

HOT TOPICS



Volume 11, Issue 5

City of Delray Beach Fire-Rescue Department

November 2011

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”.



Boss's Appreciation Luncheon

Apple picking in NY



Ready to roll

Happy 1st Birthday



Cayden James O'Farrill-Tabek

Fundraiser at Old School Square



Officer Giovanni Milicchio

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



The administrative staff had lunch with Chief James to extend best wishes to him as he starts this next chapter in his life. Congratulations!



Welcome and congratulations to the newest members of the Delray Beach Fire-Rescue Department!



Keith Meyerson



Jonathan De La Rionda



Michael Oliva

Welcome



Chris Reynolds



Mark Locigno



Patrick Burroughs

These past few weeks there have been some high profile stories in the news regarding public figures that I wanted to discuss. First, there was the case of the FHP trooper pulling over, handcuffing, and eventually ticketing a Miami police officer. By now, many of you have seen the video, read the story, and probably formed your own opinion. Should the trooper have let the police officer just continue to drive in that manner? Did the police officer have the right to drive like that **because** he is a police officer? Does being a sworn officer somehow absolve you from the driving laws that he is supposedly paid to enforce? What type of message does this send to the public....do as I say, but not as I do?

Next is the case of Joe Paterno and the Penn State football program. As the indictment was released detailing the alleged sexual assaults by a former Penn State coach, public sentiment grew angrier and more outraged. The end result, we now know, is that Paterno lost his job, along with the Athletic Director, President of the University, and a few other folks.

Two have even been criminally charged with perjury. While I am not trying to delve into the unimaginable facts of this story and the crimes committed against children.....I am trying to point out what can happen when you **don't do the right thing.** At the end of the day, not one person at PSU did anything to protect these children, prevent future crimes, or hold the perpetrator accountable for his actions.

These two cases both highlight the actions/inactions of public figures. My question to you is this: what would you do in these instances? Admittedly, hindsight is 20/20, so maybe that's not a fair question. Are you willing to make the unpopular decision, but one that you know is also morally right? If you had an opportunity, would you defend the defenseless? In life, we rarely know when these situations will present themselves. Sometimes, it takes an enormous amount of courage to do the right thing. Would you have that courage? This is a question we each have to ask ourselves.....

Treatment of chest pain

Dr. Kushnir

We have reviewed a few recent calls as it relates to treatment of chest pain. It presented a good opportunity to explain the truth regarding the use of Nitroglycerine for chest pain and acute myocardial infarction.

What is Nitroglycerine?

A vasodilator that opens blood vessels and improves blood flow to the heart

Does it reduce morbidity or mortality?

NO

Why do we administer it?

Simply put, it's a pain medication just like Morphine, just like Toradol, just like Pepcid.

Problems with its side-effects

Hypotension

Moreover, it appears that after giving this medication for chest pain we are somewhat reluctant to attempt to give Morphine. Please review the protocol. After giving the 3 SL Nitroglycerines, if the patient persistently has chest pain, please include Morphine in your considerations. Additionally, patients that have taken any kind of erectile dysfunction medicine within 24 hours, be careful utilizing Nitroglycerine. I am OK with using Morphine for atypical chest pain if Nitroglycerine on first attempt is not working.

Final point...The two medications that have shown to reduce morbidity and mortality in the setting of an acute myocardial infarction are ASA and Beta-blockers. To the best of our ability we want to deliver patients to Emergency Departments pain free with good blood pressures so they can administer the Beta-blocker. Keep up the good work!

This Month in EMS

Steven Anderson, EMS-Division Chief

- Dr. Kushnir is reviewing protocol change recommendations brought up by the EMS Standards Committee. For PE patients, set the CPAP on 10cm. For asthmatics who are receiving a nebulizer treatment, set to 5cm. 80% of trauma patients are hypothermic. The possibility of adding the "Thermal Angel" was discussed.
- The recommendation was made to insert a King Airway with the Rescue-Pod during the first two-minute-round of CPR. This maintains the intrathoracic chest pressure and yields better statistics. Stretcher batteries are being replaced over the next few months.
- Captain Beckowitz has ordered new blue straps for the backboards to make immobilizing patients easier and more organized.
- We've been working with Zoll Medical to make transmission of the 12 lead a single button operation. The Stat-Pack is a new quick response bag being tested by personnel. The bag will move to a different Medic unit every Tuesday until all units have an opportunity to evaluate. Please provide feedback to the EMS training Captain.

