

The All Hands

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

January

Volume 1, Issue 1



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Above and Beyond

By **DARREL DONATTO**

Deputy Chief

Recently, I was asked to provide a list of extraordinary services that our members have provided to the community; a request that I could not have been happier fulfilling. After some quick research, I was astounded myself to find out all of the incredible things that our members had done; things that no other fire department would do. We cooked a turkey for a resident after she had a fire in her stove and couldn't finish cooking it herself; we helped carry up a Christmas tree that wouldn't fit into an elevator; we helped people with their smoke detectors, their gas grills, and vehicles; we rescued animals for people; we retrieved lost items from various inaccessible locations; we got them into their homes when they were locked out and we got them out of their homes when they were locked in; we cleaned up their water damage from flooding; we fixed yard sprinklers to stop flooding; and we even fed them and provided them with their ice coffee when they

couldn't get out of bed to get it on their own. Not only did we do all these things, we did them with kindness, compassion, and empathy for whatever situation someone had found themselves in. I must say, after learning of all that you had done, I could not have been more proud.

The residents of our community are extremely thankful for you and the services that you provide for them. I see this every day in the phone calls and letters that we receive. I urge you to keep up this excellent work. Keep doing what you are doing, and strive to do it more often and in more creative ways. Our mission here at Palm Beach Fire Rescue is to provide the level of service that this community loves. During each and every customer experience we should go so far above and beyond what was expected that the response is: "Wow – I can't believe the fire department would do that for me." Based upon what I have read and heard – you are doing just that – and thus my sincerest thanks. ■

Administrative Update

By **DARREL DONATTO**

Deputy Chief

As we look back at the recent past and look forward to the near future, the quote by Bertolt Brecht seems apt: "Because things are the way they are, things will not stay the way

they are." Change is inevitable, and we have been and continue to adapt, change and progress to make this organization one that the community truly loves. Within the Administrative Division, we are in the process of adapting to the most recent changes

brought on by the outsourcing of our EMS Billing services to a private company and the loss of Nancy Roedel who took a position in Public Works. These changes have resulted in a lot of additional duties for Belinda and Stephanie.

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Training Division

By **JIM DUANE**

Division Chief

With the addition of five new employees, training has been a top priority for all personnel. Training hours for the month of December are up 24% from this time last year. At the end of September, the majority of shift personnel attended live fire training at the PBCRTC (Palm Beach County Regional Training Center). Through this,

many lessons were learned as well as many skills refined. The months that followed, fire training drills focused on hose management skills and hose loads. December was the beginning of new EMS modules located on Target Safety. Personnel will be assigned a different EMS module every 6 weeks. This training will count toward hours needed for EMT/Paramedic recertification. James Rowan of "Grow Your Own Cap-

tain" continues to provide valuable leadership training to each officer and step-up officer on duty. Mr. Rowan will be at Palm Beach on January 16th, where he will spend a full day with all of the officers and administrative personnel. Our department is fortunate to have his leadership, knowledge and skills, helping us to continuously grow as an organization. Finally, many training hours are accomplished through the month

and not documented. Officers are encouraged to log all of their crews training in Target Safety. If there is a specific category needed and not currently in the program, contact the Training Division to have it added. ■



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 request to install additional lights on the rear of the flashing signals at Station 2 to give the responding personnel

the ability to confirm that the signal was activated prior to entering or leaving the station. The additional lighting was installed by Public Works and has been as asset to personnel while entering or leaving the station. Additional old business included the issue of cracking concrete on the apron at Station 1. This will be addressed through testing of the concrete and substrate in the Spring, followed by a bid process and planned concrete replacement in May.

Items discussed as new business included Maycom Radio batteries, the re-installation of a Plymovent system for Truck 1 and

Station 3 exit door locks. The committee also addressed two recent damage claims involving the Fire Rescue Department. The first caused damage to a pre connected hose line due to dragging behind an Engine. This issue was addressed by the installation of strapping and netting to help hold these lines in place while the vehicle is in motion.

The second claim involved damage to units which struck each other during backing. The personnel involved were counseled to follow all appropriate procedures to avoid any further occurrences of this nature.

Personnel are reminded that safe operations are of paramount importance in everything that we do, both the safety of

our personnel and the public are a top priority. Anyone who has any safety related concerns or suggestions is encouraged to forward these to D/C Duane through the chain of command.

