

HOT TOPICS

January 15, 2002
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In Loving Memory of Peter L. Firehock 1953-2001



December 22, 2001 is a day that many of us will never forget. The upstairs training rooms were packed with our families and children for the annual holiday party. Santa Claus had just arrived on Engine 1 and the kids were all waiting for him to call their name when we received a call from the detective bureau of the Boynton Beach Police Department. The call that as a Battalion Chief I hope I never receive again. "I am very sorry to inform you that one of your brothers, Peter Firehock, was killed today in a hit and run accident in Quantum Park" said Lieutenant Chris Frey. This article is dedicated to Pete and Beth Nowell, two lives that were so violently and suddenly taken from our world. May they rest in peace.

and father. From Cape Coral, Ocala, Melbourne, West Virginia and more than 20 other departments, Fire Fighters and Police officers came to stand for one of our own. Flowers and oversized pictures of Pete stood on each side of Pete's helmet and boots which lead the procession on Engine 1 from the funereal home to the tennis stadium.

During the service the Mayor, co-workers and family members spoke of Pete's life and career. "The city's lost a valuable member of its family," said Mayor Schmidt. During the service, Greg Firehock, Pete's nephew, said that he had recently named his newborn son after Pete because of what Pete had meant to him as a young man growing up. Pete and his namesake, Peter L. Firehock III, were scheduled to meet next month at a trip that Greg and Pete had planed several months ago. "I hope to be a father to my son like Pete was to Kurt," said Greg.

We may never fully realize the loss that Pete's death means to this organization. We will never be able to replace his knowledge, experience or leadership abilities. May he rest in peace ... "where the seas are calm, the water is clear and the marine life is plentiful."

Richard M. Murphy, Battalion Chief

As we dealt with the emotions of what at first appeared to be the accidental hit-and-run death of Pete, we were all stunned with the bizarre twist that it may in fact have been a deliberate act. While this was a place that Pete often exercised with his buddy "Pepper" he apparently "was in the wrong place at the wrong time" according to the BBPD theory of his death. "We believe that the suspect perceived Pete as a witness. He may not have been a witness he may have been flat out a victim."

While the following days were filled with much grief and sorrow for the entire Department, we all rallied around each other and Pete's family to do what ever could be done to ease the pain and deal with the circumstances. Those efforts were exemplified when Pete's family and over 800 of his brothers and sisters in the Fire Service filled the stands at the tennis stadium on Friday, December 28, 2001, to pay tribute to their friend, mentor, brother



Kurt Firehock was presented the US Flag by the Fort Lauderdale Honor Guard and Division Chief Chief Russell Accardi, who also stands by as Fire Chief Kerry B. Koen presents him with his father's helmet.

Photo by Asst. Fire Chief Michael B. Wigderson

EMS News

By Division Chief Robert Moreland



EMS Division Chief Robert Moreland, III

Greetings everyone and Happy New Year!

I'm just getting settled into my new position as EMS Division Chief, and looking forward to the assignment.

I'm very interested in everyone's ideas and concerns, especially regarding our EMS operations, training

and quality improvement. My door is always open, so please step in and visit.

ONLY IN AMERICA

Only in America...do people order double cheeseburgers, large fries, and a diet coke; Only in America...do banks leave safe doors open and then chain the pens then chain the pens to the counters; Only in America...do we leave cars worth thousands of dollars in the driveway and put our useless junk in the garage; Only in America...do we use answering machines to screen calls and then have call waiting so we don't miss a call from someone we didn't want to talk to in the first place.; Only in America...do we buy hot dogs in packages of ten and buns in packages of eight.

Kerry B. Koen

Fire Safety News

By Assistant Chief William Adams

THIS MONTH IN THE HISTORY OF FIRE

On November 28, 1942, one of the deadliest fires in U.S. history took the lives of at least 492 people. The fire occurred in an overcrowded nightclub called the Coconut Grove, in Boston, Massachusetts. The impact of such a catastrophic event is hard to comprehend but one statistic provides a point of comparison: In the first 24 hours alone, more blood plasma was given to victims of this fire than had been used in Hawaii following the attack on Pearl Harbor!

