

The All Hands

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

February 2013

Volume 1, Issue 2



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Together we will make it better

By **DARREL DONATTO**

Deputy Chief

My guess is – most people usually want things to get better – and I am fairly certain that the people here at Palm Beach Fire Rescue want things to get better. I know that I do. To help us with that we have put together a small group of dedicated and committed individuals to work on making Palm Beach Fire Rescue a better organization for both the community and the people who work here. This group – our Organizational Improvement Committee – includes Lt Dudley; Lt Ward, and Lt Baker. We met in January and will meet again each following month. The committee members had some great ideas and we are working on implementing most of them.

These three people are doing something. They are trying to make things better. What

we need now is for each person here at Palm Beach Fire Rescue who wants things to get better to do their part. While we need your ideas, and we value them, what we need most is your commitment, your pledge to work hard each and every day toward making Palm Beach Fire Rescue a better organization. We need to make things better here – and we cannot do it without you. Complacency, mediocrity, and indifference will never contribute towards making things better. Without your commitment to this organization we can never get better. As Vince Lombardi stated, “Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work”.

I am fully committed to doing everything that I can do to make Palm Beach Fire Rescue better and I am asking you to join me in that endeavor. 🔥

Administrative Update

By **DARREL DONATTO**

Deputy Chief

Our sincerest thanks go out to each of you who attended the Leadership Development Coaching Session with James Rowan in January. This was our first live session with James and we look forward to seeing him again here sometime in July. Between now and then, we will continue to meet with James via webinar and teleconferences. We are fully committed toward doing everything we

can to develop our future leaders and to make Palm Beach Fire Rescue a better organization. Towards that endeavor, we held our first meeting of our new Organizational Improvement Committee on January 10, 2013. Out of that meeting, a number of good ideas are being implemented.

We recently completed the revision of the Job Description for Office Assistant II position for Fire Prevention, and that position will be ad-

vertised in early February. We also have completed our transition to EMS/MC for EMS Billing services. We are now electronically transferring EMS billing data to EMS/MC and all EMS billing is being handled by them. We know that this has required a little more work when completing your EMS run reports and we thank you for the great job you are doing in getting the information we need for billing. Please keep up the good work. **Continued on page 5**

Safety Considerations in Apparatus Placement

BY WILLIAM C. PETERS
FIREENGINEERING.COM

Apparatus placement at the scene of a fire or emergency is one of the company commander's first considerations on arrival and when sizing up. Each type of apparatus will set up in a different location, depending on operational criteria. Aerial units obviously need to be located where their aerial ladder or platform can be positioned for rescue, ventilation, or possibly aerial master stream delivery. This translates to, "Leave the front of the building open for the truck!"

In apparatus placement, serious con-

sideration must be given to firefighter safety. Every year, firefighters are injured and killed while operating at vehicle accidents and fires on public roadways. Several placement methods can help avoid such a tragedy, such as diagonally blocking lanes with apparatus or having the police actually stop all traffic until the scene is stabilized. You really don't need cars whizzing by at 50 mph as you try to extinguish a vehicle fire on the side of the road! Don't rely solely on warning lights and traffic directing arrows. Some drivers are actually drawn to all the excitement.

Another safety consideration when

placing apparatus is the possibility of building collapse, explosion, or radiant heat exposure from a major fire extension. The key elements to apparatus setup location are conditions on arrival, the progress being made in knocking down the fire, and the type of structure. Obviously, you can't be positioned outside the "collapse zone" on every call, or your aerial ladders would be useless and you would have to carry a mile of hose! However, the smart incident commander must be able to recognize the signs of impending collapse and get the personnel and apparatus out of the zone in an orderly fashion. 🔥

Safety Committee Update

By BRODIE ATWATER
Assistant Chief

The most recent Safety Committee meeting was attended by Risk Manager Karen Temme, Assistant Chief Atwater, Division Chief Duane and Lieutenants Marx and Ward. These quarterly meetings are held to discuss any problems and issues relating to safety and the wellbeing of all Palm Beach Fire Rescue personnel as well as the public.

