



Congratulations

Mission Statement

The Delray Beach Fire-Rescue Department is resolved to provide the highest quality of emergency services to residents and visitors of our community; effectively mitigating all types of incidents threatening life or property; educating the public in specific aspects of health and safety to assure a superior quality of life.

Vision Statement

“Our vision is to provide Fire-Rescue, Emergency Medical and Special Operations Services at the highest level of excellence, professionalism, and commitment to the community. Proud of our past and embracing our future, the members of Delray Beach Fire-Rescue will work as an effective and integrated team, dedicated to continuous improvement and maintaining a positive environment. The Department will be a model to others and the pride of the community”.



Congratulations to **Lieutenant Mockenhaupt**, **Lieutenant Gibson** and **Driver Engineer Close** on their much deserved promotions. We wish them much success.

Farewell & Enjoy Your Retirement



Congratulations to **Lieutenant Kobrin** retiring after 29 years of excellent service. You will be missed.

Happy Halloween

“Preparing for the worst.....Delivering the best”

From the Desk of Battalion Chief Michael Twigger

The Golden Rule: “Treat others as you want to be treated”

As I go about my day at work I get to witness or be part of several types of personnel interactions. The majority of interactions I witness consist of situations involving co-workers. The interactions involve supervisor to subordinate, subordinate to supervisor, trainer to trainee, mentor to mentee and peer to peer. There are positive interactions but it is the many negative interactions that occur that I want to address.

A simple implementation of *The Golden Rule* in your every day dealings with people could change a negative interaction into a positive interaction. I would say with confidence that most people want to be treated with respect and fairness. I would also say that our co-workers want to be treated as adults, professionals and people who have something to offer in their chosen career.

A basic interpretation of *The Golden Rule* is this; treat others only as you would consent to being treated in the same situation and to ensure a proper perspective place yourself in the other person's shoes on the receiving end of any action. Simply put, do not act towards someone in a way you are unwilling to be treated if you were in the same circumstance.

A suggestion for supervisors when using *The Golden Rule* would be to stop the management practices of ‘do as I say, not as I do’, ‘accountability starts and stops at the bottom’ and ‘make others look bad to make yourself look good’. These practices never work and they reduce your credibility. Everyone here started at the bottom so remember where you came from. Utilize the management theory that you are a direct reflection of your personnel. In order to be successful your personnel need to be successful first. Provide support and encourage personal development of all kinds.

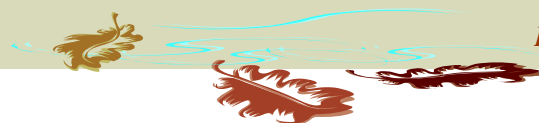
Peers, be happy for your co-worker when something goes well for them. Instead of enjoying the pain your co-worker might be suffering due to a personal dilemma or a professional set back offer encouragement, empathy and a sympathetic ear. Through the course of a fire service career everyone will go through highs and lows in their life. So, if it is your turn on the high cycle help those on their low cycle. The concept of a cycle means your spot will eventually change. Stop the practice of ‘since I was treated poorly in my career then I am going to treat those around me the same way’. It is up to you to stop this destructive pattern.

Successful businesses and organizations know their employees are the most important factor in productivity and well treated employees are more productive than poorly treated employees. We as members of this organization are receiving lots of negative external messages concerning our careers for which we have no control. But we do have the ability to control internal messages. If we practice *The Golden Rule* in delivering these messages it will go a long way in an effort to make them positive.

The biggest challenge of this career should be developing ourselves into the best firefighter/ EMT or Paramedic, Driver Engineer, Lieutenant or Chief Officer and not surviving the day to day destructive behaviors of our co-workers or supervisors. I wish good luck to those who are willing to embrace the concept of *The Golden Rule*. For those who want to stay on the path of negativity I wish you a change of heart.

“If we violate the golden rule, then we're violating the spirit of fairness and concern that lie at the heart of morality.”

Harry J. Gensler



Letters of Gratitude

Dear Chief James,

I am writing today to tell you about one of your Paramedic Teams. The *Kathy Hoecherl, James Bunnell* and *Almando Newland*.

We have had to call 911 numerous times since we moved to Delray in 1990.

All your personnel are wonderful, but this team was the nicest. They were very diligent, caring and did not overlook anything. My husband Richard was in very good hands with this crew.

Please acknowledge them in some way for the good job they did.

