

The All Hands

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

December 2018

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Fire Chief's Message

By Darrel Donatto, Fire Chief



From Our Family to Your Family

The holiday season is an especially important time for families. Many families who don't have the opportunity to see each other often will come together at this time of year to celebrate with each other and to carry on family traditions. In some cases, new arrivals to a family may spark the beginning of new traditions. For some, despite whatever current difficulties they have in their life, their past memories of this time of year make it important despite their current challenges. For those with young children at home, there is probably no more important time of year to make sure that you are home with your family.

However, for the fire service, working on important holidays comes with the job. We are committed to serving the community, and that service does not stop on holidays or special occasions. Thus, many families will have to celebrate their holiday early or late; and many family traditions will have to be put on hold. For those who have never worked this shift work schedule, it may not be so easy to understand its impact on families. For others, they may not grasp the impact because for them, family is not as important.

Family is important in the fire service. The fire service considers itself to be a family. The men and women who work here at Palm Beach Fire Rescue are a part of the Palm Beach Fire Rescue family. Each of them is important to each other. Every third day, our members come to the fire station for 24 hours and they work together, they eat together, they exercise together, and they do what they love to do most, they help others together as a team. Unlike many other professions, everything that we do in the fire service, we do as a team. This team culture binds us together as a family.

To those who must sacrifice their time away from their families at home this holiday season, we thank you for that sacrifice. And to those at home whose wives, husbands, daughters, sons, sisters, brothers, and yes, even grandparents, will spend their holiday here at Palm Beach Fire Rescue service the community, we thank you for allowing them to be a part of our family.

I wish you and your family a very happy holiday season and an especially joyful New Year.



Administrative Update

By Jimmy Duane

Assistant Chief

January and February are set aside for fire hose testing. The Insurance Service Office (I.S.O.) and National Fire Protection Association (NFPA) requires an annual service test for all fire hose and also requires hose to be assigned to apparatus. Testing the hose is conducted utilizing pressures much greater than what we typically pump with in order to find any potential problems before we arrive at a fire scene. A burst hose in the middle of a hose lay can shut down operations for several minutes before the section can be replaced. Testing also serves to keep the department's inventory updated.



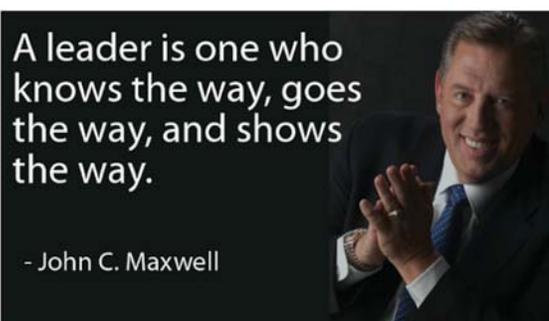
The new Battalion Chief vehicle arrived this past week. The new Ford F250 will replace the current truck, which will remain as a back-up unit at station one. The new vehicle is currently being outfitted with all of the chargers and radio systems and is set to go in service after Christmas.

Rescue 99 was sent to Palm Beach County Fire Rescue Fleet Maintenance this week for its annual preventative maintenance. The new style Ford F250 chassis has been extremely dependable, requiring only minor repairs. One of the issues discovered was a small oil leak, which is being repaired at Ford under warranty. The schedule of annual maintenance is consistently monitored so that the department always falls within the standards. This preventative maintenance and daily care the Driver Engineers and Firefighters provide on our vehicles is what gives us the ability to keep our trucks far longer than the average department.



The final inspection on the new fire engine and quint will take place on January 9th. The units are in their final stages of completion at Pierce Manufacturing. Once completed, they will be delivered to Palm Beach County Fire Rescue Fleet Maintenance, where they will receive their initial preventative maintenance and be logged in the vehicle maintenance system. Once the units are placed in service, the response delivery model at the central Fire Station will mirror the South Fire response by eliminating a separate ladder truck and fire engine and adding a "quint" fire apparatus. The quint fire apparatus is single fire truck that is designed to provide both aerial ladder capabilities and fire engines capabilities. In addition, the new quint will have a 110' climbing ladder, which is 10' higher than the unit it's replacing. This new change will reduce our fleet by one vehicle, therefore reducing annual capital item replacement costs, reduced fuel consumption, and reduced maintenance costs.

