

The All Hands

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

September 2013

Volume 1, Issue 9



In This Issue:

Deputy Chief	1
Fire Prevention	2
Admin Update	3
Training & Safety	4
EMS	4
Retiree Locator	5
Ocean Rescue	6
B/C Message	7
Photo Gallery	12
Important Dates	16
EOM	16

Special points of interest:

- ◆ Practice Makes Perfect
- ◆ Water Rescue Training
- ◆ In Remembrance
- ◆ Opticom
- ◆ New Hires/ Promotion
- ◆ Farewell
- ◆ How to Cultivate Hope
- ◆ Training - Customer Service

Deputy Chief's Message

By **DARREL DONATTO**

Deputy Chief

I am reading a great book right now, *The Oz Principle - Getting Results Through Individual and Organizational Accountability* by Roger Conners, Tony Smith, and Craig Hickman. This is a great book and highly encourage each of you to read it if you can find the time.

This book uses the story of the Wizard of Oz as the backdrop to explaining the importance of personal and organizational accountability and how people get trapped in the victim cycle and thus prevented from ever attaining the success they desire and deserve. In this book, Conners, et.al. say: "A thin line separates success from failure, the great companies from the ordinary ones. Below The Line lies excuse making, blaming others, confusion, and an attitude of helplessness, while Above The Line we find a sense of reality, ownership, commitment, solutions to problems, and determined action. While losers languish Below The Line, preparing stories that explain why past efforts went awry, winners reside Above The Line, powered by commitment and hard work."

All too often people view unhappy circumstances as positions in which they find themselves stuck – which really means that they are stuck in the "victim cycle."

The book lists four steps that you can use to avoid victimhood.

"See It": Recognize and acknowledge the full reality of a situation.

"Own It": Accept full responsibility for your contribution to your current experience.

"Solve It": Change the current reality by identifying and implementing solutions to your problem.

"Do It": Fully commit to follow through with the solutions identified.

Just as Dorothy discovers in the Wizard of Oz, the power to rise above victimizing circumstances and obtain desired results lies within oneself. If we want to make Palm Beach Fire Rescue better – we need to do that together. We need to acknowledge the full reality of where we are and why. We need to accept responsibility for our contribution to our current experience. We need to collectively work on changing the current reality by identifying and implementing solutions to our problems. And, we need to all be fully committed to making Palm Beach Fire Rescue better.

You can't be half in. You can't sit around the dining room table and complain about what happened (victim cycle) and expect that that will make things better. The future lies within you. 🔥



PALM BEACH POLICE & FIRE-RESCUE PRESENT



PALM BEACH POLICE
DEPARTMENT
345 S. COUNTY ROAD





PALM BEACH FIRE-RESCUE
CENTRAL STATION
355 S. COUNTY ROAD

3rd Annual PUBLIC SAFETY OPEN HOUSE

THURSDAY, OCTOBER 10, 2013
4:00 p.m. – 7:00 p.m.

Featuring

- ★ Police & Fire Equipment Displays & Station Tours
- ★ Specialty Units – Rappelling Demonstration by Palm Beach Police Special Operations Team
- ★ Get Child Digital Fingerprint ID Cards and Bike Registrations

- ★ Fire Extinguisher Demo's, fire hose contest & CPR instruction
- ★ Communications Display - "Make 9-1-1 calls & test our state of the art life safety software"
- ★ Enjoy a free serving of fresh made Spanish Paella!

PLEASE JOIN US!

★ Fun for the family - Create a Cool Rainbow Loom Bracelet! ★

Get a photo in Fireman's Gear in the Photo Booth!!

and Exciting Face Painting!!!

EVERYONE IS WELCOME TO ATTEND!

FOR MORE INFORMATION PLEASE CALL (561) 838-5467

Meet McGruff
The Crime Dog!

Free Soft Pretzels &
Ice Cream!

Sponsored by Palm Beach Crime Watch, Inc.

Fire Prevention Division

By **TIMOTHY POMPOS**
Division Chief

The Fire Prevention and Life Safety Division would like to thank everyone for completing the Pre Incident Plans and Quick Reference Sheets. Just friendly reminder, Station Commanders and the Battalion Chiefs shall ensure that their booklets are up to date with ALL the revised or added PIP/QRS sheets. In the month of August, we completed 136 fire prevention inspections with the assistance of Fire Operations shift personnel.

The Fire Prevention and Life Safety Division attended last month's Palm Beach Community Managers Association

Inc. meeting. It was in regards to reducing false alarm activations. The managers were provided with the option of occupant verification with their fire alarm systems if they are staffed with 24 hour security in their building.

In month of September, the Fire Prevention and Life Safety Division is preparing for the 3rd annual Public Safety Open House on October 10, 2013 from 4 PM till 7 PM. Medical staff from Good Samaritan and St. Mary's Hospitals will be on hand once again to administer stroke, blood pressure, and BMI screenings, as well as providing heart health information along with prizes and

giveaways. Staff from the Society of Four Arts will be in attendant to provide information in regards to their new adult education programs that are offered to the community, which include a babysitting course with CPR. Also, students from Wellington High School's fire science program will be present to provide assistance in our open house event. 🍕

OPEN HOUSE

Fire Administration Update

By **DARREL DONATTO**

Deputy Chief

In July 2013, the Department advertised for the positions of Firefighter / Paramedic and Firefighter / EMT. We received 448 applications for those positions, almost evenly split between the two. We interviewed over 200 of the Firefighter / Paramedic applicants, with 107 applicants qualifying for our eligibility list. We then selected the top 25 candidates for second round interviews, and have extended conditional job offers to six candidates. If all things go as planned, the six candidates could be eligible to start by October 21, 2013. Having now interviewed the first 200 + candidates, I must say there are some incredibly good and incredibly well qualified applicants in the pool. We are extremely fortunate to have so many good candidates to choose from. We will be repeating the process of interviews for the Firefighter / EMT candidates in September.

