



Chief's Corner

The Right Equipment to the Right Call

Welcome to the April edition of the Chief's Corner. I hope you are doing well and getting your lawnmower ready for the growing season that is just around the corner. I really enjoy spring and look forward to those longer days and warmer temperatures; I hope you are getting ready as well. This month I want to discuss a topic related to placing the correct equipment on the scene to handle the request for service without going overboard. It may seem somewhat simple at first glance, just send everything and we will send back what we don't need. However, that cost money and ties up resources that may be needed for the next request for service.

The department is fortunate to have the available resources to place a lot of equipment at the scene of the call in a short amount of time. While this is good for the patient, it is costly and ties up some equipment that may not be needed. There may be another call where a certain piece of equipment is needed and it is not available. The big question is, how do you put the correct equipment on the scene to meet the needs of the patient, but not tie-up unnecessary resources. There are several ways to help improve on the situation. The first is to continue to refine the computer-aided dispatch system (EMD) and ensure every call type receives the appropriate dispatch. The second is to re-evaluate the different types of requests for service and scrutinize the equipment dispatched to each. If a certain call type continually gets equipment that is not needed and is often returned to service before arrival, then change the dispatch compliment.

Another solution to this problem, and the one I would like to discuss in more detail, is something we (the Lynchburg Fire Department) should consider in the near future...change the type of equipment we have available to respond. Now before you get excited and think we are going to trade in some engines and medic units for a bunch of four cylinder econoboxes, give me a chance to explain. Suppose the department had a number of mid-sized, four-wheel drive SUVs, staffed with Paramedics who could respond to calls for assistance where transport was not needed or could be delayed. They would evaluate the patient and handle the "emergency" without the need for an engine or medic unit. If transport was necessary, they would contact the appropriate unit and arrange for the patient to be taken to the facility that best suited the patient's needs. If the patient only needed assistance getting back in bed or was having a problem with their medication, the medics could take care of the situation without calling additional equipment. (Now if you think this sounds a great deal like a Community Paramedic Program then you would be correct.)

As the call volume continues to increase and the resources to answer the calls remain static, we must re-evaluate the way we respond to them. If we fail to do so, we will reach a point where our resources are not adequate to meet the needs. At that point we will have to start "holding" calls or "stack" them and answer the calls as resources become available. That is not a desirable situation. The definition of insanity is doing the same thing and expecting a different result. In order to achieve a different result, then we will have to change the way we do things. What I am suggesting is we start to look at things differently now and not wait until we are forced to do so.

Presently, we have the capacity to answer all of our requests for service as we receive them. That will not be the case in the future if call volume continues to rise. At a recent EMS conference I attended, one of the presenters stated, "we can no longer afford to send big trucks to the small calls." He is exactly right! We must adapt to the changing environment and be willing to change, or suffer the consequences. I am suggesting we start that process now, while we have the time to experiment and try different approaches. If we try something and it does not work then we change again and try it a different way. There are a lot of programs being "tested" all over the country and some are having good success.

The Lynchburg Fire Department has always set the pace for the Central Virginia area and I suggest we continue to do so. Let's get out of the box and start thinking about how we can meet this challenge and do things differently. Make a suggestion or come up with a plan. We might just try it and have great success. Change is the only thing that is constant. I believe we need to embrace the change, adapt, and continue to grow. If not, we will surely struggle to meet the high expectations we have set for ourselves.

That about does it for this month's Chief's Corner. I hope you all had a great Easter and enjoyed the time with family and friends. Summer is just around the corner and we need to prepare for the increase in outdoor activities and the resulting injuries. When you get a chance, brush up on environmental emergencies and take a look at sports injuries as well. The time will soon be here.

Until next time, keep up the great work and continue to take care of the citizens. However, never forget the most important rule: "Everyone goes home safe at the end of the shift."

Chief

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LFD Years of Service

Congrats to the following department members who celebrate anniversaries with the Fire Department in April.

22 Years

Troy Burns

19 Years

Harvey Morgan Jody Mayberry

18 Years

Oscar Harmon

14 Years

Tammy Sage

13 Years

David Cox Scott Hargis
Tim Jackson Van Johnson
Stuart Massie Steve Ripley
Nick Thomas

12 Years

Michelle Drake

8 Years

Ellen Davidson-Martin

3 Years

Jeff McLane

Operation Smoke Detector Going Strong

By: Jennie Mayberry

Personnel from the Fire Marshal's Office and Station 7 recently made their annual trip to The Villas at Stone Mill to install batteries in smoke detectors and in some instances, even replace smoke detectors. The majority of the homes in this community are occupied by citizens who cannot climb ladders to complete the task themselves. Instead of risking injuries to the citizens, this makes the 4th year the department has visited the community to provide this service.

