

The All Hands

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

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Fire Chief's Message—You Matter

By Darrel Donatto, Fire Chief



The employees of the Fire-Rescue Department provide exceptional service to the community. The Town's Fire-Rescue Department has received the highest possible rating for a Fire Department from the Insurance Services Office, and the department's EMS services are considered to be among the best available. To provide these services, the Fire-Rescue Department seeks to hire, retain, and grow exceptional employees who have the right character, attitude, passion, skills, and intelligence to match the expectations of the community. We have hired the best, we are working hard to develop and grow them so they can have successful careers and provide the exceptional service that the Department is known for, and we are working hard to retain them.

Almost everything that makes Palm Beach Fire Rescue great is a direct result of the great people who work for Palm Beach Fire Rescue. These men and women matter tremendously to our organizational success. Without them, we would not be what we are today, and we could not provide the service we do today. Thus, we highly value their input, ideas, opinions, suggestions, and feedback.

In an effort to capture the opinions, ideas, and suggestions of our employees, we are trialing an online tool called Officevibe to measure and improve employee engagement. Through weekly "pulse surveys" and anonymous feedback flows, we hope to better understand what is needed within Fire-Rescue to foster a positive work culture and drive a higher level of employee engagement.

Each week, employees are asked to respond to five simple and quick survey questions, and then are offered the opportunity to provide their feedback or opinion. The system is completely anonymous, creating a safe space in which every employee can share their thoughts, feedback, and suggestions to improve the overall work environment. This tool was developed based upon sound scientific evidence and the credibility of Deloitte.

For the management team here at Fire-Rescue, Officevibe provides an overall picture of employee engagement for the organization as a whole, and allows for segmentation by shifts at the lowest level. The system also allows us to respond to suggestions and feedback without compromising the anonymity of the person who provided the suggestion or feedback. Of course, employees always have the option of putting their name on their feedback if they wish as well.

The employees of Palm Beach Fire Rescue are who make this organization great and we truly want to know what we can do to make it even better. We need their opinions, ideas, and suggestions to do just that. Our employees matter greatly to us. What they have to say and how they feel matters greatly to us as well.



Continued on page 2

Administrative Update

By Jimmy Duane

Assistant Chief

The OpenSky radio tower high site in West Palm Beach at the One Watermark Place condominium is moving rapidly. The permit was just issued by the city of West Palm to start the electrical and air-conditioning work for the new site to enhance coverage in the town of Palm Beach. It is anticipated that the site will be on the air within the next 60 days. Once the roofers complete the tile work, the antenna itself will be installed. The antennas are already completed and the contractors will begin working on getting the site ready for the radio equipment. This will address our coverage concerns for the north end, where we typically lose radio signal strength. The tower will allow for radio high site transmission in downtown West Palm Beach and increased radio coverage to the Town of Palm Beach.



The Fire Rescue Department routinely runs calls for either the smell of gas or a confirmed active gas leak. Working on an island where virtually every structure is either supplied with natural gas or there is a natural gas line on the street increases the chances of leak occurring. While the gas system itself rarely leaks on its own, construction work is the common cause on the majority of the instances. During these emergencies, the safety of the public and the responding Firefighters is of the utmost importance. In a recent survey sent out department wide, a request was made to upgrade our shovels that are used on gas leaks. Our current shovels utilized are non-conductive, however not spark proof. New shovels have been ordered and will be placed on each of the suppression units. In addition, we are researching the need for a new gas monitor that would be specific to natural gas. Thanks to everyone for their input, we value your opinion!

Through a generous donation, the Richard David Kann Melanoma Foundation teamed up with the Town of Palm Beach by donating a sun block dispenser and supply of sunblock to help protect beach patrons from the harmful sun rays at Midtown beach. The foundation's focus is to "educate children throughout the country and give them the skills necessary to make healthy sun safety choices throughout their lives." The dispenser, located at the entrance ramp to Midtown Beach is the first of many they hope to place in Town. Patrons are encouraged to take advantage of this free service and help protect themselves.

The Ocean Rescue Department utilizes Honda Rancher ATVs at both Midtown and Phipps Ocean Park. These units provide rapid response to beach visitors that may require assistance from lifeguards faster when the distance from the towers is far. In addition, patients requiring medical attention can be transported from the beach to the Rescue in a safe manner. In the coming months, Ocean Rescue will be purchasing a new Honda Rancher ATV. This vehicle will replace a current ATV at Phipps Ocean Park which is suffering severe rust issues.



Fire Chief's Message (con't from page 1)

Officevibe is still very new and there is not enough survey data to make decisions upon at this point. However, we have received some very good and actionable suggestions and ideas that we have already used to make positive change; and this is exactly what we were seeking.