We are saddened to have lost and to be losing some great people from our department. Lt. Mike Grubba, Firefighter James Grimes, Firefighter Andrew Kintner, and Firefighter Philip Jones have all recently tendered their resignations to take jobs with Palm Beach County Fire Rescue. We appreciate the time they have served here at Palm Beach and the great contributions they have made while they were here.

As we hire new members into the organization, it is so important that we all do our part to start them off on the right path. Think back to your first day on the job here; remember how good it felt and how excited you were. These are the same feelings that these new members will be bringing with them

when they start. It is essential that our Battalion Chiefs and Lieutenant's do everything possible to encourage these new members, to help them transition over time from being the rookie firefighter to being a fully integrated and fully capable member of our organization. It is essential that you take full advantage of the enthusiasm of these new members and train – train every day like your life and their life depended upon it – because it does. With a large number of our members being newer to the organization, company drills as a must – and it is every officer's job to squeeze in a drill every shift. As Ret. Division Chief Roger Lane would say: "Make every day a training day." It is also essential that these new members not be burdened or drug down with negativity of past events. We are all here to make a better future for ourselves and our families, and the future is found ahead of us, not behind us.

In September, we administered a promotional test for the position of Driver Engineer. All three candidates that applied passed that process and are now on an eligibility list. Congratulations to Paul Hooper, Brian Matzen, and Jody Sronce for passing that test. We also had the distinct honor of promoting Marc Bortot to the position of Lieutenant / Paramedic. Congratulations for Lt. Bortot.

In October, the Human Resource Department plans on rolling out a new Performance Appraisal process. This new process was custom developed and is integrated into the Town's EDEN software system and is routed from the Battalion Chiefs to Lieutenant's and back by email. The total number of performance elements has been re-

duced from 25 elements to 10 elements for Firefighters, Drivers, and Lifeguards and 15 elements for Supervisors. The new system also allows for ½ point increments in the ratings. Overall, I believe that the new process will be much friendlier for the rater and the person being rated and will be much more objective in what is being rated. Everyone has been looking forward to improving this process, and come October 1, we will begin seeing the fruits of the work put into creating a better performance appraisal system.

October 1 starts the new Fiscal Year. Next year's budget includes a slight increase in training funds for live fire and other essential training. In addition, we received approval to purchase a new Quint fire apparatus, with the Apparatus Selection Committee working now of the department's specs for this purchase. Otherwise, the budget remained fairly flat in terms of future expenditures. 🔥



Training and Safety Division

By **JIMMY DUANE**

Division Chief

As we complete a very busy summer schedule of training, the month of August was once again packed with lots of training, most of which related to probationary training. Officers that have new recruits assigned to them will notice many changes to the probation manual. Each month's objectives have increased significantly are more in line with the progression of probation. In addition the fire and medical objectives, Medical Standing Orders have also been applied to each month. Many thanks go out to Lieutenant Dudley and Firefighter Dorcas for their exceptional efforts with developing this manual.

Officers are tasked with the responsibilities of mentoring and molding their personnel. More than ever, it is extremely important to raise the new recruits to a level of Palm Beach standards. Each and every day, classes and drills should be occurring and crews as a whole should be training together. The mobile training tower has been available for use over the last several months and will remain outside through the month of September. Please take advantage of every opportunity possible to use this great tool.

During the month of August Fire Rescue units participated in live fire training at Palm Beach State College Fire Academy. The training consisted of an Engine company responding to a report of a Structure Fire. Crews had the opportunity to practice deploying hose lines up stairwells and through the structure, concentrating on hose management skills and interior attack operations. Firefighters experienced zero visibility conditions, working in temperatures upward to 1000 degrees.

Immediately after the fire was extinguished the crews proceeded to rescue a victim that had simulated falling into a basement. Utilizing the "Nance Drill", Firefighters learned the proper techniques for extricating a victim through a hole which leads to a floor below. Proper rope strategies were utilized along with lifting skills, in order to complete this daunting task. At each drill the crews became efficient in deploying and packing the high rise packs uniformly, learning to fully extend hose before charging it, different methods of coiling hose in a tight area before making entry and working together as a team to overcome pinch points. The officers were able to practice their 360's of the structure and report the conditions back

to command. Instructors demonstrated the proper methods of performing the "Nance Drill" prior to the crews having to perform the task for themselves. Valuable life safety lessons were learned during the drill, all while honing fire attack and hose management skills. Special thanks to Firefighter Dorcas for his dedication to the organization, taking the time leading instruction with such valuable training, along with Battalion Chief Golden, Lieutenant Bassford, Lieutenant Dudley, and Lieutenant Symonette who assisted as Live Fire Instructors. The department will once again take part in live fire training coming in November of this year.

