

The All Hands

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

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- New Hires
- St. Patrick's Day Parade

Deputy Chief's Message

By Darrel Donatto, Deputy Chief



As public servants, we strive to be the best there is in customer service for the people we serve. Part of our culture here at Palm Beach Fire Rescue involves creating a WOW experience for those that we serve. For years, we have been saying that our goal is to hear our customers say "WOW, I didn't know that the fire department would do that for me."

Customer service is no longer about offering good service; good service is a minimum expectation. A WOW level of service is about delivering a great experience. And, great experiences are experiences that resonate on an emotional level. Our people are really good at creating an emotional connection and a great experience for our residents. This can be challenging given that the vast majority of our customer interactions occur when someone is sick, injured, or has had their property damaged in some way. But what makes it easier for our team members is the fact that they care, they are empathetic to the needs of our patients and residents, and they have this innate internal drive to make a positive difference for others. Those traits are precisely what we strive for at Palm Beach Fire Rescue, and what we reward for at Palm Beach Fire Rescue.

We love hearing the stories that are being told and retold by our residents when we deliver that WOW experience. Just recently we heard from a patient who experienced a serious medical emergency that very well could have resulted in her death or serious long term disability. Our paramedics responded quickly, diagnosed the very serious nature of her emergency, quickly initiated treatment to stabilize her, and quickly transported her to the hospital where she underwent an emergency procedure to save her life. After the call, the crew called her at home to express their concern for her and to see if there was anything else we could do for her. She was truly WOW'ed by our service and has retold her experience to many people.

We have to be realistic and recognize that no matter how hard we try; some people just don't want to be WOW'ed. Probably because of the difficult situation they are in at that moment, WOWing them is not so very likely. But that doesn't deter us. Because the great thing about delivering great customer experiences is – they are not only great for the customer – they are equally great or even more so for each of us as the deliverers. Our team members are constantly retelling the stories of how have gone above and beyond for those they serve; and they do that because of the tremendous personal satisfaction they get from trying to make a positive difference for others.

This is really who we are at Palm Beach Fire Rescue. We are a collection of diverse people who share some common traits. We care deeply for others, we are empathetic to their situations and needs, and we all have this innate internal drive to make a positive difference in the lives of others; in short – we are public servants.

Like the experiences our team members provide to our customers, we hope our organization is delivering the same WOW experiences

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Administrative Update

By Jimmy Duane

Assistant Chief

Annual fire pump testing, which is normally completed in March will be extended in to April due to unexpected service requirements to some of the older apparatus in the fleet. The two engines, which were purchased in 2001 have undergone some significant repairs this year. Pump testing is expected to be completed in the middle of April



The most recent Safety Committee meeting was held in March. On hand for the meeting were Risk Manager Karen Temme, Assistant Chief Duane, Division Chief Baker, and Driver Engineer Martin. These quarterly meetings are held to discuss any problems and issues relating to safety and the well-being of all Palm Beach Fire Rescue personnel as well as the public. Safety is of the upmost

importance within the Town of Palm Beach. Each item discussed is thoroughly vetted, and when deemed necessary, taken care of. In addition to on-going safety, claims that occurred over the last quarter involving the Fire Rescue Department were discussed. These claims are reviewed with the goal of finding the root cause of any preventable accidents or damage and determining how these issues can be avoided in the future. Other items discussed during this meeting was the heat buildup that occurs in the North Fire Station bay. This item was corrected through the purchase of fans which were strategically placed to pull in fresh air and exhaust the heated air. Door sensors, which would be mounted on the exterior of the apparatus bays are being looked at. The doors, which are on a timer, close after 5 minutes of activation. This closure is done for the safety and security of the station. The potential sensors would help to turn door timers off as the apparatus backs in the bays, helping to prevent damage to the apparatus and the door. Personnel are reminded that safe operations are of utmost 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 Baker through the chain of command.

All the Genesis extrication equipment received an annual inspection and service which was completed by an outside vendor through the P.B. County vehicle maintenance shop. During this visit, existing broken equipment was fixed, as well as the motors serviced on the power units.



