Wipes—yes Baby Wipes will soon be on every apparatus and when you come out of a fire, I need you to be using them to wipe the following areas: your neck, underarms, and if you have been crawling in thick smoke, your groin area. These are all friction point areas that have blood vessels close to the skin. They are also areas where you have natural collections of soot and grime. This should be a common practice followed by a shower within 1 hour of exposure to hazardous atmospheres. Stay tuned for policies on this very soon.

As you are aware, we lost another brother by suicide recently and our heart goes out to Orlando Fire. Yet again, we are reminded of the need for mental health awareness and we should be on the lookout for those of us that may be struggling. Thank you to Lieutenant Dunnam, for coordinating training with Ric Jorge from Palm Beach County Fire Rescue to help us understand the importance of mental self-awareness. This is something that also is on the Training Division's radar to bring to our members in the first quarter of 2017.

The Town of Palm Beach Public Safety Leadership Series brought in Dr. Bill Eickhoff this past month, and we are currently working on a combined set of values for both departments to share. This is an important step for both departments as it shows our combined commitment to providing exemplary customer service to our community. The goal of this session was to come up with a set of organizational core values that will solidify what we call "The Palm Beach Way". These values will be the foundation upon which both Fire and Police will build upon for the future, creating a culture we all can be proud of.



## B/C Update

By Keith Golden

Battalion Chief

Over time, a gas tank in a vehicle may begin to corrode and fail. When this happens, gas may leak from the vehicle, having an effect on fuel economy, and potentially leading to a dangerous fire or explosion. During the last month we have dealt with three such emergency calls in varying degrees. I commend the Fire Rescue crew members that responded to these dangerous incidents as it is truly a low frequency type of an occurrence. But I also commend the vehicles occupants; because gas leaks will only become worse over time and should be dealt with immediately. We all understand that in areas where there is a lot of snow and salt, corrosion may be more prevalent and more rapid, and the crew was quick to identify that the vehicle had recently been transported from a different state to its present location and started their investigation from the tank to the engine to determine where the leak was coming from, while simultaneously constructing barriers to contain the fuel to its present location, lessening the chance of a fuel fire from a spark of unknown origin and minimizing environmental impact.

A few signs to determine if your vehicle has a fuel leak

Underneath the car will be a spot of fuel on the pavement, along with the strong smell of gasoline.

A fuel leak does have a gasoline smell to it, and the gasoline does contain carbon monoxide. This chemical is dangerous when inhaled, and can cause cold and flulike symptoms. If you are experiencing a fuel smell in your vehicle, along with a headache and nausea while driving, it may be a sign of a fuel leak and exposure to carbon monoxide.

Fuel lines travel under the vehicle from the fuel tank to the engine, it is very common to have a crushed or rotted fuel line because there is not much protection from road debris and the elements. There are also rubber fuel lines that could potentially leak from old age or could be damaged by someone doing work on the vehicle. Any vehicle that has fuel injection will have high pressure in the fuel lines. Fuel pressures can run anywhere from 35 psi to 60 psi, if there happens to be a weak line or fitting, fuel will spray out of the line causing a mist or a vapor which is extremely dangerous, especially if near the exhaust or engine. So if you notice a strong smell of fuel inside your vehicle pull over to a safe location, and call 911 and let the Fire rescue professionals assist you.

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## High Rise Fire Training



## Fire Prevention

By Marty DeLoach

Fire Marshal

December is an active time of year for our residents as well as our Department. The Town of Palm Beach hosted a wonderful holiday party at the Palm Beach Airport Hilton. The Firefighters Benevolent held a delightful holiday party at a local restaurant, where money and toys were collected for the "Kids Cancer Foundation of Wellington." This is the season for enjoying large and small gatherings with friends and family.

Unfortunately, this is also a time of year that we can let our guard down and fall victim to predatory criminals or even a tragic fire.