Among the items of old business discussed at this meeting was the issue of the diminishing charging capacity of the Maycom portable radio batteries. This problem was researched by Lt. Marx and it was determined that the batteries are under warranty for (2) years following shipment. In addition, Christine Cunningham advised that there was a bad batch of batteries delivered during the time we received ours, therefore, the batteries that are bad are being replaced under warranty. The batteries are currently being replaced in small

lots, the replacement of batteries is being coordinated by B/C Burke. The new batteries will have several hours per charge cycle.

Additional old business included the re-installation of the Plymovent system for Truck 1. The system was originally installed for the old Truck 1 but was removed when the new Truck was purchased. The remaining equipment and parts from the original installation have been gathered and the system will be re-installed by the Safe Air company in the near future.

Items discussed as new business included the repair of the front door lock at Station 1 and the possible installation of additional push button door opener pads for Station 1.

The committee also addressed two recent damage claims involving the Fire Rescue Department. The first caused damage to a bay door at Station 1 when it was struck by the Truck when responding to a call. Potential solutions

to this issue are currently being evaluated, including the re-location of door sensors to give more time for the vehicle to stop before striking the door.

The second claim involved damage to the side mirror of Engine 2 which struck the pillar at the entrance to the bay when being backed in. No corrective action was required by the committee. The recommendation was to pull the unit all the way out of the bay and realign, rather than trying to make corrections in the bay.

Extreme vigilance is required when backing vehicles into the bay. Doors and apparatus have been damaged with some frequency, and usually, some human error is a contributing factor. Rather than relying solely on timers and motion sensors to maintain the doors in an open position, consideration should be given to turning the door off while backing in and turning the door back on after the unit is in the bay. Spotters, with radios, must be used at all times when backing units into the station. 🔥

“The Stomach Flu” Sydney Norovirus Outbreak

By **DR. KENNETH SCHEPPKE**

Medical Director

While many people term vomiting and diarrhea as the “stomach flu”, in the US this illness known as gastroenteritis is caused more than half the time by a virus class known as the Norovirus. This virus is completely unrelated to influenza which is the cause of the respiratory illness known as the “flu”.

Norovirus outbreaks typically infect 20 million Americans each year (about 1 in 15) causing on average 2-3 days of severe vomiting and diarrhea. It is the cause for about 70,000 hospitalizations and kills just under 1000 Americans each year. It generally occurs during the winter months from November to about April with its peak generally occurring in January. It is extremely contagious and can live on inanimate objects for weeks such as desks, keyboards, phones, clothes and even the article you are currently reading. It is resistant to alcohol hand sanitizers so don't feel you have protected yourself from this bugger just by using those gels. Soap and water is the only real way to remove it from your hands and cleaners containing bleach must be used to disinfect surfaces. Dishes that are hand washed do not use water hot enough to kill this

virus so a dishwasher is best when there is an outbreak in your home or work area.

As opposed to influenza, which is airborne and can be prevented by wearing a mask or getting a vaccine, the Norovirus virus is transmitted by getting the virus on your hands or food and then via eating or touching your face, mouth or nose, ingesting the virus. With influenza, it typically takes an inhalation of at least 1000 individual virus particles to overcome your usual first line immune defenses to get an infection and catch the flu. With Norovirus, as few as 18 swallowed virus particles will get you sick.

An individual infected with the Norovirus will be contagious from just before the symptoms start, to at least 3 days after the symptoms have completely resolved. The virus is transmitted in vomit and stool and left on any object that gets touched with these two substances whether that is hands or clothing, sinks, door handles etc.

A typical scenario is you go to a restaurant, use the bathroom, open the door to leave after another patron recently infected with Norovirus has touched the door handle (but did not wash their hands after using the bathroom themselves) and

now you have touched a contaminated object and have the virus on your hands. You then pick up your French fry, hamburger etc. and in doing so contaminate your food which you then eat and get infected. This is why entire cruise ships rapidly get infected as do any large gathering of people such as assisted living or nursing home centers etc.

In 2012 a new strain of the virus was discovered now called the Sydney strain after Sydney Australia. This is rapidly becoming the predominant strain in the US and worldwide and there is a concern that it will be a worse than usual year for this illness with many more people being infected than in prior years.

