

# The All Hands

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

April 2018

Volume 6, Issue 4



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## Special points of interest:

- Palm Beach Day Academy
- New Hires
- Feeling Appreciated???? Why it can Make All the Difference

## Deputy Chief's Message

By Darrel Donatto, Deputy Chief



### You are Appreciated

One of the great things about working here in the Town of Palm Beach is the amazing support and appreciation that we receive from our Town residents. We receive lots of letters and thank you cards, many accompanied by donations, telling of the WOW customer service and exceptional medical care that our team members have provided to people in their time of need. Reading these messages of thanks is one of my favorite things to do. For me, the best gauge of how well we are doing as an organization is the direct opinions of those whom we serve.

We are not perfect, and we do occasionally get the phone call or email saying we could have done better, and I appreciate that feedback as well. However, those complaints are few and far between, with maybe one complaint to every 200 or more letters of thanks and appreciation.

From personal experience in other communities and my conversations with many other fire chiefs from across the state, not every Fire-Rescue agency gets the same amount of support from their community as Palm Beach Fire Rescue receives. Why would this be the case?

For one, our Fire-Rescue team members are intentional about providing WOW customer service. We have carefully selected new members based on their desire to help others, their compassion for others, their commitment to public service, and their character and integrity. The men and women of Palm Beach Fire Rescue care deeply about helping others, and it shows in what they do every day.

Another reason I believe we get so much support from our community is the people of our community. The residents of the Town sincerely appreciate excellent service, and they go out of their way to say thank you when they receive it.

We share each one of these letters of thanks with the team members who provided the service. These thank you's help our team know how well they are doing and they inspire and motivate them to continue the great work they do.

So as much as the residents of Palm Beach appreciate the firefighters here at Palm Beach Fire Rescue, we appreciate the acknowledgment and kind words of our residents.

It is really good to know that you are appreciated.

You  
Are  
appreciated

## Administrative Update

**By Jimmy Duane**

Assistant Chief

Firefighter EMT and Paramedic hiring continues through the Human Resource Department. The Fire Department currently has vacancies being filled with conditional offers given to three candidates who are progressing through the process. During the first two weeks in May, an additional 50 candidates will interview for the position of Firefighter EMT. Candidates passing the first round interview will move on to a final interview, and, if successfully, be placed on an eligibility list.

The annual Palm Beach Daily News Food Drive occurred this month with food and monetary donations being accepted at each fire station. This drive has been very successful in the past with Town residents donating a large amount of non-perishable food items. This year the Fire Rescue Department received 1,495 pounds of donated food, which filled the lobby at the Palm Beach Daily news. This amount is 340lbs more than the total for last year and continues to increase each year. The food drive donations will be sent to the Farmworker Coordinating Council and Feeding South Florida, two groups that provide food for families in need throughout Palm Beach County. The Fire Rescue Department is proud to participate in such a worthy cause and is very grateful for the generous donations offered by our residents.



A Temporary Lifeguard hiring process is currently underway. The Human Resource Department will process applicants who will participate in a functional water rescue test and interview. The process is necessary to replenish the pool of temporary guards that are available to augment the full time Lifeguard staff during times of high beach attendance or when full time guards are off duty for any reason. The current full time vacancy that was created following the retirement of Mark Myhre was filled by Houston Park, who has served as a Temporary Lifeguard for the past four years. He is a state certified EMT/Paramedic and BLS Instructor. Houston will be a great asset to the Ocean Rescue Division.



The Ocean Rescue Division received a new Sand Rider beach wheelchair. This chair is designed for active wheelchair users, families with disabilities and anyone who needs assistance walking over rough terrain and beach sand. The existing chair at Midtown Beach will be moved to the Phipps Ocean Park Beach giving patrons requiring assistance access to both of the Town's guarded beaches.