GTS completed the final installation of all the mast arm antennas for the Opticom Preemption system this month. With the help of our Public Works Department, all but two lights located within Town's

boundaries will have an operating system, helping Fire Rescue units navigate the island during emergency incidents. The remaining 2 lights will require some additional wiring and programming work by Public Works. We are very fortunate to have such a system that serves as the sole purpose of helping public safety respond quicker and safer to those in need.

New hydrant maps have been placed on all the apparatus. The new maps are utilized as a quick reference guide to information such as hydrant locations, hydrant ratings, mapping of all the FPU gas lines and valves, water lines, and helicopter landing sites.

The quality of breathing air and maintenance of our self-contained breathing apparatus (SCBA) and equipment used to fill the SCBA equipment is a critical aspect for respiratory protection. Because of its importance, quarterly maintenance and air quality testing is performed. Channel Innovations completed the quarterly maintenance and air quality testing on the departments Air compressor system. Once again the quality of air tested high and the system remains in good working order.



EMS Division

By Dave Burke

Division Chief

ARE YOU AT RISK?



Multiple medications can put all patients at risk, even when taken as prescribed. Several factors can contribute to an increased risk including: multiple medications from different doctors without communication for the patient's overall wellness, five or more medications placing the patient at a significantly increased risk of falling, and as we all age our sensitivity to medications can increase. To help Palm Beach residents understand and manage medication risks to achieve a better quality of life, Palm Beach Fire Rescue is partnering with Kappa Epsilon Professional Pharmacy Fraternity. The organization is comprised of Doctorate of Pharmacy students from Palm Beach Atlantic University. Together, we are hosting a Brown Bag Check-up

Event where residents can meet and discuss all medication matters with Pharmacy Fraternity members. The Medication Brown Bag Check-up event will be held at all PBFR Stations on Saturday, April 1st, 2017 between 11am – 3pm.

PBFR crews responded to an emergency drowning call on the beach last month. Reports from others on scene revealed a person was separated from his family while swimming near the shore. The person, now a patient, was dragged to shore by bystanders. The patient was without signs of life, was not breathing and had no pulse. Our crew performed CPR and several other interventions that achieved return of spontaneous circulation (ROSC). Our Paramedics brought the patient back to life! The patient was delivered to the receiving hospital with pulses and because of the efforts of our personnel and those at the hospital, the patient is alive today. Our patient was ultimately discharged from the hospital, walking, talking, and allowed to enjoy life with family and friends. This type of call reminds us of our tremendous responsibility and the incredible satisfaction that comes with success in saving a life.

Life
Save

Last month one of our crews responded to a person feeling ill. The patient complained of only slight chest discomfort that radiated to the back and arms. Our crew initiated a picture of heart electricity (ECG) the revealed borderline results indicating a possible heart attack. The crew recognized the condition and declared a Cardiac Alert to Good Samaritan Medical Center, alerting hospital personnel to ready the appropriate therapy needed for this heart condition. The patient was urgently transported, given drugs and interventions to treat cardiac illness. Repeated ECG's revealed the heart attack progressing, though the patient was only experiencing minor symptoms of discomfort and slight nausea. Our treatment slowed the progression of the heart attack and the patient was diagnosed at Good Samaritan with a significant vascular heart blockage. The patient received urgent blockage eliminating therapy. The middle aged patient was discharged from the hospital a few days later, successfully recovered from a heart attack and able to continue living a quality life.

DID YOU KNOW?

According to Learn Not To Fall, an organization promoting education in fall prevention, falls are the leading cause of death due to injury among the elderly and 87% of all fractures in the elderly are due to falls. Falls account for 25% of all hospital admissions, and 40% of all nursing home admissions. While 40% of those admitted do not return to independent living; 25% die within a year. These are startling statistics, and terribly tragic considering falls can be prevented.

**PREVENTION
WORKS!**

Fire Prevention

By **Marty DeLoach**

Fire Marshal

The Fire Prevention Division has been working with business owners to ensure that they are properly storing their propane tanks. The use and storage of propane tanks can be dangerous when we don't know how to properly work with and store propane.

