

The All Hands

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

January 2018

Volume 6, Issue 1



In This Issue:

Deputy Chief	1
Adm. Update	2
EMS Division	3
Ocean Rescue	4
Training	5
Fire Prevention	6
Battalion Chief	7
Photo Ops	10
Dates and EOM	12

Special points of interest:

- Retired Lieutenant Melvin Smith
- Leadership Caffeine

Deputy Chief's Message

By Darrel Donatto, Deputy Chief



Who We are and What We are - Customer focused...

Palm Beach Fire Rescue is known throughout our industry as being exceptionally customer focused; and this is a distinction that we do not ever want to lose.

At every opportunity, we must strive to create love between our organization and our customers. The art of creating love between our organization and our customers starts with the ability to see our service through the eyes of our customers. At every moment, we need to be focused on what is important to those we serve and how what we do can benefit our citizen and visitors. Quite often, we arrive at someone's home or business at a time when things are not going very good for them, and sometimes when it is their worst day ever. It is extremely important that whatever the situation is, we must place ourselves in their shoes, we must gain understanding of how they see the situation and on what it is that we can do to address not only their needs but also their concerns. We must always be hypersensitive to the needs of those we serve.

I would venture to say that it is not only what we do to fix our customer's problem that is noticed, but also even more so how we go about doing that. In my opinion, kindness, caring, concern, and empathy are the key to creating love between our organization and our customers.

Dennis Snow, author of *Unleashing Excellence*, says, "When it comes to customer service, everything speaks." That means everything you do, everything you say, your attitude, your appearance, your tone, your confidence, and your level of empathy or concern – everything speaks. These things all shape the experience you are delivering.

Every member of our organization is at one time or another – the face of our organization. Your co-workers are all representatives of you, of our organization, and they are the foundation for our organization's reputation in the community. So, who is responsible for the relationship that exists between our organization and the community that we serve? Everyone is responsible. The deathblow to extraordinary customer service is when someone says or thinks, "It's not my job." When it comes to customer service and creating the right memorable experiences, it's everyone's job. Teamwork is about everyone pulling and pushing in the right direction, and in this business, we must all count on each other.

We must always keep in mind that we are public servants. Our job is to serve the citizens and visitors our community. We must always listen and take the time to hear what our customers are saying. It is important to truly listen with care, concern, empathy and a goal of solving their problem as they see it, not just as we see it.

Continued on page 4

Administrative Update

By Jimmy Duane

Assistant Chief

TEAMWORK

Over the last month, several station projects were completed with the help of the crew members. The Magnegrip exhaust system, utilized to capture and remove the exhaust from the apparatus bays required some repairs. Scott McCracken was able to re-weld the end cap that snapped off during normal use. The second repair to Magnegrip was at station two where Lieutenant Cadet and the crews were able to repair the mainline pipe that sustained damage. Additionally, Lieutenant's McKay and Brandjes, along with their crew removed the old Smart Board located in the training room at station two and re-installed the new bracket and board. The work performed was done professionally, the department is very grateful for everyone's assistance.

Several present and future projects are in various stages as well. The bay door replacement project at station three was completed and the door was temporarily painted until the wood facade can be installed. The air conditioners in the gym at station 2 have been replaced, and the East and West stairwell stairs and walls are being painted at station 1. During recent new candidate training, the small retaining wall that surrounded the old fuel tank at station 3 was partially removed in an effort to prepare for the new training slab, which will be installed. The slab will be utilized for the impact window prop, sprinkler prop and other various training. During the next recruit class, the remaining wall will be removed and the area will be prepped for the work.

Over the last several month, hydrant testing and hose testing have been performed by the firefighters on shift. Though both the Insurance Services Office (ISO) and the National Fire Protection Association (NFPA) require these tests, Firefighters use this as an opportunity for training and familiarizing themselves with their equipment, response area and overall general town knowledge. Hydrant testing is completed and hose testing will be finished by the end of February.

Several vehicle repairs are underway at Palm Beach County Fleet Maintenance. Truck 97 is currently there having its annual preventative maintenance performed. During this time, other outstanding repairs will be fixed as well. Rescue 97 and Engine 98 will also rotate through for various repairs.