Strict rules on the use of tents for gatherings have been put into place due to the price that people paid at the Ringling Brothers Circus in 1944 and on the December 15th 1961 performance of the Gran Circus Norte-Americano. The Ringling Brothers circus fire killed 170 people in 1944 and the Gran Circus fire killed 323 people within minutes in 1961. Even after these fires we are still faced with confrontation during tent inspections for the way they are erected and the rules about open flames and smoking under the tent membrane. Many people argue that we do things better now and it could never happen here. There were 17 years between these two tragedies with the second fire killing 153 more people. Tents can be a great place to host and attend a holiday gathering but always remember that the structure is not designed like a permanent structure and the use must be monitored to prevent any opportunity for a fire.

The December 30th holiday gathering in North Chicago's Iroquois Theater suffered a fire that killed 602 people in less than 20 minutes. This fire was caused by an arc light that shorted out and ignited muslin curtains. The audience was filled with women and children who were there on holiday. The reason that many of the people perished was that the exit doors were covered over with curtains. This is why we do not ever allow exit doors to be disguised with curtains or covered with curtains.

The December 6, 2016 fire at a converted warehouse in Oakland California is a great example of a location where people felt safe and comfortable just before tragedy struck. There were 36 people killed in this tragedy which occurred earlier this month. This fire was only a few weeks ago and many of the same issues with the design for exits and their use have been attributed to the reason for the large loss of life.

Please be attentive to your guests during the holiday season and ensure that exits and walkways to get out are always clearly marked and open for travel at all times. If you are attending an event, ensure that you know how to exit the area before you get too comfortable with holiday spirits. The tragic events that took so many lives had large crowds in attendance when disaster happened.

The Fire Prevention office has been involved with new occupancies at the Royal Poinciana Plaza, The Breakers new Seafood Bar and The Beach Club's new pool and outdoor activity area. These projects are just about completed and will be great additions to the Town. The Society of the Four Arts is in the early planning stages of the renovation of their library. This will be another exciting place to visit here in the Town. There are new stores as well as renovations on Worth Avenue that have also been planned and inspected recently. This is a great time of year to explore and enjoy the changes that have occurred from all of the construction over the summer. We are almost back to operating as we did before the midtown street project as well as the renovations at our Police Department. These projects were difficult to live through; however, they look phenomenal now.

Our inspector Charles Colson has been very busy with completing final inspections for the construction season and his monthly inspections for Town businesses. He performed 51 business inspections with only a few re-inspections last month. In total he inspected over 200,000 square feet of buildings. The suppression team completed 44 inspections of the smaller businesses in town equaling around 50,000 square feet of building space. In total the Fire Prevention Division inspected 99 properties with just over 340,000 square feet of building space.

## THE STEWARDSHIP OF RESPONSIBILITY!

By: Beau Henderson on March 23, 2013  
 Posted at: <http://www.richlifeadvisors.com/stewardship-responsibility/>

Why it's not their fault out there...

What is stopping you from achieving the life of your dreams? **Would you be a success if only your parents had more money? If only your spouse was more supportive? If only you had a nicer car, bigger house, or newer clothes?**

A lot of people are dissatisfied with what they have. They think, if only I had a bigger house, better job, the perfect relationship, then I would be happy. In the meantime, they don't take care of the house or the job or the relationships they do have, and they are unhappy. Does this sound familiar?

**If you feel stuck with where you are now, allow me to introduce a new success equation**

**E + R = O**

We get stuck when we hang onto our excuses and the old story of our life. When we blame other people, and life circumstances, for what we have and what we don't have. You probably know some of these people: *they just can't do this or that because of what has been done to them. It's not their fault! It's just that Life is unfair, and there is nothing they can do about it!!*

*Well, here's the good news: there is something we can do!*

Yes, LIFE happens. To all of us. And sometimes it does seem unfair, and sometimes it does seem as if other people have it much better or much worse. But here's the thing to remember at all times:

**You don't get to control the events. You only control how you respond.**

Yes, that's right – other people, the weather, and world-wide events are not the only factors responsible for whether or not you succeed. There is another powerful variable that you have absolute control over. That event is YOUR RESPONSE. Try this new equation:

**Events + Response = Outcome**

Originally developed by renowned psychologist Dr. Robert Resnick, this formula puts you in the driver's seat. We cannot always control or effect events, as much as we might try.