On March 21, 2017, in Blue Mountain Beach, Florida, some people were cooking with propane on an upper balcony area of a rented home. Two students walking by noticed flames spreading as a palm tree caught on fire. They acted fast, alerting authorities and the people inside, and everyone was able to get out of the house safely.

In 1983 the Buffalo New York Fire Department, responded to a reported gas leak. When they arrived at the scene they stated, over the radio, that there was nothing showing on their gas detector. A second truck arrived, followed by the battalion chief, and still nothing was showing on the detector. Thirty-seven seconds after the battalion chief arrived the propane detonated. The explosion leveled a four story building and demolished other structures within a four-block radius. Some buildings that were more than a half mile away were seriously damaged. This fire left seven people dead and one hundred and fifty people injured, five of the dead were firefighters.

On April 9, 1998 in Albert City, Iowa, twenty volunteer fire fighters responded to a propane tank fire located at a turkey farm about 2.5 miles from the fire house. Upon arrival at the scene a decision was made to water down the buildings adjacent to the propane tank and allow the tank to burn itself out since it was venting. Some of the fire fighters positioned themselves between the burning propane tank and the turkey sheds and were watering down the buildings as the remaining fire fighters performed other duties. About 8 minutes after the fire fighters arrived on scene, the tank exploded separating into four parts and traveling in four different directions. Two fire fighters located about 105 feet from the tank were struck by one piece of the exploding tank and killed instantly. Six other fire fighters and a deputy sheriff were also injured.

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Deputy Chief's Message (con't)

From page 1

for our team members. No matter where you are in the Fire-Rescue organization, we want our members to know their important and valued. We are investing in training our employees for the incredible opportunities that lie ahead of them. We work hard to reward those in our organization who exemplify our values, who work hard to deliver the best possible service, and who have an infectious positive attitude.

We are realistic and we know that some of our members can do better in these areas; but the great thing is – as an organization – we love creating WOW experiences, both internally and externally – and as an organization, our organization benefits and all of the people in it benefit from these efforts. For the very few who just can't let go of the past, or who simply have a negative perspective on life, we can't focus our efforts there.

So many positive things are happening here at Palm Beach Fire Rescue. We have so many awesome people doing so many awesome things – both for the people we serve and for the organization. WOW is a really great word; it is a word that I want to work with everyone here at Palm Beach Fire Rescue to hear more and more of

Training

By Sean Baker
Division Chief

Palm Beach Firefighters are in the process of recertifying our Advanced Cardiac Life Support (ACLS) Credentials which occurs every 2 years. This recertification process incorporates training in trauma, drownings, overdoses and electrolyte imbalances in addition to issues related to the Cardiac Realm. This training also exposes the paramedics to hands on scenarios that will test their ability to correctly identify medical conditions, choose the appropriate treatment modalities, and finally execute life-saving procedures under the guidance of ACLS instructors.



Palm Beach Firefighters attended the Delray Beach St. Patrick's Day Parade in March as part of their annual hometown tradition that brings in Emergency Service personnel including police officers, firefighters, and EMS from all across the United States, and as far away as Belgium, Ireland, Australia, Canada, Switzerland, and France. We had 16 people in attendance and the number of personnel attending increases every year. Great job Lt. Curtis for organizing this event for us!



The department also hired 3 new firefighters this month and they are expected to be ready for shift on March 18. There were a true cadre instructors training our personnel in disciplines such as vehicle extrication, high-rise firefighting, EMS medical scenarios, and search and rescue operations. The training lasts for 3 weeks and is only the start of their year long journey to learn the "Palm Beach Way". All courtesy of our dedicated firefighters that are willing to go the extra mile for the community!

We are heavily investing in our future leaders and providing the most real and relevant training possible. Future training will include hazardous materials training, mass casualty emergency response, joint Police and Fire department exercises, and live fire training at a regional fire facility.

Our rigorous training schedule will ensure that our fire department is ready to face whatever challenge comes our way, and we will continue our goal of delivering the best customer service experience this community has ever seen.



Training at the Port of Palm Beach



B/C Update

By Michael Marx
Battalion Chief

Well we started out the New Year with Palm Beach Fire Rescue's open house. At Palm Beach Fire Rescue we cherish the annual event as it allows us to give back to the community. It gives us the opportunity to partner up with individuals from other internal departments such as Palm Beach Police, Human Resources, Ocean Rescue Public Works in addition to external partnerships such as JFK Medical Center and Good Samaritan to name a few.