The quality of breathing air and maintenance of our self-contained breathing apparatus (SCBA) and equipment used to fill the SCBA equipment is a critical aspect for respiratory protection. Because of its importance, quarterly maintenance and air quality testing is performed. Channel Innovations completed the quarterly maintenance and air quality testing on the Department's air compressor system. The quality of air tested high and the system remains in good working order. In addition they performed routine maintenance and minor repairs to the Mako Air System.



EMS Division

By Sean Baker

Division Chief

Leveraging future technology is one of the main driving forces in public safety as we search for ways to provide the best service, for the best price, and in a timely manner to our community. Indian Industrialist, N. R. Narayana Murthy succinctly states that "Engineering or technology is all about using the power of science to make life better for people, to reduce cost, to improve comfort, productivity, etc." Palm Beach Fire Rescue is constantly looking for ways to improve our efficiency and in 2018, our department made great strides to that end.



During this past month, the department took delivery of a second Demers Rescue. This unit is built on a smaller Ford chassis that will allow the department to save on maintenance costs attributed to the larger, outgoing, Freightliner trucks. The patient compartment of this new rescue remains the same size as previous models but integrates new technologies to maximize patient comfort during transport to the local emergency departments. Maximized mechanical efficiency harnessed with improved patient comfort is a win, and we will continue to seek ways to exceed this benchmark when evaluating our next rescue purchase.

Emergency medical reporting is an additional area that Palm Beach Fire is seeking to leverage technology to improve service delivery to our residents. The idea that our patient care reports can be utilized to contribute to overall patient care both in and out of the hospital is a lofty goal that will be possible in the not too distant future. Currently, there are platforms that allow for real-time transfer of information to local hospitals that will expedite treatment for our patients, improve patient outcomes, and drive training to improve our EMS system performance. The department will be exploring this software in 2019 and decide if it is a viable solution that will meet our budgetary guidelines and stringent privacy laws. While this new software is being explored, our current software will be adapted to produce the data needed to help us reduce our number one call for service which is falls.

Our portable ultrasound unit is in place in our Battalion Chief Emergency Response Vehicle and is yet another use of technology that we are implementing to expand our patient care capabilities. The current configuration of our ultrasound unit will assist our medics during calls for cardiac arrest, as they will be able to physically visualize if their resuscitation efforts will be able to revive the patient. Future expansion of this machine will include determining if a patient has internal bleeding from a traumatic injury, and the ability to immediately upload live scans to the awaiting emergency room.



Finally, under the direction of our Medical Director Dr. Kenneth Schepcke, we are implementing new emergency care protocols that will keep Palm Beach Fire Rescue on the cutting edge of pre-hospital emergency care. Dr. Schepcke's mantra is,

"The EMS system exists for the good of humanity. Each of us will at some point need to use this system for ourselves or our loved ones," Dr. Schepcke said. "It is our responsibility to make the system as great as it can be for all of us. With each decision we make, we must ask, 'what would I want if I were the patient?' And that is the choice we must go with."

We work for one of the best communities in the world and with the help of our Medical Director, our Emergency Medical Services Division is constantly improving to deliver the excellent service our residents deserve. In 2019, we have many new programs to roll out starting with our Prescription Medication Review on January 12 at all three of our fire stations, see the [@PalmBeachFireRescueDepartment](#) Facebook page for more information.

Fire Prevention

By Martin DeLoach
Fire Marshal

Our winters can provide a chill but certainly nothing compared to other parts of the United States. The traditionally warm weather is why many of us live or visit here, especially during the winter months. We still love to dine at outdoor restaurants or sit out along the water on open patios. Despite the temperature being mild compared to the rest of the United States a large portion of people enjoy their meal with a little additional heat.

Outdoor patio heaters provide a good source for heat and some provide complimentary ambiance when they show an open flame. These units have a good safety record and provide added comfort when our temperatures get below 70. The dangers and concerns come from the fuel source that is needed to operate the heaters.