Installing a carseat for experienced parents can seem to be a routine task, though for many it can be very difficult and confusing. Though a seat may appear to be installed correctly, making sure it is right is obviously very important. The Fire Rescue Department fields numerous calls from residents and visitors asking if we install car seats...the answer is yes. However, this task must be performed by a certified installer. Firefighter Paramedic Angel Sronce attended the certification course and received her National Child Safety Certification. The CPS Certification is a weeklong class, which combines classroom instruction, indoor and outdoor hands-on activities, skills assessments with car seats and vehicles, and a community safety seat checkup event. If you or someone you know is interested in having their seat installed, they can contact the Fire Rescue main number to schedule a time.



NATIONAL
CHILD
PASSENGER
SAFETY
CERTIFICATION

A Program of
Safe Kids Worldwide

EMS Division

By Sean Baker
Division Chief

This is the third year of an unprecedented—and unplanned—shortage of emergency medications that has resulted in a quickly expanding set of problems for hospitals and EMS systems. The cause of these shortages continues to be debated, but the root cause is due to disputes between American manufacturers of IV medications and the Food and Drug Administration (FDA) and Drug Enforcement Agency—the two federal agencies that oversee drug supply and manufacturing practices—over safe manufacturing and quality processes. These medication shortages are of great concern to Palm Beach Fire Rescue and we are working on contingency plans to prevent our citizens from being affected by the medication shortages. The department is currently working with our Medical Director, Dr. Kenneth Schepcke, to ensure that our paramedics are well aware of the shortages and we have adapted our treatment policies to ensure that we can continue to deliver the same high quality emergency medical service that our residents have come to expect and deserve.



Palm Beach Fire Rescue is always looking to stay on top of the latest in EMS technologies and emerging industry trends as they develop. We had the honor of sending representatives from the department to attend Fire Rescue East (FRE) in Daytona Beach Florida as part of the Florida Fire Chiefs' Association's (FFCA) Annual conference and Expo. FFCA represents Florida's Emergency Services Community and is committed to providing quality, relevant and timely educational opportunities to its members, friends and partners. While at FRE, department personnel were deeply involved in state level committees to ensure that our local voices are heard in Tallahassee. It is vitally important to stay abreast of legislation that could have a detrimental effect in our community in the form of unfunded mandates that would be passed onto our citizens. The department will continue to advocate for our citizens and regional EMS to ensure we are able to protect our ability to provide excellent patient care based on the community's needs, and not legislators at the state level.



Prehospital ultrasound is a form of medical imaging that is portable, non-invasive, painless, and does not expose the patient to radiation. With proper training and education, Paramedics are able to visualize internal patient anatomy in the field to determine the proper treatment for the patient. This previously, had to be performed in a hospital setting. Portable Ultrasound technology was developed by the military utilizing a Defense Advanced Research Projects Agency (DARPA) grant to treat wounded soldiers in the field. Palm Beach Fire Rescue's goal is to bring this life-saving equipment, battle-tested by soldiers, into our patient's home to improve the department's ability to recognize life-threatening conditions. Cardiac patients will be treated by specially trained paramedics that are able to directly visualize the effectiveness of their treatments as they view their patient's heart beating and pumping blood while still on scene. Trauma patients will also benefit from ultrasound technology as medical crews will be able to determine the extent of internal injuries and ensure that the appropriate medical facility is chosen based on the type treatment needed.

EMS



Ocean Rescue

By Craig Pollock

Ocean Rescue Supervisor

Over the month of December lifeguards at Mid-Town Municipal Beach have been flying Red flags to warn beach patrons of high risk swim conditions due to strong surf and rip currents, along with Red warning flags lifeguards also have been hoisting up the Purple flags which indicate the presence of Man-O-War.

Beach attendance saw a significant increase in beach attendance as things got closer to the holidays around December 22, for the first week of holiday break Mid-Town Municipal Beach and Phipps Ocean Park saw large crowds as tourist from around the world packed the shoreline. However, the second week of the holiday break saw a decrease in beach attendance, as a strong cold front made its way thru South Florida making it a little chilly for swimming. Ocean Rescue is happy to report, that no major incidents occurred during the Holiday break.



Deputy Chief's Message (con't)

From page 1

Our most value asset here at Palm Beach Fire Rescue is our reputation in the community. We provide an exceptional level of service and we do it uniquely better than everyone else in our business. Every one of us has a duty and a responsibility to create love between our organization and our customers.