Several factors contributed to the large number of deaths. The fire spread rapidly over combustible materials used to decorate the interior. The number of occupants vastly exceeded the capacity of the exits. Bodies were piled seven and eight feet high at the doors.

Some firefighters had claw marks on their legs from victims trying to pull themselves to safety. Some exits were locked. Others were revolving doors, which quickly became inoperable as patrons pushed and shoved each other in panic.

Following this tragedy, several changes were made to strengthen the codes in are as such as exit capacity, emergency lighting, interior finish, and automatic sprinklers. It is important to remember, however, that codes are only effective if the resources are allocated to enforce them.

PENSION NEWS

As everyone knows, the last two years have been shocking and unpredictable as far as financial matters go! Market strategies have been turned upside down, and the winners one year end up the losers the next.

Who would have thought that the top performing public pension plan for the year 2000, would have turned in a whopping 4.1% total return! Even more shocking (to everyone except maybe Paul Hensley) was the fact that it was the state of West Virginia that turned in that winning performance. Just kidding Paul!

How did they do it? Well, West Virginia didn't even begin investing their funds in stocks until 1997. They started slowly, so by the year 2000 they had placed only 40% of the plan's assets in stocks. When the market downturn came they had less exposure than other plans, which normally have about 60% of plan assets in stocks.

Some might say that they just got lucky. They better not say that to Paul (a native of the great state of West Virginia). However, this example does point out the fact that at a given point in time any asset allocation may be a winner.

How does a pension fund measure its performance over longer periods of time? Our fund uses a "benchmark" as a point of comparison. The benchmark is a hypothetical portfolio comprised of 55% Standard & Poor's 500 Index, 40% Lehman Brothers Government/Corporate Bond Index, and 5% 90 Day T-Bills.

For the fiscal year ending September 30, 2001, that benchmark returned a - 10.64%. Our fund's return was -6.95%. In other words, we beat the benchmark, even though we had a negative return! Did I mention that it's been a shocking and unpredictable couple of years.

Bill Adams

FEMA: How and Who?

By John Tomaszewski, Assistant Chief

In the November and December issues of Hot Topics we looked at the Federal Emergency Management Agency (FEMA) and answered the questions, "What is FEMA", "Where is FEMA" and "What Does FEMA Do". This month, we will answer the How and Who questions about FEMA.

How is FEMA Organized?

FEMA has five major "directorates," including Preparedness, Response, Recovery and Mitigation; Training and Exercises; the Federal Insurance Administration; and the U.S. Fire Administration, of which the National Fire Academy is a part. There is a FEMA Director and Deputy Director. On February 15, 2001, the U.S. Senate confirmed President George W. Bush's choice of Joe Allbaugh to serve as the Director of FEMA. The 10 regional directors are also presidential appointees who report to the Office of Policy and Regional Operations, in Washington, D.C.

Two of these regional directors that were recently appointed came from the fire service. Ken Burris, most recently the chief operating officer of the U.S. Fire Administration, has been appointed as director of FEMA Region IV, which includes Florida. Ken served as a firefighter for 22 years, and Fire Chief in Marietta, Ga. for nine years. Dick Hainje, a 23-year veteran of the Sioux Falls Fire Rescue Department has been appointed as director of FEMA Region VII.

On December 3 the U.S. Senate voted by unanimous consent to confirm R. David Paulison the former chief of the Miami-Dade Fire Rescue Department as the head of the U.S. Fire Administration. He was sworn into his new position on December 17.

Who is FEMA?

FEMA has about 2,600 full-time employees and over 5,000 temporary and reserve employees called Disaster Assistance Employees (DAEs) who are deployed during federal disasters. DAEs travel from around the country and stay at the disaster area for weeks or months. They are responsible for a variety of tasks aimed at helping the community recover, including going door-to-door to disseminate information on applying for assistance, working with local officials to remove debris, and assessing damage to governmental infrastructure such as roads and public buildings.

Next month we will review the process of federal disaster declaration and the disaster aid that is available.