The department is currently conducting the semiannual bunker gear cleaning. While we currently have a washer/extractor and gear dryer for cleaning gear, NFPA requires that the gear be professionally inspected once a year by a certified vendor. The outside vendor, Minerva conducts the inspection as well as washing the gear. Following the cleaning, all necessary repairs are completed for the safety of our personnel. Additionally, they are altering several sets of gear for personnel that have yet to be issued new gear and will fit into the altered gear. Bunker gear replacement is outlined in the equipment replacement schedule. During the FY2019 budget process, 18 more sets of gear were placed in the budget. Following this purchase, all operations level personnel will have received gear to the newest standard.

The Fire Rescue Department is so fortunate to have employees who possess such a broad amount of skills above and beyond what is taught in the fire service. Every day we experience emergency calls that require basic knowledge of electronic systems, air conditioners, mechanical motors... In addition to emergency calls, this extra knowledge has proven to be valuable for the department. Station 3 has been experiencing intercom issues in the station for several months. Damon Patrick utilized his audio/visual experience, diagnosed the problem, recommended what was needed and ultimately repaired the problem. This issue would normally have required an outside vendor. However, in this case it was repaired by one of our own. Great job Damon!



## EMS Division

By Sean Baker  
Division Chief

Emergency medical services (EMS) are governed by Florida State Statutes and are implemented at the local level by your community fire departments, including Palm Beach Fire Rescue. It is vitally important that local concerns are brought to the attention of lawmakers and constituency groups in order to protect our local interests and autonomy. Your fire department recently took the advantage of presenting our concerns to state leadership at the Emergency Medical Services Advisory Council (EMSAC) meeting that was held in Palm Beach Gardens on April 24-26.



The EMSAC consists of 15 members appointed by the State Surgeon General and Secretary. Members who are typically appointed for four year terms, with the chair being designated by the State Surgeon General and Secretary. Additional members include six ex officio representatives appointed by various other state agency heads. The function of the EMSAC is to facilitate and promote the best emergency medical care to the residents and visitors of Florida.

Palm Beach Fire Rescue is an active member of EMSAC and have voiced our opinions on matters such as disaster response, EMS data utilization at the state level, legislative policies, and implementation of the EMS State Plan. Our department finds it vitally important to stay abreast on state matters that could affect our community, and we are committed to protecting the high level of service that is offered to Town of Palm Beach residents and visitors.

### DID YOU KNOW?

Chest pain appears in many forms, ranging from a sharp stab to a dull ache. Sometimes chest pain feels crushing or burning. In certain cases, the pain travels up the neck, into the jaw, and then radiates to the back or down one or both arms.

Many different problems can cause chest pain. The most life-threatening causes involve the heart or lungs. Because chest pain can indicate a serious problem, it's important to seek immediate medical help. Angina is the medical term for chest pain. Chest pain is the result of a reduced blood supply to your heart muscle. It can be a warning sign of a heart attack or problems with a recent stent.

Why call 911? • Town of Palm Beach 911 dispatchers are trained to locate you quickly and assist you in starting some treatments. Palm Beach Fire Rescue, or your local fire department, can perform an ECG to get a tracing of your heart rhythm. This can be sent to the hospital for a doctor to read and to help the Emergency Department prepare for your arrival. • We have medicine to help treat you before you even reach the hospital. • Do NOT drive yourself or have someone drive you to the hospital in a private car because you may be having a heart attack or your condition could worsen on the way to the hospital.

Remember this: TIME IS MUSCLE!

Warning signs that you need treatment	
Men	Women
• Chest discomfort described as pressure, squeezing, fullness or pain	• Chest discomfort described as pressure, squeezing, fullness or pain
• Discomfort in your arm(s), back, jaw, neck or stomach	• Discomfort in chest, back, neck, shoulder, jaw or lower chest/upper stomach
• Shortness of breath for no reason	• Shortness of breath for no reason
• Sweating	• Cold sweat
• Nausea	• Nausea
• Lightheadedness	• Dizziness, unusual fatigue (tiredness)
*If you have diabetes, you may not have chest discomfort or pain. You may have unusual fatigue, nausea and profuse sweating.	