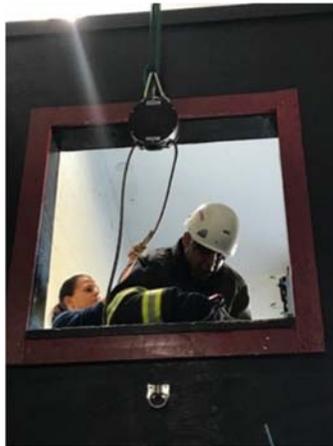
Walt Disney said it best, "Do what you do so well that they will want to see it again and bring their friends."

While our customers certainly will not want to repeat their emergencies (bad days), we want play a role in their emergency that is so much better than they would ever expect that they take the time to tell their friends: "Wow, I didn't know my fire department would do that for me." Everyone here is counting upon you to do just that.

Training

By Michael Marx
Division Chief

Hello, and welcome again to this month's training section of the newsletter. As always, this month was another busy month of training encompassing several different topics of interest. One topic we will look at is bailout training. In the fire service when mitigating a structure fire, sometimes things don't go as planned in turn placing a firefighter and crew in a precarious position. When encountering structural fires of any kind, the possibility of immediate evacuation is always a possibility. In the perfect world, firefighters with their crews would just evacuate the structure through the easiest most available means of egress. Unfortunately, as we all know, life doesn't always deal us the perfect scenario. Sometimes all avenues of escape have been cut off to a firefighter or his crew. It is for these reasons, firefighters train frequently on the techniques necessary to give them the chance of survival in a scenario that has gone terribly wrong. This training is known as Bailout Training and the best bailout techniques in the world won't matter if you're not training effectively. Many questions should be asked prior to the initiation of bailout training. Is the scenario we are practicing realistic? Does the bailout evolution reflect a situation that could realistically occur on the job? Here at Palm Beach Fire Rescue, the department has taken the initiative to build training props at our Station 3 Training Facility. These training props help firefighters simulate as close to realistic scenarios as possible. The training props allow firefighters to learn and practice the proper techniques of elevated bailout scenarios and entanglement scenarios. Palm Beach Fire Rescue's PPE (Personal Protective Equipment) currently provides a bailout descending device known as the Sterling F4 Descending Device. This descending unit can make the difference between a negative or positive outcome when it comes to an emergency bailout situation. This piece of equipment is located in the Firefighter Bunker Gear pocket and allows descents of approximately 50 feet. Frequent training on bailout techniques helps to ensure a greater success rate of survival for our firefighters and crews.



Also, as a part of this month's training, Palm Beach Fire Rescue operations personnel were given an excellent opportunity to attend the Teleflex Clinical and Medical Affairs Airway and EZ-IO administration on Cadavers provided by Teleflex and an affiliate medical foundation. During the instruction, a comprehensive review of anatomy and techniques of Endotracheal Intubation and other airway adjuncts were discussed. The course allowed Palm Beach Fire Rescue personnel to enter the lab to participate in the invaluable hands-on placement of airway adjuncts. The class offered individuals the opportunity to intubate the airways of cadavers. Staff during the course offered different techniques and perspectives on ET intubation and taught the different techniques of holding standard vs video laryngoscopes. In addition to the airway lab, an EZ-IO lab was also included. EZ-IO is a process of administering fluids or medications to a patient when Intravenous methods are not available. During the EZ-IO lab, the Teleflex staff reviewed the different insertion sites and reviewed the anatomy on cadavers. After reviewing the proper administration, operations personnel were able to practice IO administration at each insertion site of the cadavers. This invaluable training opportunity allowed our personnel the ability to experience hands-on practice and become proficient at skills that are very difficult to duplicate on manikins.

Fire Prevention

By Martin DeLoach
Fire Marshal

For many of us change can be difficult. We resist change, and fear of the unknown can result in clinging to status quo behaviors, no matter how bad they are. Often time, change can interfere with our independence and makes us feel a loss of control. It is often said, "Better the devil you know than the devil you don't know". Good leaders often leave room for those affected by change to make choices and will invite others into the planning process, helping them take ownership.

Everything has its own natural speed; when altered, unpleasant things happen. Change is most effective when it occurs slowly, allowing behaviors to become automatic. Leaders must avoid the temptation to craft changes in secret and then announce them all at once. It is better to sprinkle hints of what we may be faced with and seek input.

Change is meant to bring something different, better, but how different and how much better? We are creatures of habit. Routines become automatic; however, change can often jolt us into consciousness in uncomfortable ways. Progressive leaders keep things familiar and avoid change for the sake of change.