**How we respond is really the only thing we can consistently control!**

*If you are getting an outcome you don't want, the only variable you have control over is your response. Hiding inside every problem is an opportunity to try something different, to learn something new.*

**Trying something different at least gives you the chance to have a different outcome!**

Money, job, relationships – whatever the problem, **take a look at how you're responding that keeps creating what you don't like.** This month, we have been talking about the role wise stewardship plays in our success with business, relationships, and money.

**When you focus on what can't control, you are taking time and energy away from what you can control.**

This goes back to being a good steward of our human assets: our time and energy. When your focus is on the wrong things, you become less effective.

**Instead, focus all your energy on what you can do and surrender control over the things and events you cannot affect.**

Doing this will lead to the most favorable outcomes. Here are a few tips you can apply to help you get unstuck and start focusing more on YOUR response and less on the events.

- **Notice when you or others are complaining and blaming.**
- **Shift your story from “what happened to me” to “what I did”.** From the “event” to your “response”.
- **Look for the lessons.** Take a good look at your reaction - identify the lessons learned, and then let it go.

And don't worry – you will make mistakes, we all do, *and that is part of the process!*



## No Half Measures

Posted by David DeStefano from Fire-Engineering Magazine  
December 14, 2016 at 10:01 pm  
Via Twitter.

Our ultimate success during any incident is a direct result of the effort applied by available resources. Incidents for which we have adequate resources (personnel, equipment, training) will usually have the most successful outcome possible given the circumstances. How we choose to apply the resources at hand to mitigate an incident is generally the factor of which we have the greatest control once an incident begins. Company officers and chiefs who direct operations from the standpoint of cutting corners and taking short cuts to get by are among the most dangerous people to work for in the fire service. Many times their half measures are just enough to carry the day. Often firefighters get lucky without realizing how close they may be to disaster.

There is an old adage that applies to the fire service as well as anything in life; "if something is worth doing, it's worth doing right." Avoiding common half measures means that firefighters must not cancel additional units before the extent of an incident is determined. Also, wear full PPE and take appropriate hose and tools off the rig even for occupancies prone to numerous alarm activations. When in doubt stretch a line too, the can may be enough, but the time lost waiting for the line can never be regained. Like the initial line at a small fire, the backup line can be left dry if not needed. But stretch it to be sure you are prepared. When opening up be sure to pull enough wall or ceiling to adequately determine fire spread. A half measure of opening up will often mean a return to the scene later that night. Even when the initial companies appear to have a handle on the fire, continue to ladder the building. Not only is it the best drill available, but having all sides laddered may someday avert a mayday for one of our own. When doors are forced be sure they are controlled as the incident requires; open or shut. Maintain proper company integrity at small incidents to ensure it will be practiced at major incidents. Wandering firefighters become lost and trapped firefighters. Park the rig for action or stage at a point of best advantage at all times. Allowing sloppy positioning will someday mean the rig is out of place or unable to ladder the building or supply water.

While the preceding paragraph is by no means all-inclusive hopefully it will provoke a conversation as to what half measures may need to be addressed in each jurisdiction. In the fire service a job that is done half way can result in serious ramifications to our own members or the citizens we protect. We owe both groups the full measure of care with each operation we undertake.



Town of Palm Beach Firefighters volunteering their time to paint a home for Habitat for Humanity.



Happy Homeowner



### Congratulations



**Congratulations to Yorgui and Andreina Beltran on the birth of your daughter Alejandra Beltran born on 11/29/2016 @ 1902 hours. Weighing in at 5 lbs 4 oz and 19 in. in length.**



Station #3 cooking Thanksgiving Dinner



Proud moment for Lt. Charlie Shinn when his daughter Kelsey graduates fire School. Congratulations Kelsey!