Personnel are reminded of the importance of immediately reporting any injury sustained while performing job duties to an immediate supervisor. This includes any injury that may not initially appear to be a major injury at the time. Early reporting will expedite the treatment process and will allow for the timely involvement of the Town Nurse and Risk Manager. ■

The Drug Shortage Crisis in America

By **DOUG SCHOEN**

Posted on 2/13/2012 by Doug Schoen <http://www.forbes.com/sites/dougschoen/2012/02/13/the-drug-shortage-crisis-in-america/>

Two Congressmen introduced bipartisan legislation to address prescription drug shortages last week. The Drug Shortage Prevention Act would create a 'Critical Drug List' that would identify drugs that are susceptible to shortage, and require the FDA to develop a system to notify the public if a medicine is added to the list. The bill would also require the FDA to inform distributors of an upcoming shortage so they can prevent secondary buyers from trying to collect drugs and sell them on the 'grey market' for higher prices. Distributors would also be able to reallocate supplies to delay and ease the effects of a shortage.

This bill marks the latest step in government efforts to respond to drug shortages, following an executive order that President Obama signed last October. Obama directed the FDA to speed up new

manufacturing facilities' reviews and encourage manufacturers to report shortages sooner so that limited drug supplies can be more effectively managed to prevent a drug shortage from becoming a crisis. And while it is a positive sign that the issue of drug shortages are being taken seriously, these measures are only just a start. Drug shortages have become a growing and critical problem in America. In 2011, there were a record-high 267 new prescription drug shortages. This is 56 more than in 2010, when there were 211, and more than four times greater than the number of medication shortages in 2004, when just 58 drug shortages were reported.

The worsening drug shortage problem impacts patient care, especially in hospitals, as chemotherapy, surgery and care for patients with pain and infections are disrupted as a result of a lack of critical medicines. At least 15 deaths have been blamed on drug shortages in the past year. The shortages have also delayed clinical trials that compare new, experimental drugs to

older ones, and have led to extraordinary price extortion, causing many hospitals to have to pay extremely large markups for limited drugs.

The FDA says the shortages are primarily a result of manufacturing deficiencies that lead to production shutdowns. They are also caused by companies that end production of drugs that have small profit margins, consolidation in the generic drug industry, and not enough supplies of some ingredients. While a lack of cancer drugs have been one of the most significant drug shortages, shortages have also been reported for drugs used to treat heart disease, central nervous system conditions, infection and pain. The IMS Institute, which provides information services for the health care industry, found that more than 80 percent of the products in short supply are generic, forcing patients looking for substitutes to get the brand-name drug and a higher co-payment.

Unfortunately, not many of the current shortages will be resolved soon, due to several key manufacturers

that have had to shut down production because of contamination or other quality problems. Some medicines may only have one other manufacturer, which lacks the capability to fill the gap immediately or entirely. We must address the critical issue of drug shortages seriously and immediately in order to be most responsive to the well-being of patients generally and their ability to access life-saving medications as quickly as possible. It is important to address the complex set of manufacturing issues while continuing to encourage a market that promotes accessibility for these products. Health care providers and manufacturers can ascertain alternative treatment more effectively by tackling predicted drug shortage incidences early in the process.

Further, we must address and stop price gouging by secondary wholesalers. This jeopardizes patient safety, as it is impossible to guarantee that the medicines obtained by providers in this way have been handled in a way that maintains product integrity. ■

Fire Prevention Division

By TIMOTHY POMPOS
Division Chief

In 2012, the Fire Prevention and Life Safety Division instituted a new Fire Company Inspection program utilizing the on-duty Fire-Rescue operations shift personnel. The

Fire Company Inspection program has allowed for the Company Officer and their crews to engage with the Town of Palm Beach business owners and residents to conduct annual fire company inspections. The response from the community has been posi-

tive. The personnel take the opportunity to review and update their Knox Box entry system locations and Pre-Incident plans while serving the community. The Fire Prevention and Life Safety Division would like to stress the importance of making sure

the Company Officers review and sign each assigned occupancy report, Knox Box inspection form, Pre-Incident Plan, along with completing the fire company inspection checklist prior to submitting the forms to their assigned Battalion Chiefs. ■

Admin Update

From page 1

We ask that you do your best to resolve issues or get questions answered at the lowest possible level as opposed to going directly to Belinda or Stephanie for issues. In many cases, they are the only ones who can help or provide answers, but please start lower first.

