



Chief's Corner

Learning the 60/60 Rule

Hello to everyone and welcome to the May Chief's Corner. I hope you and yours are doing well and enjoying Spring. The weather has been much improved over the last several weeks and I was finally able to cut the furnace off for the season.

This month I want to spend some time discussing a new "rule" that I read the other week. It's from an article about being more productive with your time and being successful. It may sound funny at first, but I think it addresses a problem with communication (or lack of) all of us are experiencing. So, let's take a look.

The 60/60 rule says: if you spend 60 seconds on the phone or face-to-face engaging in conversation, you will get more done than spending 60 minutes texting or e-mailing. I believe this is true and we as an organization should adopt this practice. We should use conversation whenever possible to communicate with each other and the public. I am not saying that text and e-mails don't have their place. However, discussing issues in person or over the telephone is much more effective and efficient.



Over the last years we have begun to lose the "art" of conversation. We are constantly responding to text messages, replying to e-mails, and reading Facebook. Now these forms of communication have benefits, but they should not take the place of actually talking to someone person to person. When you have a conversation with another person, you can hear their tone of voice, their inflection, and you can also judge their reaction to your ideas and thoughts. This makes for a much better exchange of ideas and better understanding than texting back and forth. (It's also quicker.) Some of the newer forms of electronic communication like "FaceTime" and "Skype" can be

effective because you can see and hear the other party. However, I don't think any form of communication is as effective as having a honest conversation with another person.

Texting and e-mails are certainly good for getting certain types of information to another person and they generate a "written" record. They provide the other party with a tangible document; however, they also create a "paper trail" and are subject to a Freedom of Information Act (FOIA) request. Phone conversations are not subject to FOIA requests and no one can require you disclose what you discussed with another person. Each of these forms of communication have advantages and disadvantages, depending on the content. Here are some examples of the different types of exchanges and what they are best suited for:

Text message:
Text messages are good for short, concise messages that don't require explanation or contain personal information. An example: What time will you be home?

E-mail:
E-mail is the preferred method of communication when you want to get your information down and transmit it to another. It is also perfect for attaching documents and other types of information. E-mails should not contain sensitive or personal information or anything you are not prepared to read about in the press. (Remember FOIA.)

Telephone conversations:
When you wish to discuss ideas with another and also require a degree of privacy but are unable to be in the presence of the other person.

Face to face conversations:
Preferred for sensitive subjects and detailed information, as well as when you need to discuss personnel issues and want to "see" the other party's reaction. Also, this should be used when you need to engage in active listening and have

the other party understand that you care about the conversation and what they have to say.

As detailed, all of these forms of communication have advantages and disadvantages. Choose the one that best suits your needs for the type of information you are delivering. In most cases, the preferred method that will transmit the information quickly and reliably will be a conversation. Remember, 60 seconds vs. 60 minutes. How much time do you have?

So, next time you are ready to "thumb out" that text message or type that e-mail, ask yourself, could I just call the person or walk down the hall and talk? I would suggest that the vast majority of our daily interaction would be better and easier if we just engaged in conversation with the other individual.

That about does it for this month. I hope you are able to get outside and enjoy the spring weather before it gets too hot. I know I really look forward to this time of the year and the long evenings before sunset. I can get a great deal done after work.

Until next time, take care and keep up the good work. You are the ones who make this a great place. Be safe and never forget the most important rule: "Everybody goes home safe at the end of the shift."

Chief

IN THIS ISSUE

- Chief's Corner
- Years of Service
- Certifications
- Congratulations
- Reminders
- Lynchburg Fire Department Recognized by the American Heart Association
- KUDOS
- Members Attend FDIC
- Fire Investigations
- Response Zones
- In Honor of the Charleston 9
- Annual Performance Evaluations
- 2015 Retirees' Social
- 60 Second Safety
- Virginia Fallen Firefighters & EMS Memorial



LFD Years of Service

Congratulations to the following department members who celebrate anniversaries with the Fire Department in May.