Propane gas is efficient and cost effective and generally safe when used and stored correctly. The tanks should only be used in a device that has been tested and listed by a Nationally Recognized Testing Laboratories (NRTL), such as Underwriters Laboratories, Intertek/ETL, the Canadian Standards Association (CSA), QPS, SGS and MET Labs.

Propane fumes are highly flammable and hazardous when inhaled. Did you know that improperly handled propane can cost you your home, or even worse, your life? Handle propane tanks carefully.

Don't use or store portable propane tanks in basements or living spaces. They need to be away from any heat or possible ignition sources by a minimum of 10 feet. Tanks ideally should be stored in the open air lockers that you see in front of stores that exchange the empty tanks with full tanks. Properly secure portable propane tanks when transporting. Do not leave portable propane tanks in cars or closed vehicles. Secure temporary tanks when used for building heat, hot water, or cooking.

Contact a qualified propane service retailer to connect tanks to appliances

Use propane gas appliances with care. Do not use propane gas BBQ grills inside.

If you smell gas, immediately extinguish all smoking materials and open flames!!!! Get everyone out of the area where you suspect the gas is leaking. Turn off the gas supply valve of your propane tank if it is safe to do so. Once away from the leak, call 911. Do not return to the area until your emergency responder determines it is safe to do so.

The Fire Prevention Division, along with the Fire Suppression Crews, completed 72 fire inspections in the month of December.



Battalion Chief—The Firefighter Family

By Joe Sekula
Battalion Chief

The Fire Department is our second family. We all say this or have heard it throughout our careers. It's true. This is our second family because of the connection and the commitment that we have made to one another. But it's much deeper than that. Our bonds are formed early in our careers when we are broken down of all of our bad habits and made into disciplined mature professionals. It's the long hard road that we have all gone down that makes us the same. The desire to always do the right thing and to make a difference in the lives of others.

We spend every third day together for 24 hours and during this time we are married together not being able to distance ourselves from our crew or our unit. Together we respond to any emergency that arises and any other call for help. We train together simulating the life threatening environments that we could potentially encounter and train on how to depend on one another to keep us safe. We come to work early just to be able to have a cup of coffee with each other before the hectic day begins. We discuss our first families and milestones that we are experiencing with our kids, or talk about our problems and offer advice. We encourage and motivate each other to succeed. We have dinner together and debrief about the calls that we ran throughout the day.

A truly unique bond is formed and strengthened with every passing shift, with every emergency we respond to, and with every time that we have to put our lives in danger and depend on each other to make it back to our first families safely.

It's difficult keeping up with two families. All the time spent with our second fire department family means more time away from our first family. We don't get to go home to have dinner with our first families or to kiss our kids goodnight. We miss birthdays and holidays. But this is the profession that we have chosen, or some would say that chose us, as it takes a certain type of person to put their lives on the line for others. We are proud of who we are and of the work that we do. We are modern day super heroes as we are there to help anyone in need. We are professional firefighters.

We all know that our profession is physically dangerous, but it is psychologically taxing as well. During the last leadership seminar there was a speaker named Jay Dobyns who was a former ATF undercover agent. He spoke of his experiences with stress and with mental health issues and how it affected his relationship with his family. We must take care of one another and be able to recognize the signs of extreme stress or Post-Traumatic Stress Disorder (PTSD). Fortunately our department has multiple resources in place to help with this. We have Critical Incident Stress Debriefing (CISD) teams to talk us through stressful or difficult calls. We have the Employee Assistance Program (EAP), and we have our newly formed peer support team to help with any mental health issues.

As we reach the end of another year and look back upon all that has been overcome and accomplished, I am grateful for my second family. Every one of you. We are truly blessed to have so many great people working here with us. The hard work that we do doesn't seem so difficult when were all doing it together. I wouldn't have it any other way.. Happy Holidays to you and to your families!!