## Ocean Rescue

By Craig Pollock

Ocean Rescue Supervisor

The month of April was very busy at both Town of Palm Beach public beaches. Attendance at Phipps Ocean Park and Mid-Town Municipal Beach have stayed steady. Lifeguards have stayed busy warning spring break crowds of rip current and Man-O-War dangers. Spring is typically a windy period along the beaches and rip currents risk tend to be high at this time of year. Rip currents account for more than 80% of rescues performed by ocean lifeguards. Rip Currents are powerful, channeled currents of water flowing away from the shore out to sea. They typically extend from the shoreline, through the surf zone, and past the line of breaking waves. The best way to stay safe is to recognize the danger of rip currents and always swim at beaches with lifeguards. When caught in a rip current, it is imperative that you stay calm and do not try to swim directly towards shore. Instead, swim parallel to the shoreline until the current begins to lose strength and then swim back to shore. For daily beach conditions at Mid-Town Municipal Beach, please call 561-835-4693



## Palm Beach Day Academy



Palm Beach Fire Rescue is happy to support our school community, and local businesses, and corporation's efforts to give back to the island.

For years, the dedicated parents of Palm Beach Day Academy have worked hard to make the annual *Feather Ball Dinner & Auction* a tremendous success.

*The Feather Ball* has become the signature fundraising event for the Palm Beach Day Academy, raising more than \$400,000 annually to enhance children's education at PBDA. This fundraiser is over 95 years old and the Palm Beach Fire is happy to support such a worthy cause.

Silent Auction winners from this season's ball were picked up from their homes, taken to Station #1, located in Town Square, for a station tour and lunch with the firefighters. The kids were given an opportunity to see some of the tools of the trade as part of the experience. Last year's winner even held his birthday party at the station. A great time was had by all, and we look forward to working with Palm Beach Day Academy on future events.

## Training

By Michael Marx

The month of April brought operations personnel more opportunity for Live Fire Training. This month's training evolution focused on the importance of forcible entry techniques and the timing of coordinated ventilation with suppression crews.

When responding to a fire, the time to learn forcible entry techniques is not on scene. There's usually only enough time to determine which technique will be needed and to ensure the appropriate tools arrive at the entry location. It's the amount of training you do ahead of time that determines the difficulty of the actual skill performed on the fireground. This month's evolution started with forcible entry size up which included the ability to not only determine the type of forcible entry that will be performed, but also arriving at the entry location with the appropriate tools for the job. Having the right tools for the job at hand will make the difference between a successful or non-successful entry into the structure.

Palm Beach Fire Rescue utilizes the standard fire service set of irons which is comprised of two separate tools, the Flat Head Axe and the Halligan Bar, which are married together to form what is known as the irons. The irons are still the No. 1 choice on most inward-swinging and many outward-swinging doors. Some doors may be tougher to force and, therefore, may require additional tools, but a set of irons in the hands of a skilled forcible-entry team will get you through most doors. Palm Beach Fire Rescue also utilizes additional forcible entry tools such as the Hydra-Ram and K-Tool. The Hydra-Ram is one of the greatest single-unit forcible-entry tools known to the fire service today. It has a capability of placing more than 10,000 lbs. of force on an object. This is used to spread doors from the door frame in turn allowing the dead bolt to clear the frame. In the event firefighters encounter larger scale buildings where many doors will need to be forced, the Hydra-Ram would make an excellent choice.



The K-tool is a tool used by many fire departments for forcible entry. It is used in conjunction with a Halligan bar and a flat-headed axe (Irons), to remove a cylinder lock. The K-Tool is slipped over the lock cylinder, then forced down by striking with the flat side of the axe. The halligan is then inserted into the flange and used to pry the K-tool off the door, thereby pulling the entire key cylinder out. The bolt is then retracted from the inside of the cylinder hole using a turning tool, such as a screwdriver. These skills are necessary in order that operations personnel can make quick entry into a structure.