This year's event once again was a huge success. It brought many residents both young and old giving a couple of our fine Chief's the opportunity to serve over 500 + hot dogs and hamburgers. Kudos to the individuals that made this event possible.

Open House gives us the opportunity to display some of the critical apparatus and equipment that is necessary to mitigate Fire and Rescue related calls at the same time allowing our children some of whom possibly could be our future Fire Fighters and Police Officers the chance to have fun and experience what we do.

The open house afforded the opportunity for residents and the public to learn hands on CPR training instructed by students from our local college

Once again we would like to thank the individuals who make this successful event happen and extend our gratitude to the residents of Palm Beach.



Now we have officially made it to Spring which translates to busy months of extensive training. Some of the training scheduled for the next few months will entail New Medical Protocol Training, Live Fire Training to hone skills, Aerial Apparatus class given in house for our members to advance their Ladder and Truck training skills and yes you guessed it, Hurricane Preparedness training.

As the season begins to wind down or schedules begin to ramp up. Remember our stations are always open to you and your families. Give us a wave or stop by for a visit as we love to meet our neighbors.



Lt. Brian Matzen and his family enjoying the Open House.

5 Lessons in Life from Dr. Seuss

1. Today you are You, that is truer than true. There is no one alive who is Youer than You.
2. 'Why fit in when you were born to stand out?
3. You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose.
4. Be who you are and say what you feel, because those who mind don't matter and those who matter don't mind.
5. Today I shall behave, as if this is the day I will be remembered.

Fire Prevention (con't)

From page 4

The house below, from the March 21, fire in Blue Mountain Beach, was a total loss, even with quick notification to the fire department. This fire may have been a result of improperly using propane in a grill on the roof. By the time everyone got out of the house, it was completely in flames.



Here are some important propane safety tips:

- Always Handle Propane Tanks Carefully
- Don't use or store portable propane tanks in basements or living spaces.
- Properly secure portable propane tanks when transporting.
- Do not leave portable propane tanks in cars or closed vehicles.
- Secure temporary tanks when used for building heat, hot water, or cooking.
- Use propane gas appliances with care.
- Refrain from using propane stoves or ovens for space heating.
- Have a qualified propane service technician connect appliances and perform a leak tests.

What To Do If You Smell Gas

- Immediately extinguish all smoking materials and open

flames.

- Get everyone out of the area where you suspect the gas is leaking.
- Turn off the gas supply valve of your propane tank, if it is safe to do so.
- Once away from the leak, contact your propane supplier. If you can't reach them, call 911
- Get your system checked. Before you attempt to use any of your propane appliances, your propane retailer or a qualified service technician must check your entire system to ensure that it is leak-free

Propane Facts, Did You Know,

- Propane is heavier than air;
- Propanes flammable in concentrations of between 2.1% and 9.6% in air;
- Propane ignites at between 493°C (920 F) and 549 °C (1020 F), and
- Propane has a strong odorizer (Ethyl Mercaptan) added for safety.

At room temperature, propane is an odorless, colorless gas. When it's being used, stored in tanks, or transported in tanker trucks, propane is cooled and moderately pressurized into a liquid form called liquefied petroleum gas (LPG).

Please be careful with the use and storage of propane gas cylinders. As you can see from the information shared in this article propane gas can be extremely dangerous when it is not used or stored properly.

The Fire Prevention Division and the Fire crews inspected 103 businesses in February. We had 14 violations cited for corrections in the 2,205,286 square feet of businesses inspected. We are already receiving plans for the next construction season.

Five Ways to Create a Customer Service Culture

By Shep Hyken

Posted online at: <https://hyken.com/customer-service-culture/five-ways-to-create-a-customer-service-culture/>

The reason an organization can deliver good or bad customer service comes down to one thing; what is happening on the inside of that organization. To sum it up in one word: culture.