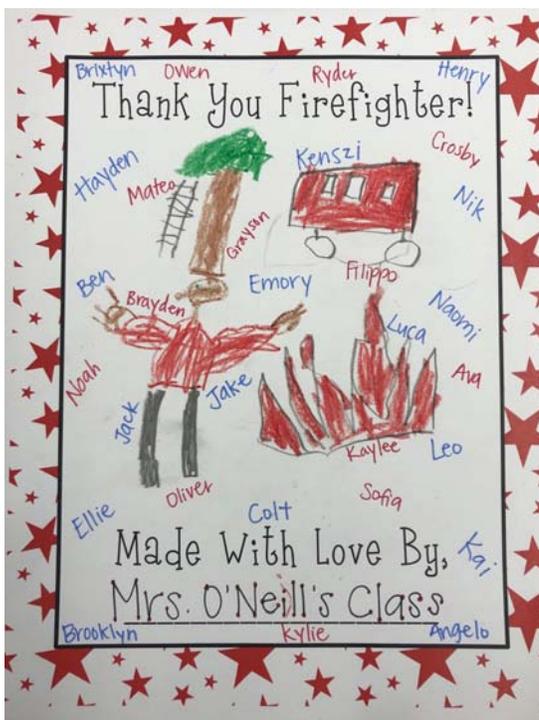
Training—Benefits of Post Incident Analysis

By Keith Golden

Division Chief

Firefighter health and safety initiatives have taken many forms in recent years. Operational safety initiatives focus on accountability in proper protective gear usage and decontamination. Firefighter wellness programs call for annual physicals and a regular exercise regimen for improving cardiovascular circulation and physical endurance. And behavioral health initiatives drive us to take responsibility for one another to make sure our firefighters seek professional help for conditions such as PTSD, and depression. All first responders and supervisors must ensure that they are mentally and physically able to respond to and deal with all incident events. This generally occurs after rigorous training, a significant event or a technical after action review of an incident. The Post Incident analysis allows all personnel to express their successes and to raise any issues that need to be addressed in an effort to positively impact the lives of others. Over the years this has led to more working and training opportunities between Police, Fire Rescue and Public works. Through Post incident analysis we have been able to make the responders presence known, and coordinate with the public Information Officers so a relevant timely message can be communicated to Members, Residents and visitors to the Town of Palm Beach. One of the Major benefits of this analysis is to make sure all tasks and work is done and to insure a timely and coordinated recovery process and ensure that we are always delivering that “WOW” Factor that comes with every encounter. At Palm Beach Fire Rescue senior firefighters must continue to mentor newer firefighters, who will take their place when the time comes for them to move up the ranks and continue to do things the “Palm Beach Way”. This mentorship begins with encouraging training and education. While training and education are not the exclusive path to success in any position, they do provide a method for developing proper critical thinking processes to harness the lessons learned, record and share best practices , improve on-scene decision making and improve processes to keep the residents/visitors and employees safe.

Remember Training and Safety is everyone’s job



Kindergarten students sent PBFR thank you letters. The students learned about Fire Rescue in school and some had the opportunity to visit the fire stations. Each student illustrated what firefighters meant to them. Thank you to all of the students in Mrs. O'Neill's class who sent pictures to our firefighters. If you would like to visit one of our stations please call: 561-838-5420.

The 3 Major Benefits Of Having Happy Employees

Posted at: <http://blog.abetterleader.com/the-3-major-benefits-of-having-happy-employees/>

Employee happiness is one of the keys to your success as a leader and is certainly a critical success factor for organizations in achieving their objectives.

Simply, if you have employees that are engaged, the company grows and performs almost perfectly. If you don't have happy employees or disengaged employees, your business suffers. No one is satisfied, including management, and nothing productive ever gets done.

There's no way for a company to be a real leader in any industry without employee happiness. If you want the most talented people, you need to have an environment that is conducive to engagement. Simple as this sounds, it is not a simple matter.

Here are 3 great benefits and one bonus of having happy employees.

1. Employee Happiness Creates A Great Atmosphere

Employee happiness is important for a company's long-term success. If you want to grow your business, you need to have an amazing environment, that encourages collaboration, encourages employees to be autonomous, and encourages everyone to try new things.

One of the hardest parts about running a company, is attracting and retaining great talent. The only way to realistically do this, is with a great atmosphere, where employees are happy about coming into work, and want to perform their best. If employees are demotivated, feel stressed, or are insecure about their job security, the results will start to show.

One of the best ways to create a great atmosphere, is to give employees a sense of freedom. Don't micromanage them, and let them shine. They might not think exactly the same as you, but that might be a good thing.