Regards, Carol Belits

To Chief James:

I was eating at Duffy's Sports Bar, on Linton Blvd., when another diner, an elderly gentleman with a walker, fell off his chair, and hit his head. Within 5 minutes, responders *Greg Mahoney* and *Moe Levy* appeared on scene, and took immediate action. They stopped the bleeding, took vitals & helped the gentleman back on to his seat. I am proud to have these guys "on our side".

Your department does an excellent job and is appreciated by the senior citizens of Delray Beach.

Jack L. Levey

Dear Chief David James,

I have just completed the most recent session of CERT Training.

As a ten-year resident of Delray Beach, I would like to express my thanks to the fine team that made this course such a meaningful experience. *Kenny, Joe, Ed* and the CERT volunteers have definitely prepared me to help myself, my family and my neighbors in the event of a catastrophic disaster.

I sincerely urge this program be continued in Delray Beach.

Cordially,
Elmer Hobbs

*A big thank-you to all the nice people
at Delray Beach Fire Rescue.*

*The Volunteer Luncheon was truly
wonderful and greatly appreciated.*

Love

Rhoda Stiefel

Delray Beach Fire-Rescue Volunteer

Volunteerism

18th Century Volunteerism in America

In 1736, Benjamin Franklin founded the first volunteer firehouse. This tradition still continues today, as many small towns and cities have a volunteer fire department that makes a huge difference in local community life.

During the Revolutionary War, volunteers got together to raise funds for the war efforts, and organized boycotts of various products from Great Britain, showing both their philanthropic attitude and patriotism.

The 19th Century

The religious rejuvenations during the Great Awakening of the 1830s inspired young people to get involve with outreach work through various religious organizations. Local churches ran all sorts of relief programs, helping the homeless and those victimized by unforeseen circumstances.

The now prolific YMCA also started in the mid 1800s, started on a college campus in Michigan, while the American Red Cross is established in 1881. Yet another still-recognizable charity, the United Way, begins in Denver and coordinates local services for people in need.

The 20th Century

While most volunteers of the 18th and 19th centuries found their assignments through their church or another private sector, the 20th century is where mainstream volunteer organizations really began to flourish. The first example of this is the start of the Rotary Club, which was founded in 1910. The Lions Club and Kiwanis were not far behind, as these were both established before 1920. Soon, organizations were coming into existence with the sole purpose of helping other organizations find their way. America was full of volunteers functioning in every region of the nation, giving others the chance at a better life.

Today's soup kitchen concept was most likely created during the Great Depression, as the country experienced an overwhelming need for assistance with the simplest of things – namely food and shelter. Countless Americans and their families were helped by Depression bread lines.

Environmentalism also found its place during the 1930s, as President Roosevelt raised awareness by helping the Conservation Corps plant approximately 3 million trees in a single decade.

During World War II, many volunteer organizations went to work on supporting both servicemen and civilians in a variety of areas. And in the 1960s, volunteerism focused on a different kind of war – a liberal one against poverty, inequality and violence around the world.

The history of volunteerism in America continues to be written today as a new generation of world changers is raised up in a nation that cherishes philanthropic efforts. The 21st century causes include green living, animal welfare and equal rights regardless of race, gender and sexual orientation. It is a great era to be alive, as many are devoting time and energy toward improving the welfare of those around them.

To find out how you can get involved with a volunteer organization, visit a website such as Volunteer Match, which will lead you to customized opportunities to serve, based upon your specific demographic and interests.



A Heartfelt "Thank You" to all our Volunteers for their commitment & devotion to Delray Beach Fire-Rescue!



You are greatly appreciated !



October

Birthdays

2nd
Steven Press

3rd
Matthew Mahoney

5th
John Connolly

11th
Christopher Hutchinson

13th
Andrew Zimmer

18th
Michael Camera
Joseph Falcone

22nd
Hal Knabb

24th
David Marchsteiner

25th
Kenneth Hansley



The distribution of our next newsletter is November 15, 2010. All news articles should be turned in to Debra Nastasi, Administrative Assistant in Fire Safety on or before, November 12, 2010. Thank you once again for your contributions and we look forward to the next issue of "Hot Topics."

Anniversary

23rd
Tony Ojea
21 years

1st
Robert Creasman
20 years

22nd
Travis Franco
Dennis Simpson
Matthew Mahoney
4 years

Firefighter/Employee of the Year Nominations

Please submit your nominations on the Nomination Form located at S:\Fire\SHARED\Fire-Rescue Awards Program to Executive Assistant Desiree Kazakevicius no later than Friday, October 29.