There is no specific antiviral treatment for Norovirus nor is there a vaccine. Persons infected should be isolated during the period of the illness and should continue to have limited contact with others for 3 days after their illness plus during this time they should not be preparing any food for others to eat. In the EMS and hospital system, IV saline and Zofran are the mainstays of treatment. Oral hydration at home with Pedialyte for children or sports drinks for adults is routine. Dehydration is the main risk with this illness especially for the elder-

ly and small children.

Bottom line, wash your hands with soap and water frequently this winter. 🧼

Hand washing is the 20-second solution to protecting yourself from germs.



WASH YOUR HANDS!
EVERYONE'S HEALTH IS IN YOUR CLEAN HANDS

Steps:

- 1 Wet hands
- 2 Apply soap / rub for 20 seconds
- 3 Rinse
- 4 Dry with paper towel
- 5 Use towel to turn off faucet



Fire Prevention Division

By **TIMOTHY POMPOS**

Division Chief

In the month of January, the Fire Prevention and Life Safety Division completed 176 fire prevention activities with the assistance of Fire Operations shift personnel. Battalion Chief Dave Burke has coordinated with the Fire Prevention and Life Safety Division to assign the Company Officers to complete a list of 24 properties that have been identified in need of Pre-Incident Plans/Quick Reference Sheets.

The completion of the PIP/QRS's shall be accomplished by March 31st for review by the Battalion Chiefs prior to submitting the final copies to the Fire Prevention and Life Safety Division. The

Division will provide assistance as necessary.

The recent Brazilian nightclub fire tragedy, should serve as a constant reminder how important it is to complete Fire Company Inspections in our community.

Please take the opportunity to promote fire safety tips while completing annual inspections. Some of the examples may include the following: how to use a fire extinguisher with the P.A.S.S. acronym; never leave cooking unattended; check and maintain clear paths to exits; and check and replace smoke detector batteries. 🔥



Palm Beach Fire Rescue Awards Ceremony

When : Thursday February 21, 2013 / 10am—12pm

Where: Fire Station 3 / 2185 South Ocean Blvd



Palm Beach Fire Rescue will be hosting an awards ceremony to recognize personnel who bring honor to themselves, and the Department, through heroic or meritorious acts, or through outstanding customer service. Of the many being recognized, there will be awards for past commendations, Employees of the Month, Firefighter of the Year as well as a special dedication to be announced.

All personnel are encouraged to bring their families to help recognize and support those who have gone above and beyond what is expected, and exceeding the highest standards. There will be food and refreshments for all to enjoy. We hope to see everyone come to celebrate and support their co-workers.

Size-Up Matters

By **KEITH GOLDEN**

Battalion Chief B Shift

As First responders we are trained to do this at every scene, a quick size-up of any situation to get a feel for the potential of violence, safety or if additional help will be needed. Size up should begin with the information from the dispatchers, law enforcement officer

already on scene or responding.

By painting the picture with clear, concise information and offering a solid size up, incoming units and dispatchers will be better prepared to assist you with the incident priorities that need to get accomplished. Use your judgment and communicate what you see when you arrive because a complete size up

in an emergency situation is the foundation for efficiency, effectiveness and safety on the Fire ground. 🔥



Training and Safety Division

BY JIM DUANE

Division Chief

Training hours continue to be significantly higher than this time last year. Though the hours have increased, so much of your training is not being captured on Target Safety. Lieutenant Marx has assisted the Training Division by adding numerous categories to the program to make it easier for you to select an applicable category. Every training class and drill should be captured and documented in the appropriate category. Contact Division Chief Duane or Lieutenant Marx If you are unable to find a related category in Target Safety to properly document your training.

Fire Rescue probationary personnel account for 11% of the Firefighters on shift. The past group of employees are completing their 4th month of probation and progressing very well. On February 19th, two additional employees will begin their 2 week orientation and will be assigned to shift starting March 2nd. It is extremely important that personnel spend the time training our new employees. I encourage you to train as if you

are actually on the call, wearing all of your bunker gear and SCBA. This will prepare your body physically and mentally for the times when you actually need it.

Vehicle extrication training is set to begin next week. Six vehicles are being delivered for the crews to practice with. Lieutenant Grubba recently completed Vehicle Machine Rescue 1 & 2 at Palm Beach State College. Mike has offered to teach what he has learned to all department personnel. With the assistance of Lieutenant Dudley, Battalion Chief Golden and Firefighter Wallace, training will prove to be very informative.