One definition of change is a departure from the past. We must all remember that people associated with the last version – the one that didn't work, or the one that superseded – are likely to be defensive about it. Sensitive leaders will navigate the change by celebrating the elements of the past that are worth honoring, and expressing the changing world and expectations.



This section of our newsletter is often focused on fire safety along with information on past major fires and the changes that have been derived from those tragedies. Today I have chosen to talk about change and some of the impacts, partly because as a town we are seeing lots of things change, but mostly because there will be a change in the Fire Prevention Division. Our dedicated and warm natured fire inspector Mr. Charles Colson has resigned his position.

Chuck has been an absolute joy to work with and will be greatly missed. He has worked hard to transition from a company officer, working the majority of his career (27 years) with the Hollywood Fire Department. There is a large learning curve to perform fire inspections for code compliance and he was just becoming comfortable with his knowledge and techniques. Unfortunately, Chuck lives in Pembroke Pines and the 72 mile drive each way, 5 days a week has become daunting.

To avoid the drive Chuck would often stay the night in the dorm with the other firefighters. He fit in well and would often cook dinner for the crew that he stayed with. We will be losing a dedicated and very conscientious worker who followed up on all aspects of his job. Chuck gained the respect of the building managers as well as the contractors who perform work here in town. One contractor stated that Chuck has developed a great approach to applying the codes and had a good ability to explain what would be required for approvals.

I have studied and worked in this field for close to 40 years. Changes that have occurred and the people that I have had the pleasure to work with have enriched my life. I am proud to have been able to know and work with Mr. Charles Colson. His decision to leave us will provide changes for him personally and for us in Fire Prevention and the Department as a whole.

Chuck is looking forward to slowing down and enjoying his retirement. I would like to take this opportunity to wish Chuck all the best in his future endeavors, you will be missed.

Battalion Chief Update—Post Fire Gross Decontamination

By Joseph Sekula
Battalion Chief

If you take a look at the fire service back in the 1980s, firefighters would respond to traumatic medical calls without gloves, without trauma sleeves and without goggles. No protection. They were not worried about getting contaminated with blood or any other bodily fluids. In fact, the firefighters with the most blood on them were seen as aggressive and experienced and wore it like a badge of honor.



We look back now and grimace with disbelief at these practices, on how we were so uninformed, so ignorant. I bring this up because it was the lack of knowledge, the lack of information that led to that culture.

But then came the AIDS epidemic and that taught us about blood borne pathogens. We also saw more and more healthcare providers contracting Hepatitis C. It was time for a culture change.

This culture change brings us to our practice today where we are all well informed of Body Substance Isolation (BSI) and wear gloves on every medical call and before any patient contact. Trauma calls now get firefighters not just wearing gloves, but also those trauma sleeves, goggles, and face masks. We also document all exposures and get immediate preventative treatment.

Similar to the lack of knowledge and information about blood borne pathogens back in the 1980s, we are now just starting to realize the dangers of smoke, carcinogens, and byproducts of combustion that are present at every fire that we fight.

We have just started to learn about the increased risk of several types of Cancer that we as firefighters face. We are 2.02 times at greater risk of Testicular Cancer. 1.53 times at greater risk of Multiple Myeloma, and 1.51 times at greater risk for Non-Hodgkin's Lymphoma among other forms of Cancer. We are breathing in these byproducts of combustion and carcinogens through our lungs and absorbing them through our skin.

We all know when the shift before us had a fire because as soon as you walk into the apparatus bay you can smell it. You can smell it when you open the door to the apparatus cab. You can smell it in the bunker gear room. This is because everything that they brought in with them to fight the fire has been contaminated with these carcinogens and these carcinogens continue to off gas exposing us to them.

We have long kept our bunker gear and fire helmets covered in soot and worn them as a badge of honor. This is because of our lack of knowledge, because of our ignorance. It is time for another culture change.

**DIRTY
BUNKER
GEAR
IS NOT A
BADGE OF
HONOR**
IT'S A DISASTER
WAITING TO HAPPEN

We now understand the need for a post fire gross decontamination process to protect us against contaminants. Palm Beach Fire Rescue has recently implemented revised procedure # 233 to ensure the highest degree of firefighter safety through the implementation of routine inspection and maintenance and decontamination and cleaning after exposure to products of combustion for personal protective equipment.