Customer Service

Remember first impressions are lasting impressions which we do not always consider especially at 3 o'clock in the morning. Treat everyone as you would want your family member treated. We should always present our self as being competent professionals who strive to provide the best care and compassionate service to every patient. Always give each patient your undivided attention and your best performance. You should take control of the scene, and make the situation better than it was before you arrived. Keep in mind customer service is a critical component of our job. Here are a few helpful hints on achieving optimal customer service

- Don't pass your bad day on to others
- Develop a systematic approach so every patient gets the same attention and quality patient care every time.
- Get down to the patient's eye level and speak clearly and directly using using plain and non technical language.
- Provide undivided attention to the customer's needs
- Your actions must be palliative and not exacerbate the patient's problem
- Treat everyone with kindness and respect

Every new patient is an opportunity to win over not only that patient but also his family and friends. First impressions are important. How you present yourself and how you treat that patient may be the only exposure some people have to our service. Act as if you will be on the front page of tomorrow's newspaper or the lead story on the six o'clock news. *We always want to look our best!*



Volunteer Luncheon November 10, 2011



Thanks for all you do!



A Big "Thank You" to the Benevolent for supporting these causes



Bowling for the Troops.

This fundraiser was to raise money for Holiday "care packages" to deployed men and women serving in Iraq and Afghanistan. 100% of the proceeds will be donated for the Holiday packages.



Debra Nastasi and Nancy Valentine walked in the Making Strides Against Breast Cancer, Boca Raton, October 22 to raise money and awareness for the American Cancer Society

Shakeema Gaskin and her daughter Tyjah Jenkins would like to thank the Benevolent Fund and fire department co-workers for donating to her daughter's cheerleading team at Carver Middle School.

Every Child Deserves to Play Baseball



The Miracle League Association has made it possible for children all over the country with physical and mental disabilities to achieve the same dream as their healthy peers - to play ball. One hundred percent of all monies donated will go directly to the Miracle League of Delray Beach for construction and maintenance of the field. The league is organized and operated completely by volunteers.



"Thank you" to all who donated to the Thanksgiving Dinner Boxes. The Benevolent matched those funds and was able to provide 20 Thanksgiving Dinners to be given out at the Caring Kitchen.

If you do not have peace in your life, you, like many others, have probably not fully understood its message. You receive exactly what you put out, or, "As you sow, so shall you reap."

~Thomas D. Willhite~

From the Support Services Staff
Cecelia Shade, Administrative Officer

"A man would do nothing if he waited until he could do it so well that no one could find fault." ~John Henry Newman

BUDGET!

I just want to send out another friendly reminder to make every effort to be financially responsible with the City's finances. We look forward to a great year.

EMS BILLING UPDATE!

On January 1, 2011, Fire-Rescue implemented the in-house billing for Emergency Medical Services (EMS). Over the past nine months, we collected \$1,910,493.91 in EMS transport fee revenue this fiscal year in light of the transition concerns and major set-up issues. I applaud the efforts of our staff for doing a great job on the front end with providing the information needed to bill a clean claim and receive payment. Thank you to our billers for making it happen on a daily basis.

On another note, EMS Billing Specialist Shakeema Gaskin attended the ABC3 EMS Billing conference in Hershey, PA last month. She completed the course, and passed the test to become a Certified Ambulance Coder (CAC). Congratulations!

Each year we are required to maintain our certification by obtaining 12 CEUs. Of these, 4 are determined by the NAAC each year, to assure Certified Ambulance Coders, and their employers, that they are staying current with the ever changing rules of ambulance billing. We are happy to report that Desiree and I have met this requirement for the year.