James Rowan, from Grow your Own Captains recently spent several hours with the company officers and administrative staff. The seminar gave everyone a chance to speak to James on a more personal level. This was the first of many more visits we hope to see. Company officer participation has been very high on the monthly Company Officer Leadership Academy and Company Officer Roundtable. Officers are not

limited to only one session and can participate as many times as they like each month. This gives personnel the opportunity to network with officers nationwide.

The Training Division always welcomes suggestions for future drills and classes. The goal is to set training that is important and applicable to our organization. If someone has something that they are passionate about and would like to teach it department wide, meet with Division Chief Duane to discuss the details. Always remember, "Train because you want to...not because you have to". 🔥



Admin Update *continued from page 1*

In January, we were able to share a number of great customer service delivery experiences that were provided by our members with Councilman Kleid who presented them at a public meeting he attended. The Shiny Sheet picked up on this and ultimately the great work that you are doing was shared with the entire community. You do what no other fire department does and it is greatly appreciated. Again, keep up the good work.

Lastly, we are in the beginning stages of development of the FY2014 Budget. If you have any suggestions, ideas, or input that we should consider in terms of funding for equipment or projects, please get with your Battalion Chief as soon as possible. 🔥

Ocean Rescue Division

By CRAIG POLLOCK

Lifeguard Supervisor

Over the month of January Mid-Town Municipal Beach saw a significant amount of sand build up along its shoreline. For the first time in many years the lifeguards, with the help of The contracted Town beach cleaner, were able to move the lifeguard towers away from the dune line and closer to the water, to help the lifeguards get better water surveillance. Also in January lifeguards did an exercise with members of the Palm Beach Dive Team, during this drill lifeguards and dive team members went over some Search and Recovery techniques and also performed swim and run drills. 🔥

Emergency Medical Services Division

By **BRIAN FULLER**

Division Chief

Christine Cunningham has advised that dispatch is now live with the Medical Priority Dispatch portion of ProQA.

This has been a very arduous task and long project and much thanks goes to Christine Cunningham, Jim Palmer, and Division Chief Duane for their persistence and patience. Please see bulletin 13-04 for more information.

Thanks to all for attending the Advanced Airway training offered at Florida Atlantic University Simulation lab during the month of January. Personnel were subjected to a variety of airway scenarios to include pediatric asthma, adult difficulty breathing, and a severe allergic reaction with difficulty breathing. During the training, personnel were introduced to new video laryngoscope technology to assist with advanced airway placement. These devices will be

explored further to utilize in our medical kits.

The EMS Division continues to monitor the nationwide drug shortage and will attempt to secure an alternative to any medication that becomes unavailable. As most of you know, the department notified the State of Florida, Division of EMS during the month of January that due to the inability to acquire the parasympatholytic Atropine Sulfate in any concentration or form, other treatments and medications shall be used, until such time as Atropine becomes available. The opioid overdose medication Naloxone is now available, in stock, in the form and concentration we are familiar with.

Please continue to be diligent in your recognition of the different forms and concentrations the medications are packaged in to reduce the likelihood of medication errors.

We are in the height of the season were the population reportedly swells to over 40,000 residents, guests, and visitors. Of the 159 Medical calls for service during the month of January, 30% were for sick persons and 26% for falls. Please continue the excellent customer service you are providing. You are making a difference in the quality of life for those we tirelessly serve, by making your patients worst day better.



True Heroism

Firefighter/Paramedic Jody Sronce, on behalf of Palm Beach Fire-Rescue, we express our sincerest appreciation for your selfless dedication to serving the public, even while off duty.

On February 3, 2013, at approximately 14:40, while you were off duty and shopping in Plantation, Florida, you observed a fire on the fourth floor of a large high rise condominium with no fire units on scene. Despite the danger to yourself, you selflessly went into action, finding an unlocked stairwell, ascending to the fourth floor, obtaining a fire extinguisher, and then making your way through several balcony areas where you extinguished a large fire involving outdoor patio furniture. This fire was so intense that it threatened an adjoining residential unit. Your quick actions prevented the spread of the fire to this adjoining condominium and the rest of the building.