In the coming years, we know that there will be significant turnover in pro-

moted positions due to retirements. To help prepare our members for assumption of the next level of leadership we are investing heavily in leadership development programs and training. James Rowan, GrowYourOwnCaptains.com is working with us as our department's "leadership coach." Through James and other sources we find, our goal is to identify those high potential employees who have the desire and initia-

tive to advance and to help provide them with the leadership skills they will need today and in the future. As we look to change the organization for the better, we have established an "Organizational Improvement Committee" that is composed of Lt. Phil Dudley, Lt. Richard Ward, Lt. Sean Baker, Assistant Chief Brodie Atwater, and Deputy Chief Darrel Donatto. This committee will meet monthly or more or less as needed to bring

forth ideas for improving the organization, both internally for our members and externally for our customers. We are fully committed to improving the organization and the morale of our members and look forward to doing so working through this committee. If you have any ideas or suggestion for improving the organization, please be sure to contact the representative for your shift. ■

Battalion Chiefs Corner

By DAVE BURKE

Battalion Chief A Shift

Are you doing the right thing every time?

Recently the nation has seen a number of close calls and near significant tragedies with regard to gas leaks. Whether the gas leak is inside a structure or outside, remember

the following:

Control all sources of ignition, evacuate the surrounding area, ensure apparatus placement for safe and effective response, call for additional resources early, and complete a 360 when appropriate

If you are exiting the cab

and smell gas, you have parked too close! Do not allow Driver Engineers to pull directly in front of an address with a smell of gas. During the investigation of a call of this nature, whether inside of a structure or outside, your SCBA and full protective gear should be donned with gas monitor in hand and energized. Realize

the inherent dangers of a gas leak....especially inside a structure! Check out the links below for good information, watch them and consider what you would do differently. ■

<http://www.firefighterclosecalls.com/news/fullstory/newsid/168974>

<http://www.youtube.com/watch?v=ScC9NL6evMQ>

Expect The Best

BY LOLLY DASKAL

Posted on 25. Dec, 2012 by Lolly Daskal in her Blog: Lead From Within at <http://www.lollydaskal.com/leadership/expect-the-best/>

As we come to the close of 2012, most of us are busy assessing the past and thinking of the future. I am opposed to new year's resolutions. You see, I believe we should be constantly evaluating what we are doing and where we are going. And for me it's not a one-time-a-year event. So this year, instead of making your new year's resolutions, let's try creating **a self-fulfilling prophecy.**

When we expect something to happen, we change our behavior. And when we change our behavior to make something happen, it becomes much more likely that it will happen. In short, if we expect ourselves to succeed, we probably will succeed.

If we expect ourselves to grow, we probably will grow. If we expect ourselves to be the best, we probably will be the best. We must believe what we are capable of creating the best, or we won't be expecting the best. As leaders, **we tend to live up or live down to our expectations of ourselves.** When we generate these expectations we develop our self-fulfilling prophecies.

If you have low expectations, you will get low fulfillment—it's that simple. Have positive, have good, have high expectations for yourself this year, and watch the positive, good, high impact you can have on your life. Our expectations encourage the heart.

Let your heart lead you into 2013 with the best intentions yet, and watch them manifest. **Positive reinforcement produces positive action. Negative reinforcement produces negative reaction.** When we believe in ourselves, we are strong-



ly influenced by those feelings, and we tend to live up to them. **It's a self-fulfilling prophecy of the best kind. Lead from Within:** Leaders act in a manner that is consistent with their expectations.

What are your expectations of yourself in 2013? ■

Lolly Daskal is the founder of Lead from Within, a global consultancy that has counseled heads of state, consulted to CEOs of large multinationals, and coached budding entrepreneurs. You can follow her blog at <http://www.lollydaskal.com/>

“When we are no longer able to change a situation— we are challenged to change ourselves “

Viktor E. Frankl

Ocean Rescue Division

By CRAIG POLLOCK

Lifeguard Supervisor

In the month of December the lifeguards moved back into the life guard Headquarters located at Midtown Beach after several months of construction. During the construction the lifeguards relocated

there headquarters to The Central Fire station. ing in nice crowds to Mid-Town Beach.

Construction included a new public restroom located on the north end of the ocean rescue headquarters.

The second half of the holiday break saw good weather conditions bring-

Also at Phipps Ocean Park the only beach access available for beach patrons is the north staircase due to the steps being swept away by the large surf created when hurricane Sandy impacted the area. ■

Emergency Medical Services Division

By **BRIAN FULLER**

Division Chief

December was the first month we began collecting billing data for the purpose of sending that information to the new medical services billing contractor, EMSMC. Prior to contracting this function to an outside vendor, Medical Billing Technician Melly Bodre handled all of these tasks and more, in-house, since 2005. Melly will be staying with the Town of Palm Beach as her exceptional talents will be used in the Crime Prevention division

within the Police Department. Melly we will miss you.