35 Years

Kent Ferguson

21 Years

Chris Adams

10 Years

Mike Mitchell

4 Years

Jennifer Mayberry

3 Years

Stuart Clark

Certifications

Fire Instructor I

Chris Harris

Paramedic

Darryl DuBose

Rope Rescue I

Roger Rozell

Confined Space Level II

Zach Foster

Intro. to Tech. Rescue—Module 1 & 2

Roger Rozell

Stephen Schrader

NFA Strategy and Tactics for Initial Company Operations

Candace Brown

NFPA 1403 Compliance Officer

Steven Evans

Neil Patterson

Congratulations

- Congratulations to Carey & Sara Orange on the birth of their son, Garrison Thomas Orange. He was born April 8, 2015, and weighed 8 lbs 15.6 oz.
- Congratulations to Firefighter Greg Pyton and his wife Janeil. They were married April 18, 2015.

Reminders

- City offices will be closed on May 25, 2015 in observance of Memorial Day.
- Employees must complete Health Assessments by June 30, 2015 in order to continue to take advantage of the benefits of the Health Management Plan which provides access to the clinic, vision coverage, and a rebate on your health insurance premium. If you need to schedule your assessment, contact Karen Thompson (HR) at 455-4201 to schedule your appointment (off-duty).

MISSION: Lynchburg Fire Department Recognized by LIFELINE American Heart Association

By: Battalion Chief Heather Childress

The Lynchburg Fire Department has been awarded the Gold Level Award from the American Heart Association's Mission: Lifeline EMS Recognition Program. This is the second year of the awards program, but only the first year that the Gold Level Awards have been given.

Last year, the Lynchburg Fire Department was awarded the Silver Level Award, the highest award during the inaugural year of the program. The Gold Level Award requires that an agency meets all criteria for eight consecutive quarters. The requirements are that at least 75 percent of patients over the age of 35 who have non-traumatic chest pain and are transported to the hospital receive a 12-lead EKG and that at least 75 percent of patients are taken to the cath lab in less than 90 minutes. Our data shows that we significantly exceed these minimum criteria. Approximately 90 percent of the 1,000 patients with chest pain our department treated in calendar year 2014 received an EKG, and our cath lab times average 53 minutes. Great work by all!!

This award recognizes our organization's ongoing commitment to excellent care for patients suspected of having a myocardial infarction. The department will be officially recognized on May 29, 2015 at the VA Heart Attack Coalition's Statewide Annual Meeting.

KUDOS!

Harris-Equipped First Responders Help Employee's Daughter

The following article appeared in an internal newsletter published by Harris. The article was submitted by Andrew Musick, Engineering Technician.

On March 21, our daughter Breanna and her friend were playing outside at the top of an embankment. When a menacing dog approached, Breanna turned to run and ended up falling down the embankment. Her upper arm hit a stump, causing a compound fracture.

The firefighters and paramedics who came to her aid after we called 911 did a wonderful job explaining everything to her and keeping her calm. While in the ambulance, I said to Breanna, "Look, I am surrounded by work." That was when she noticed the Harris radios, and we began chatting about how important they are with a couple of the paramedics.

While at the hospital, the paramedics who brought her there kept checking in on her, seeing how she was doing. Breanna was so grateful for their care that she wanted to do something to thank them, so a couple of weeks later, she brought a thank you card and some Girl Scout cookies to the station. The firefighters and paramedics at Lynchburg City Fire Department, Station 4, C Shift, are more than just customers of Harris PSPC, they are heroes to my entire family.



Andrew Musick and his daughter Breanna with Station 4 crew: Captain Jennifer Collins, Firefighters John Bowling, Tim Jackson, Courtney Hall, and Master Firefighter Scott Kelly

Members Attend FDIC

The following Lynchburg Fire Department members attended the Fire Department Instructor's Conference (FDIC) in Indianapolis, Indiana during the week of April 20-25, 2015: Deputy Chief Anthony Smith, Battalion Chief Robert Lipscomb, Captains Allen Carwile, John Ripley, Ronnie Coleman, Tom McCrickard, and Jonathan Wright.