Coping With The Threat

Community Education News

By Lieutenant Hal Knabb

After September 11, 2001, our lives have changed forever. The likelihood of a terrorist attack, although seemingly remote, might still be possible. Residents have called and asked, "What can we do in case of a possible terrorist attack, especially a bioterrorist attack?". We have also received referrals on this subject of bioterrorism from the Delray Beach Police Department.

According to LSU Department of Pathobiological Sciences, one of the most feared forms of terrorism is bioterrorism. Bioterrorism consists of the use of biological weapons as tools to terrorize and scare individuals and their governments. Biological weapons are effective tools of terror because of the uncertainty of their outcomes and effects on the human body. Most of the biological weapons used by terrorists are rare diseases that might have no vaccine or treatment available, or they are difficult to diagnose. The effects of biological weapons are potentially devastating.

In order to address these concerns, we are offering a program "Coping with Terrorism in a Changing World". This program provides guidance to ensuring a safe environment both at home and in the workplace. The program follows a standard of care prescribed by the American Red Cross, United States Justice Department, United States Postal Service, FBI, and LSU Pathobiological Sciences Department. The protocols are simple, easy to follow, and stress: being active, vigilant, and calm. A follow up section covers recognizing and treating post stress syndrome. Generally many of the concepts covered in this program are the same concepts that our C.E.R.T. members learn during their first lesson: Disaster Preparation Training.

The first class is scheduled at High Point Section One Clubhouse on January 14, 2002 at 1300 hours.

Lt. Hal Knabb sponsors various community education and outreach safety programs such as Child Seat Education, CERT and CPR/AED. For further information on these and other programs offered, please contact Lt. Knabb at 243-7422.

Training and Safety Division

by Division Chief Russell Accardi

The Palm Beach Community College 40-hour Aerial Apparatus Course was hosted by the Delray Beach Fire-Rescue Department, December 10-14, 2001. Congratulations to the following personnel who successfully completed the course: **Paramedics Todd Lynch, Joe Lang, Randy Bahe, Odell Lewis, John Lasko and Chris Hutchinson.**

The new countywide High-Rise SOG training was conducted for both Delray Beach and Boca Raton, December 17-22, 2001. The new SOG and Appendix will be available in each station in a three ring binder. A laminated Quick Reference is available in each Delray apparatus' Special Information Binder.

We will conduct "hands on" High-Rise evolutions to reinforce the classroom sessions for the new SOG's at the end of January.

We have scheduled joint training with Delray Beach Ocean Rescue to address communications and emergency response procedures for the beach area.

Risk Management will be providing an overview of the new supervisor injury/accident reporting procedures. The training session will be for all supervisors in the department.

A Preceptor training class to be conducted for all Paramedics will provide helpful information when Paramedic students are assigned to them for Paramedic School ride time.

The Training and Safety Division put out a memo seeking interest of individuals in helping conduct Rapid Intervention Training/Fire Fighter Rescue for our department. Several individuals have responded and are being sent for Advanced training on this topic. Upon completion of this they will be helping conduct in house training with all operations personnel. They will also be providing recommendations for equipment purchases, as well as reviewing our current SOG's for this very important topic.

The Department will be hosting the Paramedic Program provided by ATEC, which will be conducted in the training rooms at Fire Headquarters Tuesday and Thursday nights. This accelerated program starts January 7, 2002 and concludes the end of September, 2002. This Pilot delivery is being evaluated as another option available to our personnel wishing to become Paramedic certified.

Lt. Mark Reynolds and Lt. Wayne Yoder attended a Train the Trainer class in Sarasota, Florida on December 19, 2001. This class provided training on our newly purchased BTA test strip Biological field test equipment. Training of all Haz Mat Technicians on this equipment will be scheduled in the near future.

Anyone interested in sharpening their skills in vehicle extrication may want to attend the 40-hour Extrication Course offered by OSHA Safety & Technical Rescue, Inc. The course will be delivered February 4-8, 2002 at the Hollywood Airport

Hilton Hotel. Three of our personnel attended this course and highly recommend it. See the training board for more information.