The culture inside of the organization is impacting your customer service. It's more than just hiring the right people, and it's more than customer service training. At the same time, it's simple. It's just setting an example of customer service behavior at the top, and pushing its way, through all employees, toward the customer.

Starting at the top means that leadership and management must set the tone. Then, they must practice what they preach. They must treat employees like they want the customer treated – even better, just to accentuate the point. (If that last sentence seems familiar, it may be because you recognize it as my spin on the Golden Rule, which I refer to as the Employee Golden Rule: Treating employees the way you want the customer treated.)

This is where the customer focused culture begins. It starts with people who want to do the right thing. From that point, we can layer on customer service training (and other types of training) that focuses on creating an amazing place to work.

So how can you accomplish this? Here are five ways that you can create a customer service focused culture.

1. Hire for the culture. It's an old adage that says hire for the attitude and train the skill. This is a little different. Even with the right attitude, will the new employee fit in to the culture you are trying to build or sustain? Look beyond the attitude to the personality. Make sure there is a cultural fit.

2. Train for the culture. If the employee has the right attitude and personality that meshes with your culture, get him/her up to speed and entrenched in your culture as quickly as possible. They must understand what the company stands for; its goals, mission and vision.

3. Everyone must be on the same page. I call this alignment. Understanding the company's goals, mission and vision is one thing. Employees must be able to articulate the essence of these statements. I love the concept of the "mantra," which is a sentence version of the goals, vision and mission that succinctly sums up what the company's culture is about.

4. Allow people to experiment. This is another way of saying people are empowered to try and do new things and is especially true in the world of customer service. The outcome should be favorable for the customer, not hurt the company (financially, legally, etc.) and enhance the relationship with the customer.

5. Create a learning environment. If you really let people experiment, and they are truly empowered, there will be much to learn from the successes and failures of your employees. Celebrate it all. Encourage people to learn from their successes and their failures. Share these lessons with everyone.

If your company is amazing to work for, if people love coming to work, and if there is a contagious enthusiasm because people really love how they are treated, what they do and who they are doing it for, then don't you think the customer is going to feel it? That's what a customer service focused culture is about.

Shep Hyken is a customer service expert, professional speaker and New York Times bestselling business author.

Police/Fire Open House

By Cesar Lora
Firefighter

This year's Public Safety Event and open house held on February 11, 2017 was a huge success. Held once a year and partnered with Palm Beach Police Department, our Fire Department had the opportunity to interact with the community and highlight many of the services we provide. Children and their families learned about our department equipment, suppression, and rescue apparatuses. Our guests were also able to participate in hands-on firefighter training through various simulation stations such as "hose and water, cone knock down" and the "smoke walk-thru room mini maze". The children also enjoyed free face-painting, character balloons, air brush tattoos, and plenty of goodies for their goody bags. Best of all, our community had the opportunity to eat some free food cooked for them by our very own firefighters. The weather was perfect, and it was a great day for all. We received lots of positive feedback, and looking forward to making next year's event even bigger and better! A huge thanks to all who helped, participated, and attended. It is through these types of interactions with our community that they really get to see us as people and not just firefighters. Per Assistant Chief James Duane, "this was the best open house yet".



New Hires



Justin Quiros is from Fort Lauderdale, Florida. He attended Coral Springs Fire Academy for his EMT/Firefighter certification and graduated the paramedic program at Broward College. He has taken many of the Florida Urban Search and Rescue classes and enjoys participating in as many expos, fire conferences as he can to gain as much knowledge about different tactics as possible. He enjoys paddle boarding, being at the beach, and snowboarding when it is season. He comes from a family that all work in public service and grew up with an appreciation for helping others. He is extremely honored to have the privilege to be a member of the Palm Beach Fire Department.



Patrick Frawley recently moved to West Palm Beach from Broward County where he received his EMT, Fire and Paramedic certifications. In addition to these certificates, he also holds an Associates of Science in Criminal Justice. Patrick is a first generation firefighter and has served 6 months at Brevard County Fire Rescue and was also a volunteer firefighter at Palm Beach Shores Fire Department for 2 years. Patrick played college football on a scholarship to Wagner College in Staten Island and enjoys being on the water, where he loves to fish and dive.