Lastly, interviews to fill our vacant EMS Billing Specialist position have been scheduled. We expect to fill this position by the end of the year.

FAMILY NEWS!

Many thanks to all who came out in support of our Safety Patrols at Poinciana Elementary School in Boynton Beach on Saturday, October 29th. It was a great event with lots of goodies, silent auction, performances, and pre-holiday items to buy. Hope to see you next year!



It's Official! My daughter, Taylor, a senior at Boynton Beach Community High School verbally committed to Florida International University (FIU) in Miami, FL. Taylor's signing day was held on Wednesday, November 9th at 11:30 am. She has been offered a full scholarship and is very excited about the future. Taylor's final high school season began Tuesday, November 8th with a preseason game at Nova High School. She was also selected Sun-Sentinel's Fab Five three years in a row. Check out the link:
<http://www.sun-sentinel.com/videogallery/66026376/News/Fab-five-girls>

Operations

Russell Accardi, Asst. Chief of Operations

The operations division has been quite busy during fire prevention month, recently visiting many of the schools in our community assisting Captain Jepsen to teach children fire safety. The crews are also completing their annual hydrant inspections throughout all zones which are scheduled to be completed in December.

Our members have been attending many training courses including the following: FF/PM's Spivey, Cafone, Tarantino, Garcia, Bell, Bradford, Levy, M. Mahoney, and Bourgeois, have just completed the 160 hour Hazardous Materials Technician course hosted by Boca Raton Fire-Rescue. Upon the successful completion of this program individuals are eligible to take the State of Florida Hazardous Materials Technician Examination for State certification. Another area we have been developing some of our department members, is in the Wildland/Urban Interface. We have had several people previously attend the S-180 and S-190 Wildland Firefighting Courses. In addition to this, FF/PM Conor Devery, Captain Shawn Beckowitz, and Battalion Chief David Wetzel completed the four (4) day course titled; S-215 Fire Operations in the Wildland/Urban Interface "Engine Boss" hosted by Boca Raton Fire-Rescue. On November 7 and 8 Captain Beckowitz and Chief Wetzel attended the two (2) day course titled; G-330 Wildfire Training for Structural Firefighters (STEN) Strike Team Engine "Strike Team Leader Course" hosted by Miami Dade Fire-Rescue in conjunction with the Florida Forestry Service.

Other preparations for these types of incidents have been equipment enhancements consisting of wildland firefighting personal protective equipment (PPE). Two sets of this PPE have been added to the tender, four sets to the brush truck, and four additional sets in storage. The sets in storage can be sent on a mutual aid deployment of our personnel. All sets contain individual FF shelter tents to deploy in an emergency situation for FF safety.

After the countywide high-rise training in October we realized we needed to sharpen our skills on deploying our high-rise hose packs in the stairwells. The Training Division's Acting Division Chief Joe Falcone and Captain Mark Siciliano utilized the Old School Square Parking Garage for weekly training allowing crews to practice charging and advancing their high-rise kits. On November 7, 8, 9, our department again participated in the countywide training initiative on high-rise firefighting at the vacant West Palm Beach City Hall Building. The parking garage drills have proven beneficial, which resulted in the Engine 4 and Medic 4 crew of Captain Mark Dagnan, D/E Mike McCleary, FF/PM Travis Franco, FF/PM Ken Hansley, and FF/PM Tyler Adams being recognized by the Instructors as doing one of the best jobs deploying their high-rise kit during their evolution at the WPB City Hall. We have now been able to send four of six stations on all three shifts to the WPB training totaling twelve sessions. Future sessions will be scheduled as departments can coordinate dates. Fire departments who participated in this round included: West Palm Beach, Delray Beach, Boynton Beach, Riviera Beach, Palm Beach Gardens, Town of Palm Beach, North Palm Beach, and this time Martin County Fire-Rescue also sent an Engine and Rescue to the morning and afternoon sessions.