The crews have undoubtedly worked very hard with training throughout the year. The number of new recruits has given crews many opportunities to train each and every day. It is extremely important that Officers and FTO's document every portion of training in Target Safety. If at any time you feel a training topic should be added to the program, please contact myself or Lieutenant Marx for assistance. Please keep your training ideas coming. I am always looking for new topics to help make training the e\best it can be. 🔥

EMS Division

By **BRIAN FULLER**

Division Chief

There has recently been a number of published articles, scholarly journals, and talk about the benefits or harm that can be caused by immobilizing patients on a backboard or spinal motion restriction. There is growing concern that it may do more harm than good in certain situations. I will be meeting with Dr. Schepke soon to discuss the future of this protocol.

A big thanks to Lieutenant Sekula, Lieutenant Symonette, and Lieutenant Weber for volunteering to participate on the defibrillator replacement committee. We will begin regular meetings soon. Please remember to transmit your 12 lead EKG's to the hospital so that the appropriate persons can be notified. We are meeting regularly with the Cardiac facilities to review the data and the transmissions. 📌



Retiree Locator

By LT. GORDON MASON

Retired

Dates of Employment

I was employed at the Town of Palm Beach Fire Rescue Department from April 1974 – April 2004. 30 Years. My father-in-law was employed with the Town of Palm Beach in the 1950's and my wife suggested that I apply for a job at the Town.

Positions Held

I started off as a Firefighter in April of 1974 making a whopping \$3.24 per hour. In 1982 I was promoted to Lieutenant /Paramedic. I was assigned to the Medic Unit most of my career. I loved working on the Medic unit, I felt like that was my calling.

Most memorable experience

I had several memorable experiences working at Palm Beach Fire Rescue,

first being the Biltmore Hotel fire, the first fire I had ever responded to while being employed by the Department. Also I was called into the Everglades fire after several firefighters were injured on June 24, 1983. In 1992, I was deployed as a Search and Rescue Unit in Miami after Hurricane Andrew.

Favorite food

My favorite food is Seafood.

What are you doing now?

Since retiring I have taken up flying and have earned my pilot's license under the instruction of Retired Captain Wayne Lindros. I also have taken up Golf and try to get out and play a couple times a month with other retired and still employed Palm Beach Fire employees. My wife and I enjoy traveling and have visited Portugal, Australia, and Belize and are very much looking forward to an Alaskan Trip next August or

September. I enjoy spending time with family and friends and spoiling my three grandchildren.

Advice for retiree

If you have a dream – Do it!!!! My dream was learning how to fly and that's what I did after I retired.

Where are you now?

I live in Greenacres with my beautiful wife Sue. We will have been married 42 years in October.



Practice Makes Perfect

By JAMES WEBER

Lieutenant

Practice makes perfect, that's the old adage. I tend to agree with that statement, especially when it comes to CPR training. Performing CPR is a high stress, low frequency occurrence that most people hopefully will never need to do.

Recently a CPR class was held for a local condo and the response was overwhelming. Apprehension initially filled the room, since over time, standards change, people forget or just freeze. The class and practice is held in a zero stress environment making learning easy and fun. Everyone practiced adult, child and infant CPR as well as choking. After practice was completed, scenarios were thrown at them and I made them think about how to handle certain situations such as multiple victims, electrical hazards and

using bystanders to help.

Everyone walked away knowing a little more, feeling more confident and ready to face a crisis. CPR training is free to any town resident or employees of town businesses.



Ocean Rescue

By **CRAIG POLLOCK**
Lifeguard Supervisor

Over the month of August things were relatively normal on the Mid-Town Beach, and then on August 13th lifeguards had to hoist the purple flags that indicate the presents of Jellyfish. The Moon jellyfish is also known as the moon jelly, common jellyfish or saucer jellyfish. The medusa or the bell of the moon jellyfish can range between 5 to 40cm in size. The four horseshoe shaped markings of the moon jellyfish are easily visible through its translucent bell and offer the simplest way identify a moon jellyfish. The sting of the moon jellyfish is not fatal or dangerous to humans. In severe cases, the victim may experience some stinging sensation on the surface of the skin where he/she has been stung.

Congratulations go out to our part time lifeguard Lacy Flynn who on August 9th competed and won the overall fe-

male division of the 7th Annual SEA Paddle around Manhattan in New York City, the event is a charity to raise money for a number of non-profit autism organizations and for the Hurricane Sandy relief efforts. Lacy completed 26.5 mile stand-up paddle around Manhattan in 5 hours and 32 minutes. Would also like to congratulate retired Town of Palm Beach lifeguard Mr. Tommy Hogan who at 78 years young competed and won several goal medals at the United States Lifeguard Championships held in Manhattan Beach California. Great job guys.

Lifeguard Dennis Wytrykush received a thank you letter from a beach patron for a unique incident that occurred on August 2. Justin Callahan is a retired veteran of the 10th Mountain Division of the United States Army, who lost his leg below the knee while serving our country in Afghanistan. While swimming one afternoon at Phipps Ocean Park, Justin lost his prosthetic leg that is

specially designed for water use. The next morning while on duty, Dennis received a phone call to the lifeguard tower at Phipps park from Justin's informing him of the lost prosthetic leg and to please call her if anyone found it. After the phone call Dennis went above and beyond his normal morning duties and began to search for the missing leg, after nearly an hour and a half of swimming along the rocky shoreline Dennis found the leg. Later that afternoon Justin was reunited with his prosthetic leg. 🇺🇸



Water Rescue Training

By **DAVID BURKE**
Battalion Chief A Shift

Three days in September have been devoted to water survival training. Individual companies meet at the Palm Beach Country Club, who once again has been generous in hosting this important training.