In the coming months, we will be looking for ways to get similar feedback from the community. Just as much as our employee's opinions matter to us, so do those of our customers. Together, we can make Palm Beach Fire Rescue better.

EMS Division

By Sean Baker
Division Chief

The Town of Palm Beach is especially vulnerable to a disaster in the form of a major hurricane due to the fact that we are on a barrier island. Although we have been fortunate to avoid a major catastrophe like our neighbors in the Florida Panhandle, we are urging our residents to have a plan just in case. Many lessons can be learned from the storms of the past, and the lessons learned from Hurricane Michael are no exception. A crew of Palm Beach Firefighters experienced the lessons first hand as they responded to the Florida Panhandle to assist with disaster recovery.

The State of Florida's Storm Emergency Response (SERP) Coordinator for Palm Beach County contacted Palm Beach Fire Rescue with a request for personnel to deploy to Florida's Panhandle after Hurricane Michael made landfall on October 10, 2018. This mission would bolster the national recovery response that started immediately after the storm passed.

The on-duty Battalion Chief assembled a crew consisting of Lt. Anthony Curtis, Driver/Engineer William Layman, Driver/Engineer Stephen Montoya, and Firefighter Austin Bradshaw. Engine 97 was prepped and ready to go immediately for this important mission.

Engine 97 arrived at Palm Beach County Fire Rescue Headquarters just past midnight on October 14, 2018 and joined together with firefighters from West Palm Beach Fire Rescue, Boca Raton Fire Rescue, Delray Beach Fire Rescue, and Palm Beach County Fire Rescue to form an Engine Strike Team. The newly formed strike team departed Palm Beach County Headquarters enroute to the Florida Panhandle.

After an overnight stay in Ocala and a stop in Tallahassee to join other assets, the strike team arrived in Marianna, Florida, on Monday October 15 at 11:00 A.M. Marianna is located in Jackson County and the citizens had not seen any rescuers until the arrival of our strike team and Urban Search and Rescue (USAR) Teams that day. Engine 97 was assigned with a USAR Team from New Jersey and began to survey the area for damage and victims of Hurricane Michael. Engine 97 crew stated that "many buildings had missing roofs or their concrete/brick walls were collapsed from collapsed trees and this damage was one hour inland from the eye-wall's landfall." Search crews had to conduct door to door searches by foot with the help of highly trained search dogs used by the USAR teams. Law Enforcement teams also escorted our firefighters as reports of looting were being reported in the area.

On Tuesday October 16, Engine 97 received a change of mission order to reassign to a volunteer fire station in Dalkeith, Florida, 27 miles North East of Mexico City Beach. The new mission called for Engine 97 to handle any emergencies in the area and to be prepared for the increased fire risk as power crews worked to restore electricity to the area. The volunteer fire station was also being utilized as a food, water, and emergency supply distribution center for the area, and Engine 97 helped with this effort while remaining available for calls. The crew was also out in the community delivering supplies to those who could not make it to the station and worked to make sure the citizens were as comfortable as possible while recovery efforts continued. Reports from Palm Beach Fire Rescue Engine 97 described scenes of major structural damage to homes, especially, roof damage, and the lack of food, clean water, and electricity. The crew worked diligently to clear fallen debris off of homes, installed blue tarps on leaking roofs, and repaired generators so that residents could try to return to some normalcy.



Fire Prevention

By Martin DeLoach
Fire Marshal

Your home is often referred to as your castle. Generally, there are a lot of items that could never be replaced after a fire or devastating storm like was just experienced in northern Florida. People invest a large portion of their money time and energy to making a building into a home. Could you survive a fire in your home?

These questions can be answered by understanding it can happen to you and you can survive with proper planning. After a fire people often say they never thought it would happen to them. People that rent a place to live often fail to get renters insurance. Homeowner and business owners fail to understand what their insurance covers or fail to have appropriate insurance to cover lost inventory or business interruption insurance.

A fire can wipe out every personal belonging that you have cherished from your home or everything that allows your business to be operational. Record keeping, inventory and pictures of all of your belongings stored in a different location can be helpful after a fire or storm.

Home owners and business owners need to evaluate their fire risk. This should be an annual event for both. When considering fire risk assessment it is useful to understand the definition of fire hazard. A fire hazard has two components balanced against each other, one is the possibility of a fire occurring and the other the magnitude of consequences of that fire. For example, a metal fabrication workshop has a high possibility of a fire due to the cutting and welding equipment. Providing the house keeping is good and no combustible substances are present, then a fire is not likely to spread, so the consequence is low, therefore the risk can be considered to be normal or even low.