Once entry has been gained into the structure and the fire location has been determined, a well-coordinated ventilation effort must ensue. Ventilation is a priority on the fireground and must be coordinated with the attack team if the conditions don't allow the attack team to advance into the structure and extinguish the fire. By exhausting the smoke and heat from the structure, this enables the firefighters to perform immediate rescue of occupants or to extinguish the fire. This month's training evolution in addition to forcible entry included re-visiting a ventilation technique termed 7-9-8 Ventilation. This method of ventilation has been noted to be one of the quickest and safest techniques for venting a roof. Practicing these techniques at regular intervals allows firefighters to maintain their level of skill necessary to produce the most positive outcome for Town and their residents.



**EVERYDAY IS  
TRAINING DAY**

## Fire Prevention

By Martin DeLoach  
Fire Marshal

This year has been an eventful one for the Fire Prevention Division at Palm Beach Fire Rescue. At the start of the New Year, we lost our fire inspector Charles Colson, who resigned his position in favor of retirement. His decision culminated in our need to fill a difficult position within the department.

I am excited to announce that we were fortunate in our search to find that Mike Curcio was interested and had applied for the position. Mike was a fire inspector with the department for many years prior for to his retirement a few years ago.

After his retirement from the town, Mike was working in Code Enforcement with Palm Beach County but wanted to get back into fire prevention. Along with his job experience Mike brings to us a historical knowledge of the town and is familiar with many of the building managers and contractors that work here. He has a great attitude and the patience it takes to help explain the changes that may be needed to bring a building back into code compliance. Mike also has worked with much of the software that the town uses such as EDEN, MobileEyes and Emergency Pro.

Mike started a few weeks ago and has approached the work with excitement and diligence. He has been working on Worth Avenue completing the annual fire inspections and acclimating himself back into fire prevention. We are very privileged to be able to bring Mike back, and we are looking forward to working with him.

## New Hires



.Michael Curcio started his original career with Palm Beach Fire Rescue in May of 1989. He progressed from the rank of Firefighter position to Lieutenant at which time he transferred into the Fire Prevention Department. He held the position of Assistant Fire Marshal up until his retirement in November of 2015. Michael was an invaluable resource to all and his knowledge was missed after his departure. We welcome back Michael and look forward to working with him once again

Michael Bean is very excited to start his career with the Town of Palm Beach Fire Department. He has wanted to become a part of the Fire Service ever since He could remember. Growing up, all of his family members were involved in public service and that passion to help people was passed on to him. He is from Conroe, Texas, but has lived in South Florida for the majority of his life. During high school, he was enrolled in the Emergency Medical Sciences Academy which allowed him to form a strong base of medical training, it also helped him in his EMT training which he started one month after graduating. He loves working out, improving his physical fitness and have been like that his whole life. He has obtained a second degree black belt in martial arts, and likes to spend his free time working on his Mustang, going to the gym, or reading books.



## Battalion Chief Article

By Joe Sekula  
Battalion Chief

Our portable radio is the single-most versatile piece of equipment that we carry into a hazardous situation.

Think about how much we depend on our portable radios. We depend on them to stay informed and educated about an incident from when it is dispatched, to when the first unit arrives on scene, to when the Incident Commander is giving assignments, and throughout the duration of the emergency.

The Incident Commander depends greatly on the portable radio to execute command and control activities and to keep accountability of all firefighters on a scene. Officers depend on their portable radios to communicate their observations and give progress reports to the IC and to also receive updated assignments. Most importantly, we all depend on our portable radios to instantly communicate our need for help should one arise by transmitting a Mayday (Emergency Traffic).

Our dependence on our portable radios is what makes them such an important tool. As with any tool that we use and depend on, we must train in our use of it, take care of it, and make sure it is always in working order.

This is a good time to re-familiarize ourselves with our portable radios. With hurricane season just around the corner, it is crucial that we know how to switch to and use our alternate communications system in the event that we can no longer communicate on our main digital channel.

The first step is to press 1 on the portable radio keypad followed by the # symbol. Then using the selector switch scroll to "PB FR".

In a situation in which the alternate communications system goes down, you can always switch to the "talk around" channels for radio-to-radio communications.