This year, Frank Mavigliano has done an outstanding job in developing a program and thoughtfully implementing the practical portion in a manner that builds confidence and ensures safety during water emergencies.

Frank was awarded the PBFR Employee of the Month for July 2013, in a large part for his water survival training contribution. A special thank you to Frank for his diligence in keeping his fellow firefighters safe and improving care of the injured for our residents and their visitors.



Battalion Chiefs Message

By **PETE CODISPOTI**

Battalion Chief C Shift

The popularity of automatic standby generators have increased since 2004 after a wave of hurricanes hit our area and homes were without power for several weeks. The generators I will be discussing are permanently mounted machines, not portable generators. Generators provide power to entire homes or partial areas of a home. The Automatic Transfer Switch senses if power is lost from FPL, it sends a signal to the generator to start and then transfers power from the generator into the home. It may be necessary to shut down a generator if we respond to a fire or a generator is having a malfunction. Generator requirements in the Town have been designed to help us identify that a generator is located on the property and that there is an alternative power source to operate the home. If you are assigned the task of shutting down power to a home and you locate the meter and the breaker panels. You may see this placard or signage.



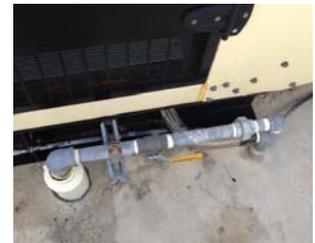
This should lead you to the location of the generator and you will be able to disable it so it will not start on its own. The most common way to shut down a generator is with a simple button.



If the button is not located on the exterior of the generator it may be necessary to open one of the compartment doors to locate the stop button.



The most common fuel sources for generators are Natural Gas and Diesel. If you are unable to locate a shut off button you may need to shut down the fuel source.



If you are unable to find the stop button, simply shut the gas off with the quarter turn valve and the generator will be unable to continue running.

Safety is the priority! If you have difficulty disabling a generator notify command. 🔥

In Remembrance February 23, 1961—August 29, 2013

Retired Lieutenant Clay Tyson, 52, of Palm Beach Gardens, Florida, died Thursday, August 29, 2013 at University of Miami Hospital.

Clay was born February 23, 1961 in Melbourne, Florida and lived in Fellsmere through high school, graduating from Vero Beach High School in 1979. Clay retired as a Lieutenant from Palm Beach Fire Rescue in 2009 after 19 years of service.

He is survived by 2 sons; Dustin and Dakota Tyson both of Palm Beach Gardens, FL; fiancé, Amalia Valenti of Palm Beach Gardens; mother, Beverly Tyson of Vero Beach; brother and sister in law, Buddy and Georgia Tyson of Vero Beach. He was predeceased by his father Marvin Tyson. A college fund has been established for Dustin and Dakota Tyson. Donations can be made payable to Raymond James, FBO of Dustin and Dakota Tyson, 4727 Hwy. A1A, Vero Beach, FL 32963. Clay had a lasting impact on many people in the fire and emergency services both as a Lieutenant with the department and as a Paramedic instructor at Palm Beach State College. At the request of the family services will be private.



Opticom Traffic Interruption System

By **BRODIE ATWATER**

Assistant Chief

Due to the possible closure of the Flagler Memorial Bridge and anticipated delays in transporting emergency patients, the Florida DOT agreed to provide the Opticom Traffic management system to the Town at no cost. This equipment uses GPS technology to activate traffic lights to both stop cross traffic and allow traffic in the transport lanes to clear the intersection prior to the arrival of an emergency vehicle. This equipment will help to reduce transport and response times while en route to the hospital via the Royal Park Bridge. It will also allow for more rapid responses to emergency calls in the central part of town.

The Opticom system acquires position information from the constellation of GPS satellites. This information is used to compute the location, speed and heading of the vehicle. This information is broadcasted from the vehicle to the intersection receiving equipment using a radio transmission. The intersection equipment then analyzes this information and activates the corresponding preemptive unit. The controller then cycles to a green light for the requesting unit and holds the green light to allow the vehicle to pass through the intersection.



If traffic is blocked on Flagler Avenue or the street is closed for any reason, the receiving equipment located at the Flagler Drive intersection will be programmed to interface with the County traffic management system and turn the lights green on Olive Avenue to provide a clear corridor north towards the hospital.

The installation of Opticom equipment on all Fire Apparatus is complete. Below are listed details about the operational differences of each unit. A new SOG will be created in the near future.



The BC vehicle is set up for "Manual on activation" and has a door jamb disable point. This means that the operator can manually activate the device at any time and for "Back to Back" alarms, they will have to manually reset the device to re-activate after closing their door.