We have also implemented a hood swap program. The most permeable piece of personal protective equipment is the hood. Hoods are designed to protect our head and neck from heat, but are not designed to stop skin absorption through the forehead, angle of the jaw, the neck, or the throat. We know that soot can get through our hoods and sit on our sweaty, hot, and highly permeable areas of our skin. We then rub it into

Continued on page 8

Retired Lieutenant Melvin Smith



Melvin D. Melvin D. Smith, 78, of Lake Placid, went home to be with his Lord on Sunday, January 14, 2018 at the Lake Placid Health and Rehabilitation Center. Melvin was the son of Helen June Peoples and Boyd Lowe Smith who was born on May 21, 1939 in Lynch, KY. Melvin served his country with honors in the US Navy. After his discharge, he worked for the Town of Palm Beach Fire Department as a firefighter for 27 years and retired as a Lieutenant. After his retirement he moved to Lake Placid in 2003 and enjoyed the outdoors, fishing the local lakes, Alabama Crimson Tide, and NASCAR. He loved to spend time with his family and friends. Melvin is survived by his loving wife Evelyn, daughter; Stephanie Smith, son; Scott Smith, two grandchildren and one great-granddaughter. A service to celebrate Melvin's life will be held 2:00 PM, Monday, January 22, 2018 at the Leisure Lake Baptist Church, 808 Gardenia Street Lake Placid with Rev. Don Roberts officiating. Melvin will be laid to rest at the Florida Nation Cemetery in Bushnell with Military Honors by the US Navy 1:30PM, Thursday, (Today) January 18, 2018. In Lieu of flowers, donations can be made in Melvin's memory to the Vitas Hospice 134 N. Ridgewood Drive, Sebring, FL 33870. Words of comfort to the family can be made by visiting www.scottfuneralservices.com. Funeral arrangements entrusted to the Scott Funeral Home 504 W. Interlake Blvd., Lake Placid, FL

Battalion Chief Message (con't)

From page 7

our skin unknowingly as we are working. The hood swap program allows firefighters to trade in their hoods immediately after a fire for a new clean hood to minimize further exposures.

Did you know that our skin's permeability increases with temperature and for every 5° increase in skin temperature, the absorption rate increases 400%?

Today's residential fires have more in common with hazardous materials events than the old fashion house fire due to the materials now common in homes such as plastics and synthetics. Commercial fires and vehicle fires also contain highly concentrated toxicants, and the dumpster or trash fires contain completely unknown substances and toxicants. The point here is that it does not matter what is on fire or where the fire is, or how small or how large, we need to be aware and do everything we can to protect ourselves. We NEED this culture change.

We will be going over the specifics of our newly revised procedure and training on the process of our post fire gross decontamination in the coming month.

Leadership Caffeine™—Leadership Grit

By Art Petty, <https://artpetty.com/2018/01/03/leadership-grit/>

A few years ago, I wrote a post on why I was thankful for those who had taught me what it means to display grit.

The article is mostly autobiographical. I've had some great role models to observe as they've navigated adversity in their lives.

If you aren't clear on the term grit, consider it tenacity on steroids.

Grit is that grind-it-out sticktoitiveness in the face of adversity displayed by individuals long on character and short on "I can't."

We don't talk about grit much, although an excellent recent book brought the term into the mainstream.

Mostly we observe grit. Hopefully, we learn.

Yet, grit is THE essential trait I want in my leaders.

I've struggled with the idea of how to teach grit, and I've labored to model it with my children. I know they understand what grit is. I believe they have grit, but time and their response to adversity will tell.

I believe grit is THE critical character attribute for everyone in a leadership role. After all, we put people in leadership roles to help us navigate adversity, not preside over the easy stuff.

You're not a leader until you've challenged and defeated the status quo.

You're not a leader until you've helped others navigate and overcome adversity.

You're not a leader until you've stood alone, exposed and vulnerable, and taken a stand for a person, a group, a cause, or a direction. That's leadership grit.

Here are some examples of leadership grit I've been grateful to observe.

12 Examples of Leadership Grit

- Saying "no" when most others would say "yes."
- Saying, "We'll go" when everyone else is paralyzed by fear and stuck in the gravitational pull of the status quo.
- Refusing to go along with the conventional wisdom when it would be the easy and safe thing to do. (Would someone please uninvite conventional wisdom to the party.)
- Standing up for a person you believe in, when everyone else has written her off.
- Living and leading according to the firm's values and your values without compromise.
- Firing someone because they don't live and work according to the values.
- Tackling the tough conversations and big issues in real time because you know that's where progress is born.
- Hiring the best candidate, not the one with the pedigree that everyone wants you to hire. (The best candidate is always the one who can show you how she displayed grit in the face of adversity.)