Bulletin 12-112 was issued on December 20th of 2012 to assist you in completing the necessary billing data fields. Medical billing is a very important job function that needs to be performed very accurately in order to ensure the most efficient means of completing this task. It is extremely important that all the information applicable is captured in the electronic format to assist the contracted vendor, allow for smooth data

transfer, our patients to receive accurate information and their insurance companies are appropriately invoiced. As we transition through this process, please be diligent and patient.

On January 4, 2013, we successfully sent our first billing extract for the month of December to EMSMC. There are only a few areas where we can do a better job at documenting the insurance and next of kin information however the learning curve has been short. These areas are being addressed

via the field request function of the electronic reporting system to improve upon our efforts. Please remember to check for messages frequently.

Beginning this month, the Battalion Chiefs will be reviewing your medical reports, in conjunction with your fire reports, to verify the data fields are complete on a daily basis. Thanks to all of you for your determination. ■



News and Notables

Lieutenant Joe Sekula and his wife Yulie became proud parents of a new baby girl, Gianna born on September 25, 2012

Driver Engineer Brian Lebrun and his wife Joanne became the proud parents of a baby boy, Bryson born on November 27, 2012.

Director Blouin and his wife Tasha became the proud parents of a new baby girl, Laila Marie born on December 18, 2012.

Driver Engineer Tad Bentley and his wife Justine became the proud parents of a baby girl, Kylee born on October 12, 2012.

Division Chief Brian Fuller got engaged on December 6, 2012 to Teasha Thomas. Teasha is a Palm Beach County third grade school teacher.

In Remembrance



Alan Seward Walrath, 77, a retired Town of Palm Beach firefighter, passed away on December 10, 2012 at St. Mary's Medical Center. Alan was born in Nelliston, New York on November 25, 1935, as the son of Rozelle and Edna Walrath. Alan mar-

ried his wife, Mickey on December 1, 1956 in St. Johnsville, New York. After relocating with his wife and children from upstate New York to Palm Beach Gardens in 1963, he served as a firefighter for the Town of Palm Beach for 25 years. In his spare

time he enjoyed playing golf, watching baseball, football, and spending time with his wife, family, and dog. Alan is survived by his wife of 56 years, Mickey. ■

Welcome Our New Fire-Rescue Team Members

In order of appearance left to right

Lee Hill

Hello, my name is Lee Hill and I am very happy to join the team here with the Town of Palm Beach. I am 29 years old and am proud to now serve this community as a Firefighter/ Paramedic that has been working within the fire service since 2008. Along with fire and EMS experience, I also specialized in Dive Rescue working as a member of a dive team within the fire dept. I also possess an educational background in public administration, emergency management, and emergency medical services. I am eager to serve the town and its residents as a part of this department and look forward to the experience along the way.

Scott McCracken

My name is Scott McCracken. I was born in Texas while my father was serving in the Army, but moved to Palm Beach County at a very young age. I attended and graduated from Cardinal Newman High School and then to Palm Beach Community college and FAU. I spent many years working in the marine industry and I am an avid boater and hunter. I knew from an early age that I wanted to be part of the fire service. Several years ago, I took all of the required courses to become a fire fighter and started volunteering. I was a volunteer fire fighter for Palm Beach Gardens Fire Rescue for a number of years while trying to get a job as a career fire fighter. While applying at several places, I was fortunate enough to be called by the Town of Palm Beach. I look forward to serving the Town and the Fire Rescue Department for many years. I am grateful for the opportunity. Thank you.

Joshua Simmonds

My name is Joshua Simmonds. I am 24 years old. I have been in the United States Marine Corps for 7 years. I was a member of the Palm Beach Shores Volunteer Fire Dept. for the past 2 years. I currently have a girlfriend who has put up with me for the last 6 months. I also have a German shepherd named Bear. I look forward to being a Firefighter for the town of Palm Beach and honored to be brought into the brotherhood.

Wayne Dorcas

I have been married to my beautiful wife Michelle for 18 months now. We have between us 4 daughters (Heather, Kelly, Katie and Ally), one son (Richie) and 4 grandsons (Henry, Wayne, Jace and Reed). I previously worked at Delray Beach Fire Rescue and retired after 28 years of service as a company officer, I also have been teaching Fire Fighting at Palm Beach State College for 23 years. I enjoy the fire service and hope to be a contributing employee here at Palm Beach Fire Rescue.