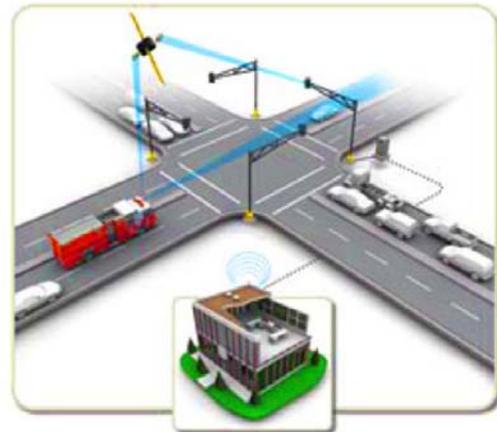
All Fire Engines and Ladder Trucks are fully automatic controlled by the light bar switch and air parking brake, no other

intervention is required by the operator other than turning on their light bar. All Horton Rescues work the same as above, fully automatic.

All AEV Rescues are light bar activated but are driver's door disable. When the driver arrives on scene and opens their door, the system disables and remains disabled until the system is reset. When transporting (Code 3) the driver will have to close their door before resetting the device. To reset the device you have two options, turn the device off and then back on or, turn off the light bar then back on.

When the control box is all green and solid, the device is active. When the device and the amber disable light are flashing, the unit is on but not requesting preemption at an equipped intersection.

Signal receiving equipment is in the process of being installed at the following intersections:



--S. County Rd. and Royal Palm Way

--S. County Rd. and Barton Ave.

--S. County Rd. and Coconut Row

--Lakeview Ave. and Flagler Dr. (WPB)

The department will pursue the future installation of the Opticom system on all of the major intersections within the Town to improve overall response time to emergency calls. 🔥

Meet Our New Hires



Hi, my name is Tim Martin. I'm 41 years old, married (to Kelly) and have 2 kids (Caroline – 5 and Tyler – 8). We have lived in Jupiter (Abacoa) for 10 years. We moved here from Denver, Colorado where I worked for a Confined Space safety company and was also involved in Mountain Search and Rescue.

My background also includes 9 years with Palm Beach Gardens Fire Rescue where I served as a Volunteer Lieutenant and on the Board of Directors for the Benevolent Association. I've only been fully certified as a FF/EMT for the past three years. After spending some time in the Fire Rescue industry I realized I wanted a career change.

I work part time for an Aerospace Engineering firm in Jupiter, as a Drafter/3D modeler. I literally work with Rocket Scientists...which can be very interesting at times!

I'm very happy to be here and I've met some wonderful new brothers and sisters! I'm looking forward to a rewarding career with the Town of Palm Beach Fire Rescue.



My name is Juan Carlos Reyes; I am 33 years old and grew up in Miami Florida. My family and I moved to the states from Nicaragua when I was 7

years old. I always knew I wanted to help people, and when my brother introduced me to the field of Emergency Medical Services and Fire Rescue, I knew I found my calling. I have more than 9 years' experience and began my career in Lehigh Acres Fire Control and Rescue District, where I enjoyed fighting many fires and providing the best patient care to the citizens of Lehigh Acres Florida.

Family means a lot to me and I love every minute I have with them. I have a beautiful 8 year old daughter who is the light of my life, as well as 3 amazing step children. My gorgeous wife and I have very busy careers and make a point to create time as we can for each other.

Along with my career as a Paramedic/Firefighter I also mold the minds of future EMT's and Paramedics, as an instructor at American Medical Academy. I am looking forward to my future with the Town of Palm Beach and providing the residents here with excellent customer service and medical skills.

Promotion



We are excited to announce the promotion of Marc Bortot to the rank of Lieutenant Paramedic! Marc has worked hard over his eight year career coming to PBF on 7/18/2005. Twice Marc was awarded Employee of the Month for PBF (3/2010 & 3/2012).

Marc earned his Bachelor's in Microbiology from Florida Atlantic University prior to his employment in the fire service. He is State certified as: Fire Officer I, Pump Operator and Fire Safety Inspector.

Marc is married to Kim and they have two children, Evan (6) and Madison (1). They live in Boynton Beach. We welcome Marc as a Fire Officer to A shift.

Farewell



James Grimes a.k.a Lil Grimes was hired with Palm Beach Fire-Rescue in January 16, 2007. James came to us from Palm Springs where he worked as a Paramedic/Firefighter. During his career with us James has taken on several projects at all three fire stations, he has received the Employee of the month twice; he became an acting driver and Lieutenant. James has received several letters of recommendations and commendations. James is an incredible asset to this department, his positive attitude and “can do spirit” will be missed. We wish him luck as he pursues a new career with Palm Beach County Fire Rescue.

James Grimes was born on 1/25/1983 and he is an Aquarius. He enjoys long walks on the beach with his wife Beth. James has two children Tyler and Madison. James and Beth are expecting their third child in 3 months. James has been feverishly working on his new addition to his home for his new addition to his family.

Lil Grimes has worked every day here at PBFR as if it was his first. He has made a lasting impression on how to “do things right” He is a great friend to many and he will be missed by all!

Firefighter – Paramedic Phillip Jones came to Palm Beach Fire Rescue from Key Largo Fire Rescue just a short while ago, starting June 3, 2013. Since being hired, Phil brought his great attitude and strong training ethic to the crew of station 3 – A shift.

Lt. Bassett describes him as, “The perfect Probie”. Phil lives in Deerfield Beach with his dog, Zoey. Phil will be moving on and we all wish him success.