This is what Operation Smoke Detector is about. The Lynchburg Fire Department wants to ensure that every home in the City of Lynchburg is safe with a working smoke detector.

Smoke detectors and batteries are received through donations from local organizations which enable us to install them in homes within city limits free of charge.

For more information about the Operation Smoke Detector Program, contact Jennie Mayberry at 455-6342.



Meeting Our Professional Development Needs

By: Battalion Chief Jason Campbell

For the past two months I have talked alot about the department's, and your own, professional development needs. This month I decided to demonstrate how we all will work together to meet these needs.

Some of our basic course needs are programs that are developed and delivered through governing-type agencies such as Department of Fire Programs, the Office of EMS, Department of Emergency Management, or the National Fire Academy. The Training Division is responsible for the coordination of these programs.

The organization's greatest level of training is the responsibility of the station captains and the battalion chiefs. That's correct! In coordination with the respective battalion chief, the station captains should ensure there is a planned training component for nearly every work shift. The first and probably biggest challenge to any company officer involved is building and maintaining readiness in your members. It's your responsibility as their leader to continually increase your crew's knowledge and refresh their skill sets.

To supplement the training coordinated by the captains, the Training Division has identified areas of specific focus that it will coordinate on a monthly basis. These will generally be areas related to an industry-standard/requirement or new programs, policies, or applications that need to be implemented department-wide. I've challenged the Training Captains to ensure that the training be innovative and be an efficient use of your time.

Let's talk about self-initiated training or learning opportunities. When was the last time you picked up an industry-related periodical and read it? When was the last time you visited industry-related websites to read training-related articles? Not articles about which departments have had a big fire or a big TRT event, articles that provide you with a lesson learned by the last line. Have you recently identified a weakness of your own and taken the opportunity to turn that around? Maybe it's a piece of equipment that you aren't sure how to use or a procedure you've had difficulty performing. Take the time to brush up on it when you have some down time.

Now let me say a few words about two upcoming training tools that we hope to add to our resources: Online training programs and an EMS Clinical Educator. The department hopes to soon implement the use of a web-based training program, Target Solutions. Target Solutions will provide the organization with on-going fire, EMS, Technical Rescue, Haz-Mat and Officer training programs. Each session within Target Solutions will provide a presentation, either through narrated slides or a video, and will include learning assessments to ensure that you have an understanding of the learning objectives of each session. The topics will be assigned on a periodic basis with a timeframe provided in which to complete them. EMS-related topics will program you with the appropriate EMS CE hours for your level of certification and it will be reported to the Office of EMS on a nightly basis, credited directly to your CE record. And finally, all training sessions will be recorded into a personalized training record for each member. That same training record will also be utilized by your company officer to record all of your training activities (goodbye Excel spreadsheets!) For more information on Target Solutions, visit www.targetsolutions.com.

The Training Division has also been working with the Fire Chief to research the possibility of adding an EMS Clinical Educator to the Training Division. This individual (most likely a civilian) will have the responsibility of coordinating company- and provider-specific training that will focus on quality improvement of our EMS service delivery. There are varying needs of EMS training across all three shifts and we would like to be able to tailor some training to meet those specific needs. Information will be forthcoming as the project progresses.

As you can see, the Training Division continues to support the professional development needs of the organization. If there is anything we can do to support you, let one of the staff members know.



Certifications

Political/Legal Found. In Fire Protection

Matt Millner

Rope Rescue Level I

Trey Martin

Donnie Smith

Surface Water Level I & II; VDFP Written Test/Skills Test Evaluator

Allen Carwile

Confined Space Level II

Patrick Madigan

Adam Wagner

Health Assessments

The City of Lynchburg supports a healthy workforce by providing a Health Management Program (HMP). Membership includes regular health assessments. Employees must complete reassessments by June 30, 2015 in order to continue to take advantage of the benefits the Health Management Plan provides, including access to the clinic, vision coverage, and a rebate on your health insurance premium. Employees should complete these two steps:

1. Complete an on-line questionnaire by visiting <https://ha.healthawareservices.com/ra/701>
2. Call Karen Thompson (Human Resources) at 455-4201 to schedule your appointment with the nurse.

At this appointment, the nurse will assess your vital signs, take body measurements (height, weight, waist circumference, and BMI), perform a finger stick blood test, and complete a personal consultation with your results. You MUST fast for at least eight hours prior to your appointment time.