Changes in how your business operates or how you use your house can change your actual fire risk. Homeowners that take up a hobby of wood working can increase their risk of fire. If a business adds storage or a different process, it can increase their risk for fire.

Identify any sources of ignition, (heat or flame). All homes and workplaces will contain heat/ignition sources, some will be obvious such as cooking equipment or open flames (heating or process). Others may be less obvious such as heat from chemical processes or electrical equipment.

Possible sources of ignition are: Defective electrical fittings and defective or misuse of electrical apparatus – light bulbs and fluorescent tubes too close to combustible materials, misuse or defective electrical extension leads and adapters, faulty or damaged wiring. Matches, lighters, candles and smoking materials. Flame or sparks from a work process such as welding, cutting, grinding or the use of a hot air gun are sources of frictional heat. Electrostatic discharges, ovens, kilns, open hearths, furnaces or incinerators. Boilers, engines and other oil burning equipment. Portable heaters, cooking equipment, including deep fat fryers. The threat of arson must not be overlooked and the malicious firing of combustible materials.

Having identified the hazards, you need to reduce the chance of a fire, both occurring and spreading, thereby minimizing or removing the chance of harm to persons in the workplace.

The risk should be reduced to an acceptable level by: Removing the hazard altogether. Reducing the hazard to the point where there is little or no risk. Replacing the existing hazard with a safer alternative. Segregating the hazard from the workplace. Developing a Fire Safety Policy and culture to ensure hazards do not occur in the home or workplace.

The Fire Prevention Division and the fire suppression crews completed 71 inspections in the month of October

Battalion Chief

By Mike Marx
Battalion Chief

The Fire Service has evolved over the past several decades from a specialty service that puts out fires, to a multi-dimensional organization. In addition to providing the public sector with first responders utilized for responding to medical incidents, the Fire Service is also responsible for the mitigation of events such as mass casualty incidents, active shooter events, and acts of terrorism. The Fire Service has adopted policies and procedures for handling demonstration protest, civil disturbances, and civil unrest/riots. They have expanded the circle of resources needed to have a positive outcome when mitigating these additional exposures to the public. These are only a few of the additional responsibilities now present within the Fire Service. As one can see, the added responsibilities placed on the Fire Service creates a greater demand for specialty training on unique events. The only way to accomplish these tasks is through the cooperation of the Town's residents and the many businesses located within the town borders. Palm Beach Fire Rescue Department and Palm Beach Police Department would like to extend sincere thanks to the resident locations and businesses that we have utilized during these training episodes. The residents have allowed our departments to train at their personal property locations and a few of our local businesses have allowed our departments to conduct realistic simulated training events within their boundaries. Fire Rescue was granted permission to pre plan buildings in order to minimize the number of hazardous exposures to the public. It is with these pre-incident plans that we are able to make the community a safer place. This mode of training is invaluable to our recruits and seasoned personnel as they get the rare opportunity to game plan with each other and participate in training with other departments that would be operating at such events i.e. Police, Public Works and the Fire Marshalls office. At the conclusion of such training, it allows us the opportunity to have an honest conversation with the business owners about Fire Prevention Programs, the availability of Knox boxes, and even to help develop exit strategies during different types of events. The training and familiarity with the homes and businesses increase our relationship with the community and demonstrates how to be affective when we respond to any emergency.

The strong relationship between the community and their public servants is what can make the difference between negative and positive outcomes. Many thanks to all of the residents and businesses who make our learning experiences possible.

B Shift, Station #3, Hose Drills in the Mobile Training Tower



Training—Setting the Standard through C.O.D.A

By Keith Golden

Division Chief

Palm Beach Fire Rescue follows the philosophy of delivering realistic training to our personnel, this is to help them manage their everyday job responsibilities and set realistic expectations upon our officers and aspiring officers and deliver the highest level of customer service to the residents. This was demonstrated during our first (C.O.D.A) or Company Officer Development Academy in which 16 participants had the opportunity to experience training in a real world environment conducted by leaders in our industry. Participants learned through lectures, scenarios and visits to high value targets within the Town of Palm Beach. Participants had the opportunity to work together in specifically designed simulations about topics like Fire Scene Size up. Learning to read a house to tell where the fire is and where it is most likely to go and also to be able to describe it to incoming units. Students also learned the benefits of Behavioral Health and the E.A.P (Employee Assistance Program) and how it helps to keep our internal and external customers happy. Other Topics like diversity and sexual harassment were covered, and a special class was given by Dr. Sheppeke the (Medical Director).