Attendees had the opportunity to hear from a variety of speakers and instructors discussing critical issues within the fire service. Lynchburg Fire Department's Battalion Chief Robert Lipscomb was among this year's presenters. He received rave reviews for his presentation on "Lessons Learned from a Bakken Crude Oil Train Derailment."

This conference serves as the venue for one of the largest Fire and EMS trade shows in the country. During this event all major manufacturers and vendors display, and in some cases debut, cutting-edge apparatus and equipment used in the fire service.

Fire Investigations

By: Fire Marshal Thomas Goode

I would like to personally thank everyone, especially the company officers, Battalion Chiefs, and the field investigators for adhering to the policy that was created for "Dispatching Fire Marshal's for Fire Investigations." With everyone having had the opportunity to first determine the origin and cause of the four classes of fires, this has helped make the Fire Marshal's job of conducting any necessary investigations much smoother. (The four classes of fires identified by the National Fire Protection Association 921 guide are: natural, accidental, incendiary, and undetermined.)

The class that allows individuals to investigate these fires is the Fire Investigator 1033 course. It is taught by the Virginia Fire Marshal's Academy for four weeks throughout the Commonwealth of Virginia. Recertification is required every odd year. Upon successful completion of the course, students have 90 days to complete field work/skill sheets.

Fire investigations can be as easy as just listening and identifying the origin and cause from Lyn-Comm (by way of a 911 call), to conducting a technique taught by the Virginia Fire Marshal's Academy (VFMA) Investigator course. An example of the Lyn-Comm dispatch is an electrical short inside of the panel box inside of a structure. The origin would be the electrical panel box and the cause would be electrical in nature, also known as an accidental fire, so long as it truly malfunctioned from a normal operation. An example of a VFMA technique is conducting a seven step scientific method which entails recognizing the need, defining the problem, collecting and analyzing data, developing, testing, and selecting a final hypothesis. On multiple occasions, you may generate multiple hypotheses due to the process of elimination which would require the investigator to re-collect data, re-analyze, re-develop and re-test so that they can achieve the final overall hypothesis. With that being said, it could take a while, therefore causing the fire to be under investigation.

To obtain more information about upcoming classes, contact the Fire Marshal's Office or visit www.vafire.com (click on the Training tab, then the Technical Service tab, VFMA tab.)



Shown in the picture above is an "accidental fire"

Shown in the picture below is an "undetermined fire"



Response Zones

By: Battalion Chief Greg Wormser

As part of our ongoing commitment to provide effective service delivery, we have been evaluating our current response zones and nature codes for both fire and EMS. We have determined that we are delivering service in accordance with the Standard of Cover. We now need to determine if we can deliver that service more efficiently.

As part of our changes to calls for service, we have been working on a way to include the Rescue as a Truck Company or a Truck Company as a Rescue (depending on your personal preference). For some time we have struggled with keeping the Rescue from responding to calls across town that could be covered more efficiently by a Truck Company and vice versa. We believed that we had identified a way to divide the city into thirds so that each truck and the rescue would have a first due area. However, like many ideas, this one posed some challenges, preventing a seamless transition. As a result, we had to revert to the original response.

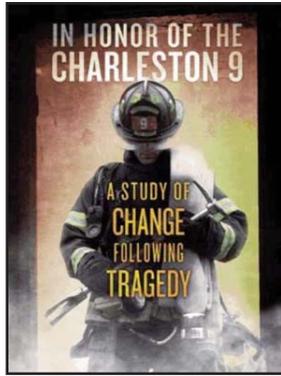
One of the many challenges that has prevented implementing this change is how the information is viewed by the software that runs the CAD. Our current research indicates that when we move to EFD (Emergency Fire Dispatch) sometime later this year, we will be able to better manipulate the software to reflect the needs of the community.