2. Customers Love Amazing Companies

Too many managers don't seem to be able to make the link between happy employees and happy customers. We fully agree that the customer is always right, and you should do everything possible to please your customers, but who do you think is dealing with these customers?

Treat your employees well, they'll be happy, that happiness will make them go above and beyond for your customers. It's such an easy formula for success. According to Monetate, a marketing acceleration software company, 73% of consumers would consider purchasing from a brand again if they had a superior customer experience. A great way to ensure this type of success is to get everyone in the company understanding how important customer service is. Teach employees that customer service isn't a department, it's an attitude. It's about how you approach most decisions in all department. Ask yourself, "will this be good for all for our customers, long term?"

Employee happiness is not just for your employees. It makes excellent business sense.

3. Employee Engagement is Phenomenal For Business

Let's look at some data...

Continued on page 9

Ocean Rescue

By Craig Pollock
Supervisor

Over the last month, 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. The strong onshore winds have also pushed in the the portuguese Man o' Mar which is a beautiful and interesting-looking animal that may also be a nuisance to swimmers. Despite its jelly-looking appearance, this organism isn't a jellyfish, but instead is a siphonophore, in the class Hydrozoa (rather than the class Scyphozoa, where 'true' jellyfish belong). The Portuguese man o' war is also known as the, blue bottle. The Portuguese man o' war can deliver a painful (but not generally deadly) sting, even after death. So Portuguese man o' wars on beaches should be handled with care, you should stay well away from them in the water, keeping in mind that tentacles can be over 50 feet long.

How to Treat a Portuguese Man O War Sting, if you think you been stung

- Leave the water.
- Do not rub the area or treat it with alcohol, as this can aggravate the symptoms (there is conflicting advice on whether or not it is acceptable to treat with vinegar).
- Remove any tentacles from the skin using a gloved hand or tweezers
- Thoroughly wash the area with salt water.
- Following removal of the tentacles, placing an ice pack on the area can help with pain relief.
- Obviously, seek medical assistance for a severe sting!



The 3 Major Benefits Of Having Happy Employees (con't)

From page 7

A study by OfficeVibe of 64 organizations revealed that organizations with engaged employees achieve twice the annual net income of organizations whose employees lag behind on employee engagement. According to Gallup, companies with engaged employees outperform those without by up to 202%. Another interesting thing for profits, is that employees that are engaged are not motivated entirely by money. Of course you have to pay them a fair salary, but the beauty is that happy employees care much more about intrinsic motivators, than things like money.

The key to getting this part right is through team building and collaboration. Let the team group together as they wish, don't micromanage, and don't impose your management style. Accepting failure, and encouraging tests and new ideas from your employees is a great way to improve and innovate the company for the long term.

If you get employee engagement right, your company's productivity will go through the roof, and the possibilities of scaling and exponentially growing the company will be there. Without employee engagement, employee happiness isn't possible.



Retirees Mike Palmer, Ray Daley, Seth Phelps and Brodie Atwater enjoy a ten mile hike.

New Hire Training



New Hires



Firefighter/ EMT Amanda Bronson was born and raised in South Florida and attended Palm Beach State College, where she obtained her AA degree, and graduated both the EMT & Fire Academy. Amanda enjoys boating, the beach, sports, listening to live music and adventuring with her 2 beautiful children. Amanda wants to work in the fire service because, "I absolutely love helping people, I love how every day is something new, I love the adventure, meeting new people, making a difference in lives of others and the sense of brother/sisterhood and community that the fire service is known for". Amanda is looking forward to serving the beautiful Town of Palm Beach, visitors and its residents.

Firefighter /Paramedic Alina Martinez is 24 years old, born and raised in Miami, Florida. Alina has big hopes and dreams and is able to adapt quickly and find comfort in the situations that she may face. She loves to spend her free time doing things that play a role in expanding her knowledge in all aspects, especially in the medical field. She is an avid reader, and works out any chance that she gets. Alina enjoys exploring different places, finding new things to do and places to eat; in short living life to its fullest potential.

Alina is grateful for having the opportunity to do something that she is so passionate about and gives her a sense of purpose. Her love of emergency medicine and being able to help others in their time of need coupled with her work ethic and determination will make her to be the best FF/ Paramedic that she can be. Alina is truly excited and ready for what comes next, so let's welcome her into the family.