Special Operations Incidents:

B-Shift responded to a mercury spill which had to be contained and then collected for proper disposal.

C-Shift the next day responded to another unrelated mercury spill at a different location and contained that one for proper disposal also.

Training Schedule 2002

January 2nd – 4th

Company Level

January 9th – 11th

Stations 2 & 5 Scenarios with Ocean Rescue

Supervisor Injury & Accident Reporting

January 15th – 18th

Haz-Mat Techs at Station 5

January 23rd – 25th

PBCC Preceptor Class
for all Paramedics

January 30th – 31st

High-Rise Training Evolutions

12-Lead EKG Defibrillator

The department is approved to receive grant money from the Palm Beach County EMS Grant Process for the purchase of two 12 – lead EKG monitor/defibrillators. The field test, data collection, and purchase agreement for the monitors is complete and has been passed on to Chief Koen and Chief Moreland for their approval.

Though grant money is being used to purchase the equipment, approval by the City Commission is needed due to the cost of the monitors. The department is waiting to receive official notification from the County prior to having the purchase request placed on the City Commission Meeting agenda.

The County has advised that they are waiting on the paperwork from the State, which should arrive soon. We should have the new monitors in service by March or April.

Michael Twigger
Paramedic Lieutenant

From the Chief's Desk

A new year and many new opportunities ahead...and that's a "good thing". We are blessed in this community to have so many talented professionals in the organization and our objective this year will be to involve more and more of you in planning for the future, and designing services for our growing community.



EMS Division Chief Robert Moreland, III

We are looking forward to working with **Div. Chief Rob Moreland** in his new assignment. I have "tasked" him to put together a plan and proposal to "kick it up a notch" and move our EMS program to a new level of performance. **Dr. Wolff** and I have also discussed this matter and he is also looking at technology "beta site" opportunities that may be of interest in the near future.

This year we will be much more involved in **CPR Day** in south county on April 13th. We have asked a well-known Delray Beach community leader – **Mr. Dan Burns** – to serve as our community chairman for this year's event which will probably be held at Florida Atlantic University. **Last year over 1,000 residents** were trained in CPR in one day, with about 150 Delray residents participating. This year, with Dan's assistance and a full time staff person in the EMS position, we should expect a much better showing.

We also are looking forward to a re-energized relationship with our Community Emergency Response Team members. Soon they will be receiving copies of our newsletter and I have offered them their own column on a monthly basis. We also are in the process of selecting an official shirt for them as well as the creation of a "CERT Roundup Day" just

prior to Hurricane season...including a social event and some "off the grille" refreshments.

Many of you remember **Retired Police Chief Chuck Kilgore** who was in town in late December. He recently and suddenly lost his wife of many years, Joan, and was in town visiting friends. He stopped by Headquarters and commented on the many improvements made throughout the community since his last visit in 1993. He asked to be remembered to you all.

The year was a busy one with **10,873 being the final incident number** for 2001 which occurred at 2304 hours on December 31st. Lots of calls, lots of good care for **Mr. and Mrs. Smith**, and not enough can be said for the great work each of you put forward to care for persons and property in the community. More statistics will be forthcoming about our "busiest year ever".

The quarterly awards program was held on January 8th and the program was filled with many unit and individual achievement awards. The city's employee recognition awards program, which was also held recently, brought back some memories that 11 of our staff had made the **10-year mark**. They were hired to staff Engine 5, first in a temporary station, and later in the present facility. Fifteen personnel were in the original group 73% still with us. Some of you remember the unprecedented opening of that temporary facility **in just 88 days** from the time we were authorized to proceed with the project until Station No. 5 and Paramedic Engine No. 5 went into service. No one has ever equaled that record thanks to **Asst. Chief Wigderson (Retired)** and a key group of city staff that just would not recognize that "it can't be done".