Alex Mahy

Hello my name is Alejandro Mahy, I am originally from Miami, FL. I served 6 years in the U.S. Air Force as a Crash/ Rescue Firefighter, four of those years in Anchorage, Alaska. I also spent three years working with the Florida Forest Service as a Wild land Firefighter and one year with the National Park Service at Everglades Nat. Park. My wife (Karen) and I currently reside in Miami and are working on our first child. Our personal lives really revolve around our local Christian church where we serve as ministry leaders for young adults. I have spent most of my life helping others particularly mentoring young kids from troubled backgrounds. This passion has led me to pursue a career as a fire-fighter. Landing a position with the Town of Palm Beach has been a major accomplishment in my life and look forward to serving the citizens of this town.



DECEMBER DEPARTMENT STATISTICS

Training Hours

A Shift	229
B Shift	308
C Shift	263
Total	800

Fire Prevention

Inspections	148
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Ocean Rescue

Visitors	29,611
Town Ordinance Enforcements	236
Preventative Actions	203
Minor First-Aid	2
Man-O-War stings	19
Water Rescue	1

FIRE and EMS

FIRE Calls	71
EMS Calls	162
Transports to Hospital	107

JANUARY BIRTHDAYS:

Jose Ruiz	January 1
Armando DeFilippis	January 12
Craig Johnson	January 22
Roger Bassett	January 23
Darrel Donatto	January 25
James Grimes	January 25

JANUARY ANNIVERSARY CELEBRATIONS:

Brodie Atwater	24 years
Richard Buttery	24 years
Scott Comer	23 years
Brian LeBrun	14 years
Darrel Donatto	9 years
James Grimes	6 years
Christopher Soich	6 years
Lacie Flynn	4 years

Commendations: Mario Reyes, Michael Dickson, Damon Patrick, Christina Wieber December 5, 2012

EMPLOYEE OF THE MONTH 2012:

January Jill Bassford	July Jody Scronce
February James Grimes	August Craig Pollock
March Marc Bortot	September Michael Marx
April Phil Dudley	October Craig Johnson
May Richard Ward	November Belinda Hardy
June Mark Bradshaw	December Mario Reyes

Employee of the Month

The Palm Beach Fire Rescue Awards Committee has chosen **Driver Engineer Mario Reyes** as **Employee of the Month** for **December 2012**.

Driver Engineer Reyes has served in the Palm Beach Fire Rescue organization for over 18 years. He is currently assigned to Engine One on "C" shift, and regularly serves as a step-up Officer. Mario was previously awarded the Employee of the Month for February 2006, citing his service on the research and purchase of kitchen equipment, cleaning and organizing all of the kitchen cabinets to fit in all of the new equipment, and repairing/replacing the old locker keys on the second floor of the Station. Mario has received several accolades from his peers and supervisors for his leadership as a Driver Engineer and Step-Up Officer, taking the lead in station projects, along with his excellent work ethic and positive attitude. Driver Engineer Reyes continues to demonstrate a positive attitude and excellent work ethic. His Battalion Chief States: "Mario sets a great example of how a Driver Engineer and Step-Up Officer should be. His experience and passion for the job is a great asset to the Fire Rescue Department". Mario completed several of his classes this year for Lieutenant and is currently preparing for the future promotional exam.

Mario was twice recently commended for his outstanding dedication to customer service. First, while returning to the station from training, Mario, along with his crew encountered a stranded motorist in need. The crew assisted the woman and her daughter, moving the car off the street, staying with them until the vehicle was towed and they could be picked up. Secondly, while a resident was touring the fire station, it was mentioned that she wanted to purchase a Christmas tree but was unable to lift it up and take it to her 2nd floor apartment. Mario, recognizing an opportunity to go above and beyond the expectations of our citizens, offered to assist the resident if she decided to purchase a tree and then provided her with his contact information. Later that day, she called and said she purchased a tree and wanted to take Mario up on his offer. Despite having just sat down to eat dinner, and despite the fact that it was raining, Mario and the crew got up without hesitation and drove to home, carrying the tree up the stairs and placing it into her tree stand. Mario's leadership and dedication to customer service is an example of what he stands for.

We highly commend Driver Engineer Reyes for his dedication and devotion to the Palm Beach Fire Rescue organization. Mario consistently performs at a high level, perseveres through difficult situations, and strives to make the Palm Beach Fire Rescue agency a better place to serve the community. His work ethic, attitude and perseverance make him a great asset to the Fire Rescue Department and the Town of Palm Beach, therefore, making Mario an outstanding recipient of the December 2012 Employee of the Month award.