The high-rise evolutions have provided our crews valuable experience practicing their role of fire attack, lobby control, floor above search, and stairwell searches in a real building with smoke conditions present. Another valuable experience has been that all of our Battalion Chiefs and many Captains who step-up as shift commanders have been able to fill the role of Incident Commander (IC) and coordinate more than ten fire companies consisting of approximately 40 firefighters during the evolutions.

Many of our members are working hard preparing for the Driver Engineer promotional exam scheduled for the week of November 14th. Good luck to all candidates!

Training News

Joseph Falcone, Acting Training Dive Chief

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The 2011 recruit class has begun and six new faces are wandering the halls at Headquarters as they started their first day of recruit school on November 7th. Their names are Keith Meyerson, Chris Reynolds, Mark Locigno, Mike Oliva, Jon De La Rionda and Pat Burroughs. All six are duly certified as a firefighter/paramedic. Over the next six weeks they will be exposed to policies, protocols, field training, live fire training, vehicle extrication and many push-ups, burpees, squats and miles of running. The recruits are set to graduate on December 16th, 1800 hrs. at Fire headquarters. Please join me in welcoming them to our department.




On November 12th, the six new recruits, myself, Capt. Mockenhaupt, PM Adams, PM Walker and Boynton Firefighter Audrey Walker competed in the Ft. Lauderdale Fight for Air Stair Climb. The climb took place in the 110 Tower located in downtown Ft. Lauderdale and was 30 stories tall. All members climbed in full turnout gear with airpack. Delray's fastest Firefighter was Tyler Adams with a time of 5 minutes and 30 seconds. Congrats to everyone who participated, the team raised over \$1,200 for the American Lung Association. Thanks to Chief Connor and Liam for making a trip over to the building to cheer the team on and take some pictures as we started and finished the climb.





*Annual Holiday
Toy Drive*

Please help Santa by providing a
NEW UNWRAPPED TOY
Drop off toys at any
Delray Beach Fire Station
or
Send a check made payable to
**“Delray Citizens
for Delray Police”**
40 S. Ocean Blvd.
Delray Beach, FL 33483

Shakeema Gaskin
Spirit Committee

After attending the EMS Billing conference in Hershey, PA, I am now a Certified Ambulance Coder.

I would also like everyone to know that all suggestions are welcomed to help improve our Spirit Committee. As co-chairperson, it is my goal to help make the committee as successful as possible, and to make sure that the employees know that even during these economic times, they are greatly appreciated.

Fire Safety Month Completed
Curtis Jepsen, Public Information Officer

The Delray Beach Fire Rescue Fire Safety Department has just completed a very successful Fire Safety Month for a large number of students in the City of Delray Beach. Over 1100 children were reached this month in a number of different local schools. The children ranged from 2-12 years old and were taught messages about how to escape from your house during a fire. After the presentations the kids got a chance to spray water from the fire hose which is always a favorite for the students.

The Fire Safety Bureau would like to thank all the different fire crews for coming out to the different presentations. Their willingness to help and ability to work with these kids helped make this year's Fire Safety Month the success that it was. Also, the Bureau would like to thank the three Battalion Chiefs for assisting in the scheduling of all units attending the fire safety presentations.



November

Birthdays

3rd

Walter Hirst

5th

Roxanne Tilghman

8th

Antonio Ojea

12th

Matthew Turnbach

13th

Richard Tarantino

14th

Craig Merrill

17th

**Jennifer Lasko
Crista Mockenhaupt**

20th

Michael Thornton

21st

Debra Nastasi

25th

Christopher Zidar

26th

Jon Woertz

28th

**Mark Wood
Mathew Mejeur**

29th

Steven Anderson



Anniversary

21st

Richard Bush
29 yrs.

23rd

Martin Gainer
24 yrs.

30th

Victor Williams
19 yrs.

8th

**Danielle Connor
William Marino
David Marchsteiner
Ilene Rose
Mark Reynolds
Andrew Zimmer
Christopher Bitzer
Rylan Rose
Mark Siciliano
Joseph Albano
Michael Thornton**
18 yrs.

15th

Joseph Drayson
18 yrs.