Fifty-two Delray Beach families benefited from Holiday food baskets provided by the Noontime Kiwanis Club, which were distributed on December 20th. Thanks to **Victor Williams, Jerome Weatherspoon, Shawn Beckowitz, Danielle Connor,**



Retired Asst. Fire Chief Mike Wigderson

Charles Lawson, John McKessy and Mark Singer for assisting the Kiwanis Club in moving the donated food from Publix to St. Paul's Church for pick up by families needing a helping hand at Christmas time.

Finally, we received word that our package containing several memorial books from the Delray Beach "Night of Pride" event, as well as hundreds of letters from Delray Beach school children reached **Fire Commissioner Von Essen's** office in Brooklyn through the assistance of a retired FDNY Fire Dispatcher and the Asst. Commissioner for Communications. We also included a new, blue uniform shirt for both the Commissioner and **Mayor Rudy Giuliani** and a note from my desk with thoughts from us about what the Department and New York City have endured.

Finally, congratulations to our newest Driver/Engineer, **Jerome Weatherspoon**. We look forward to Jerome's skill and ability being displayed "responding" and "arrival".

Kerry B. Koen



Driver Engineer Weatherspoon receives his new badge from Chief Koen.

Letters from “Mr. & Mrs. Smith”

“What those Firefighters did was above and beyond the call of duty. My father has paid taxes for over 75 years and he feels that this one event more than equals all that he has ever paid”.

D.S.G. – Delray Beach

“We feel sure that your fast, effective and wonderful response saved our son’s life. He sure made a mistake, but he is our son and we love him very much and we are so happy that he is still with us. May God be with you”.

G. & J.K. – Nashville, TN

“I am writing to let you know that it is great to know that there are Firefighters and Paramedics like you all so close to my home here in Rainberry Bay. Glad to have you guys in my backyard”.

B.J. – Delray Beach

“My mother had a sudden on-set of dizziness and extreme weakness. She was given kind and compassionate care by the crew as well as her first ambulance ride at the age of 79. God Bless!”

Mr. and Mrs. D.T. – Deerfield Beach

RECIPE OF THE MONTH

Spinach Rice Salad

- 1 cup Uncle Ben’s Converted Brand Rice
- 1/2 cup bottled Italian salad dressing
- 1 tablespoon soy sauce
- 1/2 teaspoon sugar
- 2 cups fresh spinach, cut into thin strips
- 1/2 cup sliced celery
- 1/2 cup sliced green onions, including tops
- 1/3 cup crumbled crisp bacon (optional)

Cook rice according to package directions. Transfer to bowl. Cool slightly. Combine dressing, soy sauce and sugar. Stir into warm rice. Cover and chill. Fold in remaining ingredients before serving. Makes 6 to 8 servings.

Congratulations to our Support Services

Admin. News

By Ellen P. Wickert

personnel. They received a Unit Citation Award for their efforts regarding the E.M.S. Transport billing. This past year we collected \$1,159,952, surpassing last year’s revenue by \$119,656. The collection rate was 69.62% before adjustments and the adjusted collection rate was 102.96%. The research and follow up that this team concentrated on has increased the revenue collection rate. Each rejected claim is analyzed and if deemed necessary a review of the claim is requested. In addition much work is needed to determine the correct insurance company, addresses and type of medical code to describe the patient’s condition. Also, congratulations to Staff Asst. Cecelia Shade who was awarded the Employee of the Quarter for the successful implementation of the department monthly newsletter “Hot Topics”. Cecelia has included graphics and photos in the newsletter to enhance the appearance and has gathered articles from many different personnel that are included in each issue. The newsletter has been published in a timely manner and is very informative. Keep up the good work!

COMMUNITY EMERGENCY RESPONSE TEAM

Congratulations to those C.E.R.T.



Ellen Wickert, Administrative Officer presented the clerical staff, Tammy Wheatley, Cecelia Shade, Gloria Marsh, Roxanne Tilghman & James Sampson with the Unit Citation Award.