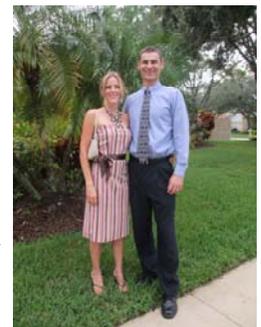
Firefighter –Paramedic Andrew Kintner started with Palm Beach Fire Rescue on December 5, 2005. Andrew has been on several shifts, working with many different crews. He is described as easy-going and kind. Andrew has gained respect as one of the departments best Paramedics through his knowledge and experience gained off duty while teaching his craft for a local institution.

Firefighter Kintner lives in Jupiter with his dogs Bailey and Milo. He is an avid sports fan and has been known to be quick and accurate with math. Andrew’s smiling face, great attitude and ability to turn every conversation to sports will be missed. Good luck Andrew!

Lieutenant Mike Grubba started with Palm Beach Fire Rescue on July 19, 2004 as a Firefighter-Paramedic. Mike quickly rose to Driver-Engineer Paramedic on February 7, 2009 and again was promoted, this time to the rank of Lieutenant, on May 15, 2010. Mike is a graduate of the University of Florida where he earned his Bachelors degree prior to entering the fire service.

Mike earned numerous certificates during his tenure at PBFR including his VMR technician and instructor. Mike volunteered to teach VMR and achieved great success with positive feedback from all during the last department-wide extrication training. Lt. Grubba’s last assignment has been on A shift, Company Officer aboard Truck 1/Rescue 1. He is described by his peers and supervisor as one of the most intelligent and thoughtful firefighters to have ever worked for the Town.

Mike, his wife Maylie, daughter Sidney and son Jake will be missed as by all as Mike takes his talents to future endeavors. It is with great thanks and regret that we say farewell to Lt. Grubba.



How to Cultivate Hope

LEADERSHIP WIRED BLOG

BY JOHN C. MAXWELL, SEPTEMBER 3, 2013

Last time I shared my thoughts on the beauty and value of hope. Since hope is such a beautiful thing, this question has to be asked: "Can anyone have it?" The answer is yes! Regardless of your present situation, background, personality, upbringing, or circumstances, you can be a person of hope. Doing the following three things will help you to get there.

1. Realize That Hope Is a Choice

British clergyman G. Campbell Morgan told the story of a man whose shop had been burned in the great Chicago fire of 1871. The man arrived at the ruins the next morning carrying a table. He set up the table in the midst of the charred debris, and above it placed a sign that said, "Everything lost except wife, children, and hope. Business will be resumed as usual tomorrow morning."

That man's response is one that I truly admire. After such a heavy loss, where did he get his hope? From his circumstances? Certainly not. From good timing? No. From other victims of the fire? There's no indication that he did. How many others faced the future with such positive determination? If this man saw a bright future for himself and his family, it was because he made a choice to have hope.

Hope is in the DNA of men and women who learn from their losses. When times are tough, they choose hope, knowing that it will motivate them to learn and turn them from victims into victors.

Some people say choosing hope is a pie-in-the-sky approach to life. It's unrealistic, they claim. I disagree. In *The Dignity of Difference*, Jonathan Sacks writes, "One of the most important distinctions I have learned in the course of reflection on Jewish history is the difference between optimism and hope. Optimism is the belief that things will get better. Hope is the faith that, together, we can make things better. Optimism is a passive virtue, hope an active one. It takes no courage to be an optimist, but it takes a great deal of courage to have hope."

I believe everyone is capable of choosing hope. Does it take courage? Yes. Because our hopes can be disappointed. But I am convinced that the courage of choosing hope is always rewarded.

2. Change Your Thinking

In general we get what we expect in life. I don't know why that is true, but it is. Norman Cousins remarked, "The main trouble with despair is that it is self-fulfilling. People who fear the worst tend to invite it. Heads that are down can't scan the horizon for new openings. Bursts of energy do not spring from a spirit of defeat. Ultimately, helplessness leads to hopelessness." If your expectations for life are negative, you end up experiencing a lot of negatives. And those negatives are compounded and become especially painful, because negative expectations cause a person not to learn from their losses.

The good news is that you don't have to live with negative thinking. You can change your thinking from a negative mind-set, in which you feel hopeless, don't learn from your losses, and are tempted to give up, to a positive mind-set, in which you believe things can get better, you learn from your mistakes, and you never quit.

If you have been a negative thinker whose motivation has been rarely fueled by hope, then you must make a determination every day to try to renew your hope, change your thinking for the better, and believe that good things can and will happen to you. Doing these things can literally change your life.

3. Win Some Small Victories

If you are able to tap into your hope and become more positive in your thinking, that's a great start. But it's not enough. Positive thinking must be followed by positive doing. If you want to succeed big, then start by trying for a small victory. Nothing encourages hope like success.

Continued on page 15

Photo Gallery / News and Notables

Just in time for open house Lt Richard Ward and the crew on B-shift welcomes you to visit the new Picnic/sitting area in the rear of station one. This was a true testament of the vision and values statement and it spanned across every shift and multiple departments within the town. Lt Ward took his idea of having an area outside to cook to the next level and researched, designed and coordinated the completion of the picnic/sitting area you see today. Please stop by and see what great work was done by your fellow firefighters.