When needing to return to the open sky system, simply press the upward arrow on the key pad until the display reads OPENSKY.

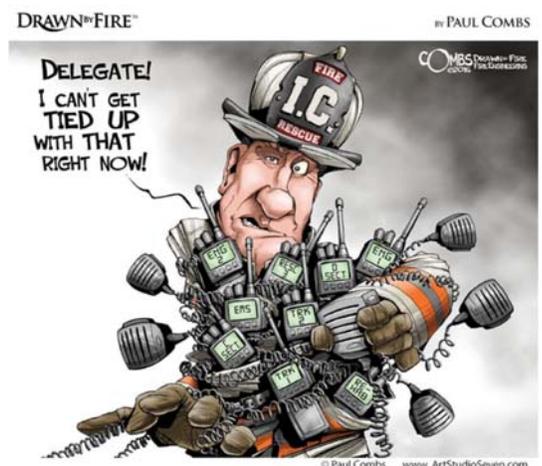
The above should be practiced by all individually, and as a crew, and the procedure should be engrained in all new hires. Your life may one day depend upon knowing which button or knob on your portable radio to use and you might only have one chance to get it right. Using the capabilities of our portable radios is a critical skill, and like any other skill, if you don't use it, you lose it.

Practice using your portable radio's different features while wearing your firefighting gloves, especially with those features that you don't routinely use.

The daily care of our portable radios is another way we can ensure these important pieces of equipment are ready for use when needed. When changing batteries always remember to turn off the radio first before removing the old battery. This is the proper way to change the batteries per the manufacturer. The batteries should be used until there is less than a quarter of charge left. Putting the batteries on and off to charge prematurely can damage the batteries and reduce their life cycle. Before discarding any battery please make sure the battery has a full charge and is unable to hold a charge past a few hours.

Finally as with any system, problems and issues can only be solved if they are known about. So if you or any member of your crew have an issue with the portable radios not working correctly by not receiving signal, or not being able to transmit, please fill out the Open Sky Radio Problem Reporting form. This form should be sent to the Battalion Chief who will then route it to the communications manager in dispatch.

*Continued on page 8*



## Battalion Chief Article (continued)

*From page 1*

You will find that there are times when you are in high-density buildings that the radios will be unable to find the radio towers. These incidents should also be reported if the vehicle's VTAC was on and the signal was still unable to get out. Please remember that it is the responsibility of the first arriving Engine to activate their VTAC.

All radio issues not involving connectivity problems, but involving problems with the hardware itself, need to be reported using the Track IT reporting system. The Track It system will help notify all effected parties and is the first step in reporting the issue. A green repair tag also needs to be filled out and attached to the radio. This tag will accompany the radio and help provide as much detail as possible to the technician making the repair.

The National Institute for Occupational Safety and Health (NIOSH) conducts independent investigations of firefighter line-of-duty deaths and then disseminates the information in detail to include recommendations for future prevention.

In reviewing these reports you'll find that communications, whether it be miscommunication or no communication, is a contributing factor in numerous reports.

Please don't take your portable radios for granted. Train on its use, and keep them in their optimal working condition.

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## Florida State Fire College



Unveiling of the new fire complex at the Florida State Fire College in Ocala.



Firefighter cancer symposium at Florida State Fire College

## Feeling Appreciated??? Why it Can Make All the Difference

By Margie Warrell

<https://www.forbes.com/sites/margiewarrell/2013/05/16/feeling-appreciated-why-it-can-make-all-the-difference/#5f73e4ac5e42>

Sam Walton, founder of Wal-Mart, once said "Appreciate everything your associates do. Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They're absolutely free and worth a fortune." Likewise, Donald Peterson, former chairman of Ford Motor Company, said the most important ten minutes of his day were spent boosting the people around him.