Our first ever CODA was very special in that most of our responders do not get to experience this level of intense education, scene simulation and realism to enhance their educational experience in such an environment surrounded by so many of their coworkers. The realism, interactive learning, simulators and personal engagement proved invaluable to the participants as well as the instructors involved. This CODA experience accomplished the goal of transcending expectations and delivering unprecedented training to enhance our customer service and bring all cognitive, psychomotor and affective learning together for the ultimate experience in emergency preparedness.

In addition, the class served as a great tool to help fill any and all customer service gaps as our goal has always been to service our customers with excellence and to truly live the Vision and Value statement that states “Every encounter is an opportunity to positively impact the lives of others”. All Fire Rescue employees understand that “people skills “are critical for personal and organizational success and because of this training, residents and visitors to the Town of Palm Beach will directly benefit from our first C.O.D.A. as we:

- Deliver better, faster service and increase customer satisfaction
- Know what customers expect
- Increase our credibility with customers—and add value to our organization
- Manage stressful situations more effectively
- Recognize the signals of customer irritation—and how to respond appropriately
- Assist in quickly finding a workable solution to all customer’s problems

All of the participants of this course grew in their ability to lead and manage others, in their skills to handle complex emergency scenes, and in their ability to deliver service the “Palm Beach Way.”

The Standard has been set.



Company Officer Development Academy



Company Officer Development Academy crews designed and implement drills to be utilized by the department in the future. The drills included firefighter down RIC, mass casualty, SCBA competency, initial arrival reports, and incident command. Additionally a number of speakers addressed the class including the Town of Palm Beach Medical Director Dr. Scheppke who discussed new medical protocols and some of the latest research in resuscitation efforts for patients in cardiac arrest.

Ocean Rescue

By Craig Pollock
Supervisor

Beach conditions along Palm Beach this month had an unfamiliar event take place; much of Palm Beach County felt the effects of Red tide. On Saturday September 29, lifeguards throughout Palm Beach County started to report complaints of an airborne irritant some of the symptoms included coughing, sneezing, tearing and an itchy throat. A red tide is a higher-than-normal concentration of a microscopic alga (plantlike organism). In the Gulf of Mexico, it is *Karenia brevis*, often abbreviated as *K. brevis*. At high concentrations, the organisms may discolor the water, sometimes red, light or dark green, brown or the water may appear clear. How the Red Tide got to Palm Beach County is still a matter of debate, although the general theory is it got caught in the Florida Current, which runs through the Florida Straits into the Gulf Stream. Town lifeguards closed Mid- Municipal Beach, Clarke Avenue Beach and Phipps Ocean Park from September 30-October 6. Beaches reopened as the Red Tide conditions began to diminish.

Training exercises



5 Reasons Why You Should Listen to Your Employees

By: Ranjit Jose Posted on December 7, 2015

<https://blog.shrm.org/blog/5-reasons-why-you-should-listen-to-your-employees>

Listening to employees, you might think, is a no-brainer. But, when you look deeper, you probably will be surprised at how little of listening happens in today's workplace. In a recent poll of professional workers in the U.S. and Canada, a whopping 64% of the 675 workers polled, agreed that "leaders making decisions without seeking input," was their biggest problem. This is one of the largest problems companies face in the workplace.

The following are five reasons why listening to your employees is essential to your business.

Employee Initiative

In a recent poll, 38% of employees felt that when leaders dismiss their ideas without entertaining them, they tend to lack initiative. An active and committed employee base, is one of the benefits of listening to your employees.

Management, HR and department leaders who are willing to tap into their own creativity and initiative, have sparked greater efforts from the workforce. Active listening starts within your ranks, and when nurtured, will branch out to your employees.

Engagement and Innovation

The importance of listening to employees can be seen in terms of innovation. Many companies encourage their employee's opinions through contests, rewards, and bonus structures. When employee ideas are heard and encouraged, the company can stand to positively impact the bottom-line, whilst engaging the employee simultaneously.

Staying Proactive

Instead of always finding ideas, suggestions and feedback from top-down processes, the power of crowd sourcing can be particularly effective in understanding what is truly important to employees. With the right tools, letting employees themselves ask and engage can bring issues that you need to be solving to the forefront. CEO's, Executive leadership, and HR directors can use this data in real-time to determine trending ideas, conversations, and feedback. This allows them to take immediate action, and enables a proactive, rather than reactive, approach.

Retention

Many employers make the mistake of moving forward with plans, like benefits programs, and bonus structures, without engaging their employees first. Listening to employees concerns can help you develop retention strategies that focus on boosting employee morale. With a solid program in place, that encourages active listening of employee concerns, you can have a positive impact on your retention percentage.