Brad Kliphouse was approved for retirement by the pension board this month. Brad started his career with PBFR as a Firefighter/EMT in June of 1999 and a few years later graduated from Paramedic school. Brad assisted the department mechanic and was an invaluable asset during hurricanes and heavy workload periods. He was one of the most mechanically knowledgeable employees that have ever worked at PBFR. Brad often helped others with vehicle and small engine repair.

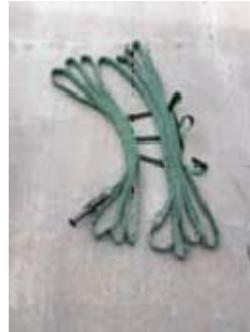
During a small portion of his career, Brad worked in prevention as a Fire Inspector. Firefighter Kliphouse talents will be sorely missed. Brad stated, "I'm going to miss working with everybody, going to miss the job". Brad's easy nature and work ethic made him a great coworker and friend. He plans to continue living in the area with his wife Cynthia and son Brad.



High Rise and Live Fire Training

By LT. PHIL DUDLEY

This month the department had Live Fire Training at Palm Beach State College and probationers had high rise training at old West Palm Beach City Hall. The training included demonstrating different methods of deploying our high rise packs and re packing them uniformly. Currently all fire apparatus including the Trucks have the same high rise packs and they are all pack the same way. It is encouraged to continue to train on the different methods of deploying them on a regular basis.



Lt. Marx, F/M Grimes, FF Dorcas



Lt. Marx



F/M Grimes, F/M Geerken, DE



FF Mahy



Lt. Taylor, Crystal White, BC Codispoti, DC Fuller At 9-11 Ceremony



Never Forget



Lt. Sekula, Crystal White, DE Bucheck, FF McCracken at 9-11 ceremony

Training – The often overlooked aspect of Customer Service

Posted by Jeff Armstrong on January 3, 2012
FIREOFFICERMENTOR.COM

Recognition on a national level of Customer Service in the Fire Service undoubtedly began with Chief Brunacini (Ret. Fire Chief, City of Phoenix, Arizona) and his books and lectures on the subject. Many catch phrases came from the introduction of this subject including, “Be Nice”. We all agree many things have changed in the fire service since the introduction of this idea, from the type of incidents, to what we do on our time in between calls for service and, yes, even how we treat member of the public who stop by the station has changed in the last 20 years. Responsibilities for firefighters have increased on scene as well as around the station and in the community.

Chief Brunacini identifies customers in two categories; internal and external. Internal being ourselves, the employees of the Fire District or City; and external as the residents of our fire district (tax payers), employees of companies located in our jurisdiction and those vacationing in or traveling through our jurisdiction who may be receive service from our department.

So what comes to mind when I say customer service?

Is it simply the way we treat people? Is it the manner in which we conduct ourselves when we are out in the public view? Is it looking up an address in our map book for a lost motorist? How about an elderly lady who calls the fire station about something that isn't in our scope or “isn't our problem”? Do we explain that to her, help her get in touch with the proper department or agency and then follow up to make sure she was taken care of? Of course these are all great examples of customer service and I hope these interactions with the public are happening everyday in fire stations across America.

I recently traveled about an half an hour away from where I live to a small community. As I was trying to look for an address that my GPS couldn't find, I found myself passing a Fire House several times. It was about 17:30 hours and thinking that was a “safe” place to stop, I dropped in to ask for help locating the street. I entered with great deal of respect as I always do when visiting a house; I apologized for disturbing them, I even knocked on the front door (even though the bay door was open and someone was out back). Let's just say I was greeted in a less than professional manner. You would have thought I was an intruder. I wasn't dressed in fire department garb nor did I identify myself as being on the job, but that doesn't matter. So ask yourself, what is my impression of that department now? How would a general member of the voting public have taken that interaction?

So with regard to the above, I'm sure in theory we all agree with the examples of good customer service, and in practice we are doing the best we can day to day. However, I would also like to address an often overlooked aspect of customer service; and that aspect is training. Since we don't deliver a tangible item our “product” to our customers is a service. And just like any factory or manufacturer we should have a quality control procedure in place. This should be occurring at a company level (at the most basic) as well as on a broader scope. Officers, begin to look at this; evaluate the simple things: response times, response routes, crew cohesiveness and crew effectiveness.

We are required by our departments (as well as NFPA recommendations) to meet a certain number of hours per month, quarter and year; and if we meet those requirements, our names aren't on the “bad boy” list, and the Training Chief leaves alone. But is this enough? Do we train only to appease the “powers that be” or are we using training as a learning and evaluation tool?

Side note: ISO drills are not relevant and they do not accurately evaluate the abilities or effectiveness of a department.

Think back to a drill where (we have all had them) when you were done the consensus was, “that was horrible”. Then after that was said, all discouraged and brow beaten, everyone chipped in and rolled hose and went back to their stations. Why? Why didn't anyone say let's do that again? If your drill didn't go well, do it again or consider breaking



Continued on next page

Training

from previous page

it down into simpler task level skills and then build on those to complete the objectives. Too many today are satisfied with delivering second rate customer service because in all reality we have no competition and the customers can't go somewhere else for our "product". Remember poor customer service affects not just our external customers but our internal as well. Train as if your life depends on it, because it does!