Whether or not you subscribe to the Tiger Mum philosophy of not over-indulging children in praise, the truth is that as human beings we all want to be valued and be recognized for our efforts. It's not about being 'needy' but simply feeling appreciated. There's a distinct difference. In my work in organizations and in my life beyond it, I've yet to meet a person who felt over-encouraged, over-appreciated or over-praised. I do however, regularly encounter people who feel just the opposite. In fact, when running leadership programs, one of the most popular exercises is focused on giving and receiving acknowledgement and praise. So many... too many... people feel like their effort isn't acknowledged and go to work everyday starved for appreciation. It's not because they're insecure or needy. It's because they are human.

Do you recall when Sherlock Holmes solved the crime because he noticed the dog wasn't barking? Likewise, if you don't notice the absence of problems, you will be even less likely to take the time to praise people for what they are doing right. Too often people are a little suspicious about being overly encouraging or generous with praise. They worry about going over board and giving people a big head or having people become dependent on their praise. "I don't need it and never got it, so why should I give it?" people sometimes say to me. Why? Well for starters a few well placed and sincere words of praise make others feel more valued and when people feel that you value them, they become more engaged in what they are doing, and care more about doing better in the future.

Research has found that when managers acknowledge people for what they're doing well during times when things are running smoothly, those same people are more likely to go the extra mile for them when things aren't going so well - digging deeper during crisis because they know that their efforts aren't going unnoticed or appreciated. As I wrote in Stop Playing Safe, "actively supporting people to be more successful puts deposits into the relationships bank account that can make a crucial difference when circumstances change and the chips are down." Indeed studies have found that how we support and celebrate people when they are enjoying success makes an even bigger impact on our relationships with them than how we support them in times of crisis.

Mark Twain once said he could live for two months on a good compliment. The importance of taking the time to build others up is something that the very best leaders know all too well. Of course, encouragement is about more than just getting the best out of employees, boosting engagement and lifting performance. It's about making a meaningful impact on another human being. Not only can a few genuine words of encouragement brighten someone's day today, but you may be leaving them with something they will cherish for a lifetime, even if by tomorrow you may have long forgotten what you said.

So my challenge to you is to make a daily habit of asking yourself who you could encourage - and then be more generous with your words than you have been up to now. You don't need to wait for someone to accomplish some monumental feat before it's fitting to direct a word of praise their way. A word of encouragement for something small or for someone in the midst of challenging times is far more meaningful and valued than waiting until someone's crossed the finish line or won the gold.

Who knows what impact your few words can have on another person's spirit? Who knows what an impact your few words can have on your own! Why not share a link to this article on to those you've missed opportunities to encourage in the past with a note of appreciation declaring that you intend to do better in the future? It's likely to be the best email they get all day! Keep in mind that it's a universal law of life that what goes around, comes around. So when it comes to encouragement: give generously.



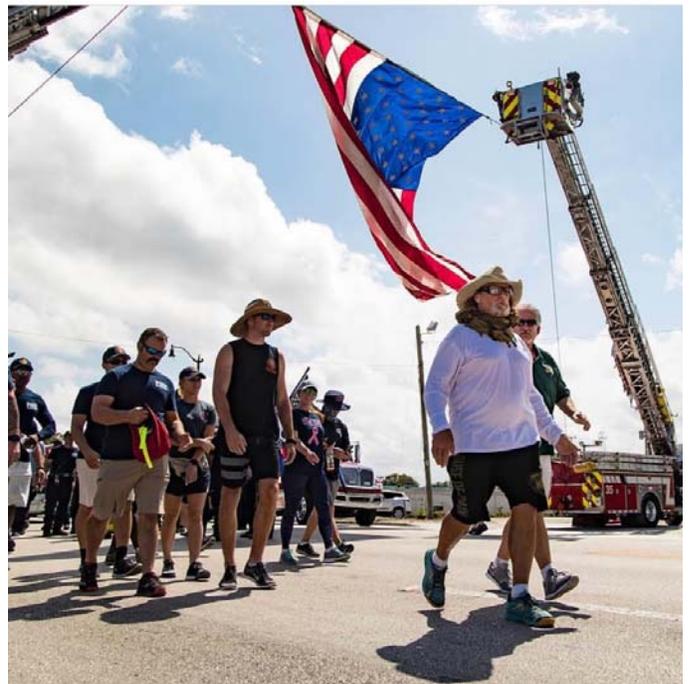
Photo Ops



Fire Rescue crews responded to a smoke scare at 313 Worth Avenue.