Highrise fire training

You did it!  
*Congratulations*

Photo Ops



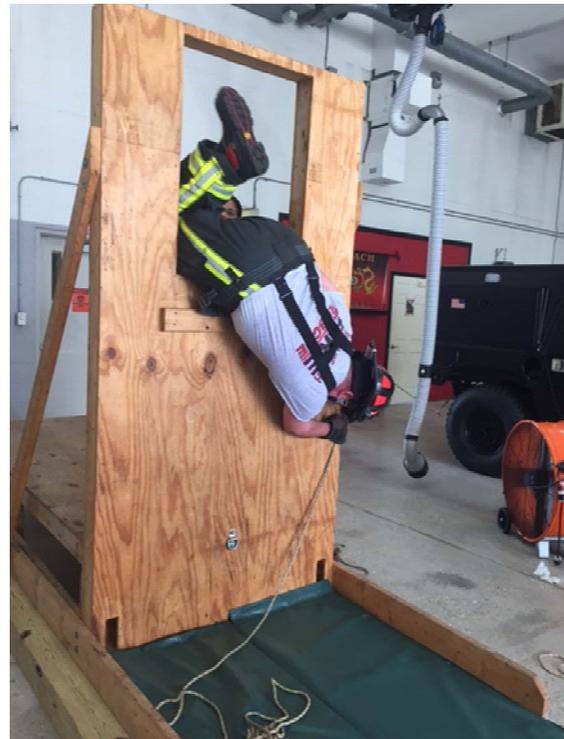
Ladder 99 repairing the flag at Town Square



C shift working a car accident on South Ocean Blvd.



New hire training



Lt. Dunnam doing bailout training

## NOVEMBER DEPARTMENT STATISTICS

### Training Hours

A Shift	424.40
B Shift	722.56
C Shift	1027.86
Total	2174.82

### Fire Prevention Inspections

79

### Ocean Rescue

Visitors	10,107
Town Ordinance Enforcements	43
Preventative Actions	123
Jelly Fish Stings	21

### FIRE and EMS

FIRE Calls	123
EMS Calls	120
Transports to Hospital	77

## DECEMBER BIRTHDAYS:

Michael Marx	12/04
Keith Golden	12/05
Stephanie Mavigliano	12/08
James Duane	12/14
Charles Colson	12/19
Cesar Lora	12/24

## DECEMBER ANNIVERSARY CELEBRATIONS:

Frank Mavigliano	12/01	15 years
Larry Katz	12/01	15 years
Danny Gargiulo	12/04	12 years
Michael Messner	12/05	11 years
Nei Silva Filho	12/14	2 years

## EMPLOYEE OF THE MONTH 2016:

January	Michael Marx	July	Richard Ward
February	Charles Shinn	August	Stephen Montoya
March	Stephen Montoya	September	Brian Matzen
April	Chris McKay	October	Marc Bortot
May	Alex Mahy	November	Chris McKay
June	Abigail Farrel	December	

## Employee of the Month— Chris McKay



Lieutenant Christopher McKay has been a member of Palm Beach Fire Rescue for almost 1 year and has already made himself an invaluable member of the department with his passion for the fire service. McKay is currently assigned to Ladder 99, located at South Fire Station #3 on C-Shift, where he uses every opportunity to teach and mentor the future leaders of our department. He was also selected as one of the department's Field Training Officers. Lieutenant McKay was previously awarded the Employee of the Month for April, 2016.



Chris's passion for training is apparent in all that he does on and off duty. He actively participates in state-wide training initiatives teaching Hazardous Materials classes to other departments. He is a highly credentialed company officer holding certificates as a State Certified Fire Instructor II, State Certified Fire Officer II and many more, but his credentials only tell part of the story for McKay. Chris's gift is developing those around him, and helping them perform at the next level.

Lieutenant McKay developed the first ever Palm Beach Fire Rescue Officer Development program after obtaining input from company officers, the Fire Prevention Bureau, and administrative staff. The program is a two-day training course that is being utilized to give our future officers basic knowledge to begin assuming leadership roles within the department. The training covered a variety of topics including: effective report writing, department documentation, tactical decision making, predicting fire behavior and growth, incident command, and basic management/leadership principles. The training program was written and conducted by current PBFR Officers through the Training Division, with the first class of ten participants completing the program on December 1, 2016. Lieutenant McKay then volunteered his time off duty to work with individuals and help them prepare for the Lieutenant Promotional exam further showing his commitment to our personnel's success.

Lieutenant McKay is commended for his passion of the fire service, his dedication to the safety and survival of Town residents and their visitors. His character is a great example to the newer personnel in our organization, making him a great asset to the Town of Palm Beach and the deserving recipient for the November 2016 Employee of the Month Award.