Members who have successfully completed their re-training program conducted by Lt. Hal Knabb and Firefighter Ken Thompson. This is a partial list of the graduates:

Rainberry Bay

Arlene Sherman	Mort Levine
Sidney Sherman	Arthur Agin
Mort Lewis	Albert Wasson
Irwin Rockoff	Jim Freidman
Merilyn Rockoff	Marilyn Freidman
Peter Phillips	Sumner Domesek
Helen Wasserstein	Fiore Napolitano
Stanley Wasserstein	

High Point

Lelia Sterescu	Susie Robinson
Kay Rena Scharf	Ralph Porrecca
Charlotte Lichenstein	
Bernard Federgreen	

Woodlake

Shirley Jacobs	Betty Fish
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Tropic Isle

Gerry Fraciososa	Sandi Fraciososa
Richard Van Gemert	

Hamlet

Betty Gluert	Don Goldsmith
Renee Goldsmith	

The re-training will continue into the middle of February. Bringing the Community Emergency Response Teams up to date and ready is the prime objective for the Department.

Bernard Federgreen

HIS-tory by Asst. Fire Chief M.B. Wigderson

In August of 1987, when Asst. Fire Chief Wayne Roseke, retired from our Fire Department to become the Fire Chief of Lake City, Florida. Chief Koen called me at home while I was on vacation to advise me of Wayne's retirement and asked me if I would be interested in a temporary assignment to "forty hours" to fill in until a promotion would be made. I told him I was most comfortable with the Operations side of the position, but I would try to keep up the Administration duties with the help of the shift Captains running Operations. This was agreeable and just so it would not appear that I was too eager I asked if I could talk it over with my family and get back to him. Little did I realize how this change of hours could affect my family. First, Susan would lose her every third day off, or as we called it "A Sue Day" a day she would read, sew, bake or whatever. She had grown quite use to my schedule over the fifteen years on shift. Second, Beej, who was seventeen and dating, kept saying, "You will be home every night?" And finally Martin, who was only interested in, "would I be getting a staff car", thus making our Camaro available to him. The first thing I set out to do as the Acting Asst. Chief was to automate the pole duties by placing photocells on all of our outdoor lighting and to light up the flags so we could leave them up all the time. Next I would find a way to standardize the amps in the electrical motors for the overhead doors so that we could have automatic door openers for all stations. Up until then it was common practice, rain or shine, that the passenger would lock up when leaving and open up the station when returning. In later years I would find I would miss the routine of pole duties, especially when it comes to securing the station. On April 16th, 1988 I was promoted to Assistant Fire Chief. In the late eighties we were so cramped for space that the only answer left was to rent portable office space. Our first was a single wide trailer for Fire Safety that was placed on the north side of the Central Station. This was replaced by a double wide on the west lawn and then we added 14'X 60' single wide at the north end of it for training. Also in the late eighties a number of business leaders and City officials formed a committee to improve the

infrastructure and capital improvements needed throughout the City. This plan would be called "The Decade of Excellence" and the bond money would make it possible to replace Central Station with a new Fire Headquarters, add Station #5 in the southwest part of our City, and to remodel Fire Stations #3 and #4. We would also be able to purchase new apparatus; three new Engines, plus a new Ladder, a Brush Truck, and refurbish our 1971 Snorkel. A total of over six million dollars was assigned to the Fire Department to improve our service to the citizens of Delray Beach. In 1990, with Utility bond money, we broke ground to replace Fire Station #2. Chief Koen, using his knowledge of participative management, sent out a memo asking everyone to write down what we thought the new Fire Stations should include to meet the needs of the future. The suggestions included separate sleeping quarters with lockable wardrobes, additional restrooms and showers, physical conditioning facilities, patient treatment rooms, larger kitchens with commercial stoves, training and study rooms. Chief Koen assigned me the task of purchasing all the furniture and equipment needed to stock the new station. In the fall of 1991, as we were moving into our new Station #2, the residents of DeLaire Country Club approach the City Commission. They requested not to wait eighteen months to break ground on the new Station #5 (which was scheduled after FHQ), but to use the interest money from the bonds and put in a temporary double wide trailer. With Chief Koen heading up FHQ, I was given the project to open up temporary Fire Station #5. This project had a ninety-day time frame, starting October 1st. with a start up date of midnight December 31st. This project would require hard work from many city personnel and a number of outside contractors to turn an orange grove into a Fire Station. The time schedule was very tight and everyone had to stay on schedule in order to meet the dead lines. My experience in designing and ordering double wide trailers really paid off on this one, for we ended up within budget of just under \$100,000 for the total project and we