According to Battalion Chief Joel Gordon of Plantation Fire Department, "Due to the number of open windows directly above the fire, his [F/F Sronce] quick actions kept the fire from auto-extending and limited the amount of smoke migration into adjacent apartments. The residents were able to return to their apartment shortly thereafter and the fire department was able to handle the incident without committing a large number of resources." Your actions that day were truly heroic and show your true commitment to serving others.

I urge you to continue the great work that you are doing and I highly commend you for your heroic service to the public and your dedication to this great profession. *"True heroism is remarkably sober, very undramatic. It is not the urge to surpass all others at whatever cost, but the urge to serve others at whatever cost"* (Arthur Ashe). 🇺🇸

Fight the Nine Symptoms of Organizational Decline

BY ROSABETH MOSS KANTER

Harvard Business School

<http://blogs.hbr.org/kanter/2012/12/fight-the-nine-symptoms-of-cor.html>

How do you know a team, company, or country is on the slippery slope of decline and needs a culture shift? I found nine universal warning signs of change-in-the-wrong direction in research for my book *Confidence*, which compared downward spirals with the momentum of success. The good news is that they are all reversible. Watching out for these behaviors is the first step toward building better habits.

First, the signs that there is more trouble ahead:

Communication decreases. The first seeds are sown when information stops flowing. People avoid conversation and close their doors. Decisions are made in secret. People mistrust official statements. Gossip substitutes for the full facts.

Criticism and blame increase. People are dressed down in public. They make excuses for themselves and point their fingers at someone else. Scapegoats are sacrificed. Self-doubt is masked by attack. External forces are blamed, personal responsibility avoided.

Respect decreases. Constant criticism makes people feel surrounded by a bunch of losers. They feel that low performance is common, and deadwood is tolerated. Everyone expects the worst of everyone else — and says so.

Isolation increases. People retreat into their own corners or subgroups, suspicious of others and unwilling to engage with them. Withdrawing from contact further isolates them, encouraging others to back away too. Silos harden.

Focus turns inward. People become self-absorbed and lose sight of the wider context — customers, constituencies, markets, or the world. What's going on inside becomes more important than any external goal.

Rifts widen and inequities grow.

Internal rivalries escalate into gang warfare. A few stars become a privileged elite, claiming disproportionate attention, resources, and opportunities. Power differentials and social distance between groups and levels make collaboration difficult. People hoard resources for their own use. The less there is to go around, the greater the temptation to play favorites or get more for one's own group.

Aspirations diminish. People stop believing that progress is possible. They are willing to settle for mediocrity. They want to minimize risk rather than to look for big improvements. "Defensive pessimism" sets in; that is, lowering expectations to cope with anxiety in risky situations. You might not see absenteeism, but there is "presenteeism," which means the body is there but the mind is absent.

Initiative decreases. Discredited and demoralized, people become paralyzed by anxiety. Believing that nothing will ever change, people go passive, following routines but not taking initiative even on small things, and certainly not seeking innovation or change. Policies and processes are perceived to be ingrained and inevitable, shutting off new ideas.

Negativity spreads. In an emotional chain reaction, pervasive negativity fuels further decline. The culture permits selfishness, greed, mistrust, disrespect, petty turf battles, and excuses instead of action.

It's easy to get discouraged by the doom and gloom of downward spirals, as I've seen in declining companies, low-performing inner city schools, marriages falling apart, developing countries with wide social divides, and problems with U.S. competitiveness. But I've also worked on the opposite: turnarounds that create habits that fuel success. I've observed and helped leaders who care about positive relationships set the stage for positive outcomes. Here's what leaders — official or emergent — do to shift a culture from the behaviors of decline to the habits of success:

- Keep communication open and information flowing. Foster widespread problem-solving dialogue. Face facts openly and honestly.

- Emphasize personal responsibility. Refuse to listen to attacks on others and ask each person to take responsibility for his or her part of a problem.

- Model respect for talent and achievements at every level. Offer frequent public thanks. Praise those who meet high standards while helping poor performers improve (or weeding them out if they don't).