The Bottom-Line

Another key reason why listening to employees is important is how impactful it can be to your bottom-line. Employees who feel listened to feel more connected with the employer and in turn feel more engaged and motivated to do the best work for the organization. In addition to having tools in place that can help ensure that you are listening to your employees, having regular open forums such as All-Hands Friday lunches, Quarterly all-hands on company goals etc. can inculcate a culture of listening and open communication within the company.

EMS Article (con't from page 3)

Engine 97 returned back to the Town of Palm Beach after one week of being embedded in the community and the crew was grateful to be a part of the recovery effort. They were able to put their skills to good use and truly make a positive impact on the lives of others. There is one message that was taken away from their experience as part of the regional engine strike force. That lesson is to always be prepared...



Honor Guard



Palm Beach Fire Rescue had two members attend Honor Guard training at the State Fire College. The Honor Guard is a ceremonial unit dedicated to honoring fallen firefighters. The Honor Guard also participates in local events such as parades and posting the colors. Lt. Brian Matzen and FF Thiago Barosa completed the course learning: the history of the Honor Guard, drill and ceremony, flag etiquette, posting the colors, and more. Congratulations to the two new members of the Palm Beach Fire Rescue Honor Guard.

Photo Ops



Fire Prevention Week



October brought us Fire Prevention Week. One of the activities Palm Beach Fire Rescue took part in was story time at The Society of the Four Arts. Lt. Cadet, FF DiRocco, and FF Hadad shared stories with children, taught about fire safety, and donned their bunker gear. Having the opportunity to work with children in this setting teaches them firefighters are there to help. Our firefighters love the opportunity to share with the children in our community.

SEPTMEBER DEPARTMENT STATISTICS

Training Hours

A Shift	545
B Shift	591
C Shift	774
Total	1910

Fire Prevention Inspections

71

Ocean Rescue

Visitors	5,982
Town Ordinance Enforcements	111
Jellyfish stings	16

FIRE and EMS

FIRE Calls	80
EMS Calls	125
Transports to Hospital	76

OCTOBER BIRTHDAYS:

Damon Patrick	11/01
Justin Heinrichs	11/10
Houston Park	11/17
Michael Bean	11/21
William Layman	11/25
Mark Bradshaw	11/26
Martin Deloach	11/26

OCTOBER ANNIVERSARY CELEBRATIONS

Keith Golden	11/14	24 years
Mario Reyes	11/14	24 years
Craig Johnson	11/02	16 years
Joseph Sekula	11/02	16 years
Stuart Grimes	11/04	14 years

EMPLOYEE OF THE MONTH 2018:

January	Stephanie Mavigliano	July	Anthony Curtis
February	Craig Pollock	August	Christopher McKay
March	Charles Shinn	September	Danny Dunnam
April	Kristen Ruest	October	
May	Anthony Curtis	November	
June	Frank Mavigliano	December	

Employee of the Month—Danny Dunnam



The Palm Beach Fire Rescue Awards Committee has chosen Lieutenant Danny Dunnam as Employee of the Month for September 2018.

Lieutenant Dunnam has served in the Palm Beach Fire Rescue organization for 22 years. Danny was promoted to Driver Engineer in 2004, and then to Lieutenant in 2015. He is currently assigned as the officer of Ladder 99 at the South Station on "B" shift. Lt. Dunnam also serves as a field training officer (FTO) on "B" shift. Lt. Dunnam was previously awarded the Employee of the Month November 2014, and October 2015.

Lt. Dunnam has demonstrated that he is committed to the Department's Vision and Values as he continually seeks to "positively impact the lives of others." Lt. Dunnam approached Fire-Rescue staff with the concept of delivering a company officer development academy here at Palm Beach Fire-Rescue to grow and develop our future leaders. Lt. Dunnam conducted the research, presented a plan, and once approved, served as the lead for the delivery of this two-week course. Lt. Dunnam reached out to his network of fire service leaders to participate in the delivery of this program and served as the primary point of contact throughout the course.

The results of Lt. Dunnam's efforts transcended expectations. All of the participants of this course grew in their ability to lead and manage others, in their skills to handle complex emergency scenes, and in their ability to deliver service the "Palm Beach Way."

We highly commend Lieutenant Dunnam for his dedication and devotion to the Palm Beach Fire Rescue organization. He always strives to do his best and make Palm Beach Fire Rescue a better place to work. His daily efforts in the community are an example of what we stand for and strive to do every day. Danny Dunnam is the deserving and outstanding recipient of the September 2018 Employee of the Month award.