Station #3, A shift
lunch with
Council Member
Julie Araskog

Rx Check-up

	<h1>Save the Date Rx Check-up</h1>	
<h2>Saturday, January 12, 2019 11am-3pm</h2>		
<h3>Medication Check Health Screenings Disposal of Medication Education & Freebies</h3>		
<h3>3 Locations</h3>		
<p><u>North Fire</u> 300 N. County Rd.</p>	<p><u>Central Fire</u> 355 S. County Rd.</p>	<p><u>South Fire</u> 2185 S. Ocean Blvd.</p>
<p><u>Palm Beach, Florida</u></p>		
	<p>For more information contact Palm Beach Fire Rescue (561)838-5420</p>	

NOVEMBER DEPARTMENT STATISTICS

Training Hours

A Shift	557
B Shift	670
C Shift	725
Total	1952

Fire Prevention Inspections

72

Ocean Rescue

Visitors	10,222
Jellyfish stings	10

FIRE and EMS

FIRE Calls	74
EMS Calls	147
Transports to Hospital	102

JANUARY BIRTHDAYS:

Jose Ruiz	01/01
Taylor Jantz	01/04
Nancy Roedel	01/14
George Klein	01/17
Charles Shinn	01/17
Craig Johnson	01/22
Darrel Donatto	01/25
Richard Andrews	01/26

JANUARY ANNIVERSARY CELEBRATIONS

Brian Lebrun	01/99	19 years
Darrel Donatto	01/04	14 years
Angel Sronce	01/14	04 years
Brad Fabben	01/14	04 years
Eric Legore	01/14	04 years
Stephen Montoya	01/15	03 years
Daniel DiRocco	01/16	02 years
Christopher Mckay	01/16	02 years
Charles Shinn	01/16	02 years

EMPLOYEE OF THE MONTH 2018:

January	Stephanie Mavigliano	July	Anthony Curtis
February	Craig Pollock	August	Christopher McKay
March	Charles Shinn	September	Danny Dunnam
April	Kristen Ruest	October	Jacob Brandjes
May	Anthony Curtis	November	Danny DiRocco
June	Frank Mavigliano	December	

Employee of the Month—Daniel DiRocco



Daniel joined the Palm Beach Fire Rescue organization in January 2016. He arrived with a wealth of knowledge from his career in the United States Coast Guard. Since the day he was hired, Daniel has used his passion for the job to inspire others. His willingness to share his expertise in water rescue and Coast Guard Operations proved invaluable when we had a Multi-Company drill that included the United States Coast Guard. That training has led to improved safety measures while providing excellent service to the Town residents and visitors. Firefighter/Paramedic Daniel DiRocco currently serves on A Shift at PBFR Station 1 as an Acting Driver Engineer and a member of the Palm Beach Fire Rescue Honor Guard where he is making a difference through leadership and initiative.



Daniel is becoming a mentor to many by his professionalism, always training, researching new tools, exploring new techniques and elevating others around him by leading through example. He ensures competency and suggests methods for improvement in all aspects of our job.

Honor Guard members elected Daniel as the First Sergeant because of his military knowledge and his outstanding performance in the workplace. Daniel has embraced the title of second in command of the Honor Guard team. Daniel has gone above and beyond the requirements of the position showing commitment without limits. The Palm Beach Fire Rescue Awards Committee has chosen Firefighter/Paramedic Daniel DiRocco for his commitment which was demonstrated in the project that he took to build the Palm Beach Honor Guard manual of arms. This manual compiled the knowledge from the Honor Guard Academy and Marine Core drill and ceremony combining it into a user-friendly manual for Palm Beach Fire Rescue. The manual was laminated and bound into a pocket reference guide for each member to carry while at a drill or during an event, he also created an electronic version to reference. This reference manual has already been a valuable tool for our Team and is a 'wow' factor to our internal customers. Daniel's commitment to the Honor Guard Team and to Palm Beach Fire Rescue has set him above others. Firefighter/Paramedic Daniel DiRocco commended for his passion of the fire service, his dedication to the safety and survival of Town residents and their visitors. His integrity 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 2018 Employee of the Month Award.