- Convene conversations across groups. Involve diverse cross-cutting teams in problem-solving.

- Stress common purpose. Communicate inspiring goals larger than any individual or group. Find a grand challenge to unite people.

- Work on reducing inequities and status differences. Require the privileged to mentor and help others. Spread extra resources to many groups, and encourage joint projects or shared service. Provide opportunities for learning and growth.

- Raise aspirations. Use small wins to show the potential for bigger successes. Encourage realistic stretch goals and offer people the help to reach them.

- Reward initiative. Provide time or small grants to work on new ideas. Make brainstorming a habit.

- Reinforce the positive by saying and demonstrating that change is possible. Ignore the voices of negativity.

Leaders can guide productive, inclusive, and empowering actions that build winners' habits. Even when the signs of decline are all around us, it's still possible to shift the culture. Heeding the warnings is a good first step.

Rosabeth Moss Kanter is a professor at Harvard Business School

JANUARY DEPARTMENT STATISTICS

Training Hours

A Shift	106.5
B Shift	316
C Shift	233
Total	655.5

Fire Prevention

Inspections	176
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Ocean Rescue

Visitors	28,141
Town Ordinance Enforcements	265
Preventative Actions	201
Minor First-Aid	2
Man-O-War stings	18
Water Rescue	2

FIRE and EMS

FIRE Calls	70
EMS Calls	159
Transports to Hospital	117

FEBRUARY BIRTHDAYS:

Ryan Zabovnik	2/3
Brad Kliphouse	2/8
Lacie Flynn	2/9
Chris Soich	2/11
Mike Messner	2/12
Richard Ward	2/14
Christina Wieber	2/15
Brian LeBrun	2/16
Belinda Hardy	2/16
Braden Whitworth	2/18
Gerald Hagin	2/20
Andrew Kintner	2/21
Alejandro Mahy	2/22
Eric Nordstrom	2/27

FEBRUARY ANNIVERSARY CELEBRATIONS:

Timothy Pompos	24 years
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Commendations:

Life Save Award: Marx, Michael; De La Riva, Andrea; White, Crystal; Baker, Sean; Bentley, Tad; Mahy, Alejandro
Heroism Award: Sronce, Jody

EMPLOYEE OF THE MONTH 2013:

January	Stephanie Mavigliano	July
February		August
March		September
April		October
May		November
June		December

Employee of the Month

The PBFR Awards Committee has chosen **Stephanie Mavigliano** as **Employee of the Month for January 2013**. Stephanie has served in the Palm Beach Fire Rescue Organization for nearly 19 years. Stephanie currently serves as our Administrative Coordinator. She is one of the key personnel involved in keeping the wheels turning administratively for the Department. Stephanie always maintains a cheerful and helpful attitude regardless of the workload or pending deadlines. She functions as a vital component for the success of our organization and her tenure with the Town speaks for itself.

Stephanie has taken over portions of the EMS billing position such as sending get well cards, working on old accounts receivable, obtaining additional billing information and posting electronic deposits to department accounts. Her knowledge and helpful attitude have helped to make the transition from in house to outsourced EMS billing a very smooth operation.

Stephanie is often the first person that citizen's and business people are in contact with when dealing with the Fire Rescue Department. She has an outstanding ability to work with the public and to handle any issues that may arise. She also deals with legal representatives when responding to subpoenas and handling attorney's requests for information. As the point of contact for the department's AED and CPR programs, Stephanie helps us maximize the good will of our community. As a major part in the production of the Department Newsletter she serves as the contact person for each Administrative Division when submitting monthly information. She also serves as the contact person for all department retirees, helping to maintain the bond between the department's past and present.

As the purchasing specialist for the department, Stephanie is very knowledgeable regarding all directives and requirements. She is an excellent source of information in this area and helps to ensure that we all stay within the Town's purchasing guidelines.

Stephanie continues to maintain her skill by taking training classes. She is currently completing a MS Publisher class online in order to develop an even more professional looking newsletter and other publications for the department.

Stephanie is to be commended for her faithful dedication and devotion to the Palm Beach Fire Rescue Department, her hard work and tireless efforts help to make our organization run effectively and efficiently. The Awards Committee highly commends Stephanie for the January Employee of the Month Award.