Continued on page 10

Leadership Caffeine™—Leadership Grit (con't)

From page 9

- Holding yourself publicly accountable for your mistakes and then fixing them.
- Having the courage to recognize a failed initiative and pull the plug instead of escalating commitment. (Don't confuse grit with irrational stubbornness.)
- Calling B.S. on the poorly thought out ideas of your superiors.
- Recognizing your own limitations and bringing in people smarter and better than you and knocking down walls to help them succeed.

The Bottom-Line for Now:

Grit isn't an important trait in leaders; it's THE trait. Model it, hire for it, and support those who display it with all the grit you can muster!

Training Pictures



**EVERYDAY
IS
TRAINING
DAY**

Photo Ops (con't)



Lieutenant Shinn doing ladder training with the crew.



C-Shift at a gas leak.



Palm Beach Public Safety Leadership Series partnered with the Palm Beach Civic Association to speak with Bob Wright, Ex. CEO of NBC and Founder of Autism Speaks, on matters of leadership and successful organizational management practices.



DECEMBER DEPARTMENT STATISTICS

Training Hours

A Shift	999
B Shift	853
C Shift	693
Total	2545

Fire Prevention Inspections

89

Ocean Rescue

Visitors	11,543
Town Ordinance Enforcements	70
Preventative Actions	76
Jellyfish Stings	17

FIRE and EMS

FIRE Calls	86
EMS Calls	195
Transports to Hospital	123

FEBRUARY BIRTHDAYS:

Ryan Zabovnik	02/03
Angel Sronce	02/09
Abigail Farrell	02/10
Michael Messner	02/12
Richard Ward	02/14
Belinda Hardy	02/16
Brian Lebrun	02/16
Michael Delrossi	02/16
Alejandro Mahy	02/22
Daniel Carreno	02/23

FEBRUARY ANNIVERSARY CELEBRATIONS

Taylor Jantz	02/15	03 years
Patrick Frawley	02/17	01 years
Jared Willson	02/17	01 years

EMPLOYEE OF THE MONTH 2018:

January	Cesar Lora	July	Frank Mavigliano
February	Abigail Farrell	August	Jill Bassford
March	Charlie Shinn	September	James Weber
April	Anthony Curtis	October	Brian Matzen
May	Brian Matzen	November	Ed Sabol
June	Joe Sekula	December	Stuart Grimes

Employee of the Month—Stuart Grimes



Driver Engineer/Paramedic Stuart Grimes has served in the Palm Beach Fire Rescue organization over 13 years, starting his career on November 1, 2004. Stuart goes above and beyond his required scope of duty on a regular basis. He has provided an immense amount of training to the new hires of Palm Beach Fire Rescue. In addition, Stuart has also taken the time to instruct and train the crews on the functionality and proper use of the department's new SCBA/RIT equipment. Driver Engineer Grimes has an extensive amount of knowledge with the SCBA/RIT packs and has the uncanny ability to teach this knowledge to personnel in the department. During a training session with our neighboring mutual aid department, West Palm Beach Fire Rescue, Driver Engineer Grimes took it upon himself to train and familiarize WPBFR operations personnel with our SCBA/RIT packs.

Stuart uses his acquired knowledge as an EMS Instructor at Palm Beach State College to instruct operations personnel on current techniques and skills within the EMS field. Stuart has formed a very systematic method of teaching which allows for the proper training of new hires and existing operations personnel. In addition, Driver Engineer Grimes has instructed several classes on the use and functionality of the Autopulse, Zoll cardiac monitor and Stryker Stretcher. He has established excellent public relations with many of our residents going so far as to have a picture of one of our resident's favorite dogs framed and delivered.

Always maintaining a positive attitude, Stuart is an example for others, his efforts are making a difference in both the department and in our community by improving the quality of the service we deliver. We highly commend Driver Engineer Stuart Grimes for his dedicated service and devotion to Palm Beach Fire Rescue, and to the citizens of the Town of Palm Beach. Stuart demonstrates an attitude of compassion and excellence through the service he provides. His hard work and dedication to those he serves makes him a great asset to the Town of Palm Beach and the community, therefore, making Driver Engineer Stuart Grimes an outstanding recipient of the December 2017 Employee of the Month Award.