opened in 88 days, New Years Eve. What made this even better, was that Mr. Harden had read a newspaper article about the cost over runs and construction delays on a similar project in the county that took over a year to complete and asked Chief Koen to prepare a cost comparison of the two projects. Man was I proud. In the fall of 1992 we broke ground on both FHQ and Fire Station #5 and the next week hurricane Andrew hit south Florida. Both building materials and sub-contractors were suddenly in short supply. We completed Fire Station #5 in May and FHQ in October of 1993. Also in October we began providing service for Highland Beach and I worked with Chief Ryncarz and Roy Khanna to purchase a new 100' ladder and with Steve Anderson for the purchase of a new rescue vehicle. In time, I would get to order another double wide trailer as temporary quarters for Fire Station #6, only this time I would have 30 days to put it all together. In 1994 we had the transport issue, where under the new leadership of Chief Robert Rehr we all worked together to expand our services to include transport to the hospitals. This was really a "no brainier", but it did involve many hours of teamwork to win Community and Commission approval. As I prepare for my retirement, I feel blessed to have had so many opportunities to self actuate and to work with so many truly dedicated and professional co-workers who all have their strong points, but who become a synergetic team that is unbeatable when the needs and opportunities arise. If there were one bit of advice that I might leave you with, it would be this: Take your chosen career seriously, but not yourself. Look for the positive things in your life and avoid the negative. Count your blessings. Put your family at the top of your priorities, take time to visit with them and encourage them in their endeavors. Volunteer to do something, it will make you feel good. Finally, give of yourself to those who are less fortunate and treat them with respect. This has been my formula to find happiness over the years as well as purpose.

The distribution of our next newsletter is February 15, 2002. All news articles should be turned in to Cecelia Shade in the Administrative Office on or before February 1, 2002. Deadline for turning in news articles will be February 1st at 5:00 p.m. We hope that you have enjoyed this issue of "Hot Topics" and we look forward to producing our next new and exciting issue. Thank you for your participation.

Departmental Anniversaries

Maurice Haas	January 2	28 yrs.
Michael Hendricks	January 22	27 yrs.
Donald Farrow	January 25	19 yrs.
Ruth Douthitt	January 7	14 yrs.
William Briard	January 28	14 yrs.
Mark Wood	January 4	13 yrs.
Gloria Marsh	January 17	12 yrs.
Tommie Osborn	January 10	7 yrs.
Kenneth Thompson	January 8	5 yrs.
Kerry B. Koen	January 8	1 yr.

TO:



Operations News

By Acting Assistant Chief Charles Stravino

Customer service was a highlight for Delray Beach Fire Department in the calendar year 2001. Statistically, it was an excellent year with very few complaints received. Total complaints received for the year was 11, a small number considering *10,873 incident responses*, thousands of public contacts in the daily operations and the sometimes sensitive area of fire safety inspections. When you do the math it reflects at least a 99.999 satisfaction rate.....pretty remarkable. This success can be attributed to recruit orientation, training, mentoring, leadership, recognition and simply why most of us are in the business...to HELP. Positive outcomes are our goal whatever the situation, emergency response, helping Grandma find her car in a parking lot, or buying

ies for someone in need. The administrative staff that supports these efforts also deserve recognition in this Department achievement.



Acting Asst. Chief Stravino & Retired FDNY Firefighter Bror Carlson

Congratulations, great job this past year!

Speaking of customer service we were graced with a visit by *Bror Carlson*, a gentleman of Swedish decent. Bror spent 35 years at FDNY, retiring 40 years ago. This 95 year old was excited to come by to see the station, meet our personnel and tell stories. He brought his helmet which he is still so very proud of today. Mr. Carlson had some interesting apparatus stories and as you would expect some very traditional thoughts on the fire service. All told we had a great time and extended an open invitation for him to visit anytime.