The difference in water on the fire in 2 1/2 minutes versus 5 minutes after arrival can mean the difference in saving a house or its contents; or even its occupants. Getting the ladder up and getting 2 to the roof can not only make

conditions safer for our interior division but also have positive effects on fire behavior (if done correctly).

Alternative techniques such as; back up fireman, nozzle forward, vent enter search and vent for life should all be considered and evaluated as options for delivering a better level of service. Not only has what we do changed in the last 20 years, but how we do it should be progressing as well.

Practice the basics until your company performs like a well-oiled machine, then do it again and try to improve even more. This not only has positive effects on our service but can keep us safe and other members from our department or mutual aid departments. Like a quality control department in any corporation; Company Officers, constantly evaluate the product you are delivering. Firefighters and Engineers evaluate yourself and be honest with yourself and your crew with regard to weaknesses. We all have weaknesses and failure on the drill ground is much better than on the fire ground.

So how do you define customer service now?

Hope

From page 11

If you are able to win small victories, it encourages you. It raises your morale. When you experience a win once, you begin to understand how it works. You get better at succeeding, and after winning several victories you begin to sense that bigger victories are nearly within your grasp.

Creating a positive environment with positive experiences can go a long way to encourage you to keep hoping, keep trying, and keep learning. Take a look at the difference between what happens when people sense victory and when they sense defeat:

When People Sense Victory	When People Sense Defeat
They sacrifice to succeed.	They give as little as possible.
They look for ways to win.	They look for excuses.
They become energized.	They become tired.
They follow the game plan.	They forsake the game plan.
They help other team members.	They hurt others.

Winning small victories can change your entire outlook on life. Neil Clark Warren, the founder of eHarmony, spent his earlier career counseling married couples. During that time he realized that his primary goal in counseling should be to help couples, even deeply troubled ones, to improve even a small amount. When couples see even a small improvement—as little as 10 percent—they gain hope. And hope is a powerful motivation for change and learning.

AUGUST DEPARTMENT STATISTICS

Training Hours

A Shift	147.5
B Shift	336
C Shift	121.5
Total	605

Fire Prevention Inspections

136

Ocean Rescue

Visitors	23,127
Town Ordinance Enforcements	206
Preventative Actions	208
Minor First-Aid/Stings	45
Rescues	2

FIRE and EMS

FIRE Calls	70
EMS Calls	93
Transports to Hospital	67

SEPTEMBER BIRTHDAYS:

Sean Baker	09/11
Wayne Dorcas	09/15
Jerry Castillo	09/16
Brian Matzen	09/18
Jeremy Stanley	09/23
Juan Reyes	09/29
Lee Hill	09/30

SEPTEMBER ANNIVERSARY CELEBRATIONS:

Peter Codispoti	09/11/1989	24 years
Craig Pollock	09/14/89	24 years
Phil Dudley	09/14/92	21 years
James Duane	09/14/92	21 years
Nancy Roedel	09/25/06	7 years

COMMENDATIONS:

Dennis Wytrykush

EMPLOYEE OF THE MONTH 2013:

January	Stephanie Mavigliano	July	Frank Mavigliano
February	Jody Sronce	August	Sean Baker
March	James Weber	September	
April	Roger Bassett	October	
May	Joe Sekula	November	
June	Wayne Dorcas	December	

Employee of the Month—Sean Baker

The Palm Beach Fire Rescue Awards Committee has chosen Lieutenant Sean Baker as Employee of the Month for August 2013.

Lieutenant Sean Baker has served in the Palm Beach Fire Rescue organization for over 13 years. He is currently assigned to the Central Station on "C" shift, and serves as the Lieutenant on Engine One. Sean was previously awarded the Employee of the Month in August 2009 and received the Firefighter of The Year Award for 2010 citing his exceptional knowledge, skills and abilities as a fire officer and a paramedic. Besides fulfilling his regular job duties and responsibilities, he consistently goes above and beyond what is required of him with no desire for praise. His Battalion Chief states "I feel lucky to have him on my shift. He strives to make everyone love the job, epitomizing what an Officer should be"

Sean strives to deliver the highest quality of service by continuously improving work conditions and always striving to be his best. He demonstrates the leadership, direction, and follow-up necessary to achieve many tasks, and does so with enthusiasm and perseverance. Sean consistently demonstrates well balanced thinking while demonstrating exceptional knowledge of the organizations policies and procedures in all situations. Because of his outstanding grasp of the Incident Management System and exceptional personal skills working with the crews, he recently became a step-up Battalion Chief where he serves in the role as a leader of his shift.

Sean consistently rises to the occasion when needed. As a member of the Recruitment and Selection team, Sean interviewed over 200 candidates and committed to interview another 200 in September. His dedication and loyalty is helping to shape the future of the organization. In addition to recruitment, Sean is a member of the Organizational Improvement Committee. His professional approach to the committee has offered valuable insight, which has brought about positive change to the organization.

Lt. Baker is an individual who always strives for excellence month after month, demonstrating the leadership, direction, and follow-up necessary to achieve many tasks, doing so with enthusiasm and determination. We highly commend Sean for his leadership, example, and service of dedication to the Palm Beach Fire Rescue Department and the Town of Palm Beach. Lt. Baker is an example of what is "right" about the Department, making him an outstanding recipient for the August 2013 Employee of the Month award.