March of the Bull" cancer awareness walk for firefighters led by Tom "Bull" Hill, on Monday, April 5, 2018



Lt. Jake Brandjes at the "March of the Bull" cancer awareness walk firefighters.

### Photo Ops (con't)



Driver Engineer Frank Mavigliano visited All Saints Catholic School to speak to middle school students in the Service Learning elective. The purpose of this class is to connect classroom content, literature, and personal interests and skills to improve the community. During the quarter, the students established a specific community need. Then a project was determined to affect this need in a positive way. The participants presented D/E Mavigliano with “Capes for Kids” which they made to be given to fire stations in our area. They intended for the capes to provide comfort to children encountered by first responders during their work. In addition to “Firefighter Frank’s” station, several other stations were supplied with capes. The response was very positive and the firefighters suggested that we rename them “Comfort Capes”.



A-shift participated in the take your child to work event at the Palm Beach Four Seasons Resort.



## MARCH DEPARTMENT STATISTICS

### Training Hours

A Shift	835
B Shift	713
C Shift	775
Total	2323

### Fire Prevention Inspections

85

### Ocean Rescue

Visitors	19,432
Town Ordinance Enforcements	103
Preventative Actions	111

### FIRE and EMS

FIRE Calls	70
EMS Calls	175
Transports to Hospital	124

## MAY BIRTHDAYS:

Markos McMahon	05/04
Jared Willson	05/23
David Burke	05/26
Craig Pollock	05/28
Yorgui Beltran	05/30
Anthony Curtis	05/30

## MAY ANNIVERSARY CELEBRATIONS

Jerry Castillo	05/04	14 years
James Weber	05/05	13 years
Houston Park	05/14	04 years
Michael Delrossi	05/17	01 years
Markos McMahon	05/17	01 years

## EMPLOYEE OF THE MONTH 2018:

January	Stephanie Mavigliano	July
February	Craig Pollock	August
March	Charles Shinn	September
April		October
May		November
June		December



## Employee of the Month—Charles Shinn



The Palm Beach Fire Rescue Awards Committee has chosen *Lieutenant Charles Shinn* as Employee of the Month for March 2018.

Lieutenant Charles “Charlie” Shinn joined the Palm Beach Fire Rescue organization January 04, 2016, and has been an integral part of the department from day one. Charlie has a passion for the fire service and after a 30-year career in a neighboring department, he continues to share his knowledge and passion on a daily basis. His willingness to share his expertise in truck company operations has led to improved firefighter safety and has provided excellent service to the Town residents and visitors. Lieutenant Shinn currently serves at PBFR Station 1 on Truck 97/Rescue 97, where he is making a difference with his leadership and initiative.

Lieutenant Shinn eagerly teaches others new aerial apparatus techniques in rapid victim removal, vehicle positioning, below grade operations, and ladder safety. Charlie is a multiple recipient of the employee of the month award having received the award in February 2016 and March 2017. He is also an excellent mentor and has directly affected the careers of those around him as they prepare to take on the roles of Company Officer or Driver/Engineer.

Lt. Shinn is being recognized for employee of the month for his efforts in scheduling and coordinating Live Fire Training at PBCFR. Charlie spent an enormous amount of his personal time attending many of the scheduled live fire training evolutions. He acted as a mentor/instructor to many of our newer members giving them new techniques and methods for performing required firefighting tasks. His Leadership efforts make our personnel more proficient in turn making the Town of Palm Beach a safer place.

Lieutenant Shinn is commended for his passion of the fire service, his dedication to the safety and survival of Town residents and their visitors. His integrity is a great example to the newer personnel in our organization, making him a great asset to the Town of Palm Beach and the deserving recipient for the March 2018 Employee of the Month Award.