Fire Department employees can schedule assessments on-shift during the dates at Fire Administration or you may schedule an appointment off-duty for any of the other locations. Appointments can be made between 7:00 a.m. to 11:45 am.

Date	Site
April 14, 2015	Human Services (9th & Commerce St.)
April 16, 2015	Lyn-Comm
April 21, 2015	Employee Clinic (901 Church Street)
April 23, 2015 (C Shift)	Fire Administration
April 28, 2015 (B Shift)	Fire Administration
April 30, 2015 (A Shift)	Fire Administration

Operations Update

By: Interim Deputy Chief Greg Wormser

WORK GROUPS

Many of you have heard about the three work groups (listed below) working on projects that could have an impact on our service delivery. Employees and stakeholders are encouraged to be engaged with these ongoing projects.

Operations Policy Work Group

Captains Tom McCrickard, Matt Millner, Master Firefighter Matt Smith, and Firefighter Nick Thomas have been working to update Operational Policies. The culmination of their review will result in policies that better reflect our operational standards based on best practice and effective management. Prior to actual policy revision, the policies will be made available for comments and review from the organization.

Resource Manual & SOG Work Group

Captain David Jackson, Master Firefighter Lewis Thomas, and Firefighter Jimmy Seay have been working to develop a document that will be provided to officers that will provide suggestions and list resources that are available for various topics. This information will range from adjacent locality contact information, to who to call if you need financial support at a working incident. In addition, this group will identify Standard Operating Guidelines (SOGs) that should be used as a road map for our decision making. Once the SOG list has been established, employees will have an opportunity to provide feedback to help develop the documents.

Riding Assignment Work Group

Captains Sean Regan, Ronnie Coleman, and Master Firefighter Adam Morton have been working on the ever present debate about the pros and cons of riding assignments. The purpose of this group is not to decide if we have riding assignments/positions, but instead they will present fact-based research and a collective decision will then be made about how to proceed. A specific outcome has not been identified for this group, its role at this point is simply to evaluate options. One question that has been asked is: does this mean "I" will have to ride the medic unit or the engine every day? The answer is no. As an organization, we continue to be a fire-based EMS service and we expect our employees to succeed in both. The bottom line is that we want to ensure that we are putting the right people in the correct seat as often as possible.

Relay For Life 2015

By: Firefighter Natalie Darling

Cancer is a word everyone knows. In fact, I feel confident in saying that we all know someone affected by this disease, perhaps even in our own family.

Our efforts as a Relay for Life Team will help The American Cancer Society provide services to cancer patients in Lynchburg and the surrounding counties (FREE OF CHARGE), as well as funding research to help treat, control, and one day cure cancer.

While providing services to cancer patients and their families locally is important, The American Cancer Society is second (only to the Federal government) in funding cancer research efforts. Last year, they funded 103 new research grants to help find a cure for cancer. While there was money to fund an astonishing 103 new grants, there were 133 scientifically relevant grants left unfunded in 2014, simply because there wasn't enough money raised to fund them. The American Cancer Society refers to these as "Pay IF" grants... they will pay for the funding, IF there's enough money raised. What if the cure for cancer lies in one of these scientifically relevant "pay if" proposals?

I have accepted the role as team captain again this year for the Lynchburg Fire Department Relay Team, "This Is How We Turn Out." We had a very successful team last year, with 44 members raising \$4,765. Our goal this year is 50 members, \$10,000. There will also be several fundraisers to help us meet this goal. Details will follow as plans solidify.

The Lynchburg Relay For Life event will be held on June 12th from 7:00 p.m. to 3:00 a.m. at City Stadium. You can join the team and help raise funds, even if you are unable to attend the event. You can join the team now by following these steps:

1. Visit www.RelayForLife.org/LynchburgVA
2. Click on "Sign Up"
3. Select "Join a Team"
4. Search for: This is How We Turn Out
5. Enter your registration information

All team members will receive a t-shirt (two color choices pictured right) just for signing up as a team member. Shirts will also be for sale as a fundraiser. Please consider joining the LFD team this year. Together we CAN make a difference.



Public Safety Medal of Valor Award

A Life of Service: Public Safety Medal of Valor – 2012-2013

By: Captain Abbey Johnston

In the March edition of this newsletter, I shared stories behind several of the recipients of the Public Safety Officer Medal of Valor. This month I would like to share another story of courage and bravery and "honor those who serve..."