Jared Willson says that he is very excited and honored to be joining the Town of Palm Beach Fire-Rescue Department. Jared is 27 years old, and grew up in Palm Beach County. He graduated from Wellington High School, and also attended Palm Beach State College where he completed the Fire Academy, EMT and Paramedic training.

His dream was always to be a Firefighter/Paramedic, and his most recent position was with AMR as a Paramedic/Ambulance Driver. Before that he was a mechanic for a Honda dealer. A position in the Town of Palm Beach has special meaning to Jared, as his father has worked in Palm Beach for most of his life. He has many happy memories of visiting his father at work and getting to know the town as he grew up. Jared enjoys spending his free time with his family, working on cars, playing golf, and just being outdoors.

Photo Ops



Tiki hut fire on Lacosta way



New recruit training in confined space

Delray Beach St. Patrick's Day Parade



Truck 97 was one of 14 ladder trucks throughout Palm Beach County which were displaying flags from around the Nation.



Palm Beach Fire Rescue personnel walking in the annual Delray Beach St. Patrick's Day Parade.

FEBRUARY DEPARTMENT STATISTICS

Training Hours

A Shift	777.63
B Shift	1024.26
C Shift	928.32
Total	2730.21

Fire Prevention Inspections

127

Ocean Rescue

Visitors	19,765
Town Ordinance Enforcements	132
Preventative Actions	123
Jelly Fish Stings	14

FIRE and EMS

FIRE Calls	64
EMS Calls	169
Transports to Hospital	105

MARCH BIRTHDAYS:

Scott McCracken	03/03
Brad Fabben	03/04
Dennis Wytrykush	03/10
Hector Ayala	03/15
Bradley Caudell	03/17
Eric Legore	03/18

MARCH ANNIVERSARY CELEBRATIONS:

Stephanie Mavigliano	03/94	23 years
Richard Ward	03/96	21 years
Jeremy Stanley	03/11	06 years

EMPLOYEE OF THE MONTH 2017:

January	Cesar Lora	July
February	Abigail Farrell	August
March		September
April		October
May		November
June		December

Employee of the Month— Abigail Farrell



The Palm Beach Fire Rescue Awards Committee has chosen Firefighter Paramedic Abigail Farrell as Employee of the Month for February 2017.

Firefighter Farrell has served in the Palm Beach Fire Rescue organization for almost 2 years, starting her career on July 13, 2015. She is currently assigned to Central Fire 1 Station on “B” shift. Abigail is well respected by her peers and supervisors for her strong work ethic, her desire to improve herself through training and her desire to make the department better.

Besides fulfilling her regular job duties and responsibilities as a Firefighter Paramedic, Farrell goes far above and beyond her normal work duties. She is becoming an integral part of how our department delivers the high level of customer service to those we serve in the community. During this past month, Farrell has been working very hard to introduce a patient follow up program for the community. Abigail approached administration about her desire to follow up with our patients after their emergency because she was truly interested in making sure they received the best care possible. She also wanted to let our patients know that we are concerned for their well-being. Because of Abigail’s efforts the department is developing this program as yet another way to improve our service delivery to the community and give our residents the best possible experience. Abigail’s hard work is giving Palm Beach Firefighters another tool to make the community safer, while improving the quality of life for our citizens.

Abigail is currently being utilized as one of the department’s acting Driver/Engineers and will be eligible to participate in the next promotional process later this year. She is a previous Employee of the Month recipient from June 2016. She recently completed Paramedic school after placing her schooling on hold after being hired by our department as she had to focus on her new career. She plans to continue her work in the community and her passion for service shows in the gratitude from citizens that have met her.

Firefighter Farrell always maintains a positive attitude, and as such is an example for others. Abigail’s passion for service makes our department better every day and it is helping our department improve our service delivery. We highly commend Firefighter Paramedic Abigail Farrell for her dedicated service and devotion to the Palm Beach Fire Rescue Department, and the Town of Palm Beach. Abigail demonstrates an attitude of service through compassion and excellence. Her consistent positivity makes her a great asset to the Town of Palm Beach and the community, therefore, making Abigail Farrell an outstanding recipient of the February 2017 Employee of the Month Award.