Recipients: Special Agents Brocklyn Bahe, Christian Galeski, Matthew Nagle, Joseph Montoya, & Rodney Draper
Federal Bureau of Investigation, Alabama

On January 29, 2013, a subject boarded a school bus in rural Midland City, Alabama and demanded that two children be handed over to him as hostages. When the bus driver refused to comply, the subject shot him multiple times, killing him in cold blood in front of more than 20 young children. He then grabbed a five-year-old boy with Asperger syndrome, and took him to a fortified underground bunker he had constructed on his property.

Armed with multiple weapons and improvised explosive devices (IEDs), and holding little Ethan as a hostage, the subject continued to make incoherent and unreasonable demands, holding law enforcement at bay for six days. During this period, Special Agents Brocklyn Bahe, Christian Galeski, Matthew Nagel, Joseph Montoya and Rodney Draper, who are members of the FBI's Hostage Rescue Team, continued to gather intelligence, clear surrounding structures of IEDs, and develop a tactical resolution plan in the event negotiations failed.

The subject became increasingly frustrated as his demands were not met. On the evening of February 3rd, the subject was observed conducting rehearsals, repeatedly handling both his handgun and an IED inside the bunker. He stated to the negotiators that if his demands were not met the next day, he would "force" the action. He also indicated that anyone coming into the bunker would be killed in his "funnel of death." Based on hours of conversations with negotiators and continuous surveillance of the subject, the FBI assessed that negotiations would likely fail to resolve the situation, and that Dykes would likely follow through on his threat to harm Ethan.

On the afternoon of February 4th, the Hostage Rescue Team received the order to conduct a rescue attempt on the bunker. The initial breach was violent, and cleared the bunker hatch for the five-man entry team. As the first operator to enter, Special Agent Bahe immediately encountered additional obstacles placed lower in the opening. As the entry slowed, the subject retrieved his handgun and engaged the members of the entry team from less than five feet away while in a position of cover as he used the five-year-old boy as a shield. During the initial assault, the subject detonated an external IED, and was believed to be in the process of attempting to detonate a second IED inside the bunker.

At grave personal risk and without regard for their own safety, several rescue team operators worked to clear the obstructions in the face of heavy gunfire. With young boy's life hanging in the balance, Special Agent Bahe then dropped into the darkened, smoke-filled hole, falling 10 feet to the floor of the bunker. With his weapon dislodged from the impact of the landing, Special Agent Bahe lunged unarmed into the darkness and found the boy. Special Agent Bahe then shielded the boy with his body while Special Agents Galeski, Nagle, Montoya and Draper engaged in a mortal struggle with the subject just inches away.

The exceptional courage and extraordinary decisiveness of the entry team ultimately prevailed, resulting in the death of the suspect and the rescue of the young boy who was unharmed. The successful outcome in this case is the result of the combined effort of more than 300 dedicated law enforcement personnel from multiple State, Federal, and local jurisdictions.

BREMS BREMS Awards

Nominations Sought

BREMS will hold its Annual Awards Banquet on May 28, 2015 at 6:30 p.m. at Peakland United Methodist Church (4434 Boonsboro Road).

The BREMS Awards Ceremony will recognize individuals and agencies for their outstanding efforts during the past year.

Nominations are now being accepted in the 11 categories listed below.

- Excellence In Emergency Medical Services
- Outstanding Pre-Hospital Provider
- Outstanding EMS Physician
- Outstanding EMS Pre-Hospital Educator
- Nurse With Outstanding Contribution to EMS
- Outstanding EMS Administrator
- Outstanding EMS Agency
- Outstanding Contribution to EMS Health and Safety
- Outstanding Contribution to EMS for Children
- Outstanding EMS Telecommunications Dispatcher
- Outstanding Contribution to EMS by a High School Senior

For more information regarding nomination criteria/categories, visit the BREMS website at www.blueridge.vaems.org or call 947-5934. The deadline to submit nominations is May 1, 2015.

LFD Members Attend 5 Alarm Leadership Training

By: Master Fire Fighter Quincy Scott

Members of the Lynchburg Fire Department attended training held at Shenandoah University in Winchester, VA last month. The guest speaker was retired FDNY Battalion Chief John Salka who is a 38 year fire service veteran. Chief Salka founded Fire Command Training, a fire service educational organization that provides training programs and seminars on a variety of topics.

LFD members attended the "5 Alarm Leadership" class. Chief Salka initiated a class discussion regarding the important skills of leadership, followed by building tomorrow's leaders/successors, and ending with the eight elements of leadership. The training was informative and gave insight on how leaders can stay ahead of an ever-changing fire service.



L-R: Master Firefighters Wayne Casto, Quincy Scott, and Earl Copes, Battalion Chief Salka, Master Firefighters Anthony Andrews and David Cox, and Firefighter Allen Marston