We have reduced the response to traffic crashes to better reflect the actual nature and mechanism combined. Previously, this dispatch occurred using either mechanism or nature, but not both. This update is an effort to keep the rescue and the truck from going to a fender bender on the ramp at Candler's Mountain, or a single motorcycle at high speed, just to name a few. In some situations, depending on the totality of the circumstances, either the rescue or a truck company will respond, but not both. Don't panic, there are still going to be the situations where both units will respond as they have been (multiple injuries, confirmed entrapment, roll-overs etc.)

More changes are anticipated to reach the goal of balancing the work load and our commitment to provide effective service delivery. One of the programs that will be implemented is the Automatic Vehicle Locator (AVL) component of our dispatch capability. We wanted to make changes to 14 of the 33 response zones (not impacting first due, only second, third, and so on). Of the 14 response zone changes, we discovered that in 11 of those response zones, we are actually responding in a different run order than what is indicated in CAD. This natural diversion may be an indicator that we have altered our delivery model without even understanding its complexity. Remember that as we move through these changes, there will be some hurdles and issues. We ask that everyone be patient and provide feedback so that we can continue to provide the best service possible.

In Honor of the Charleston 9

By: Acting Deputy Chief Jason Campbell
Every morning we wake up, we have a choice. We can choose to be average, or we can choose to be great in everything that we do. Excellence is not an accident. It is a habit. If we practice excellence continuously, it becomes a staple in all parts of our lives, personal and professional.



All of this starts with our first step out of bed in the morning. If we rise ready to complain and carry around a negative attitude to our organization, learning will become difficult, with this attitude permeating to others. Research indicates that this presents a significant snowball effect. Once this snowball gets rolling, it turns into an avalanche extremely quickly, affecting the rest of the workforce. To combat this effect, organizations must develop into dynamic learning organizations where motivation and learning are staples of their daily activities. These types of organizations facilitate an environment that not only ensures leaders can practice innovative techniques to increase customer service, but also allows personnel to be the driver of the needed change to do so.

David Griffin was the driver of the first engine to respond to the disastrous 2007 Sofa Super Store fire in Charleston, SC that claimed the lives of nine of his fellow firefighters. Plagued with survivor's guilt, he numbed himself with alcohol, pain-killers, and blood sports, so much so that it nearly cost him his life. Now David has completed a Doctorate of Education in organizational leadership and development and speaks across the country on making reforms in how firefighters are trained and how organizations of all types become dynamic learning organizations.

The Lynchburg Fire Department and the Lynchburg Fire Fighters Association will host Dr. David Griffin on Friday, May 29th at the Miller Center. The program begins at 8:00 a.m. Lunch will be provided. Pre-registration is required by visiting: <http://www.lyncburgva.gov/dr-david-griffin-training-event>. The program will include a first-hand account of the Sofa Super Store fire and never before seen video footage with radio traffic; initial resistance to the changes following the tragedy; and Dr. Griffin's scientific research regarding the change process.

Space Is Limited so register SOON!

Annual Performance Evaluations

Once again, it is time for annual performance evaluations!

Supervisors should be providing on-going performance feedback throughout the year; however, June is the time of year that formal meetings and performance evaluations are completed. This meeting should also include the employee's Personal Learning Plan (PLP).

All Fire Department evaluations are to be submitted to Tammy Sage by Monday, June 15th.



2015 Retirees' Social

The department's Annual Retirees' Social will be held Friday, June 5, 2015 from 10:00 a.m. to noon at Fire Administration in the Training Room.

The following retirees will be recognized at the Social:

Retiree:	Date of Retirement
Eugene Penick	August 1, 2014
Dennis Dodson	January 1, 2015
Ninette Heath	January 1, 2015
Keith Johnson	March 1, 2015
Thomas Mack	July 1, 2015
Anthony Smith	July 1, 2015

Retired Firefighter Rod Smith will have newly restored memorabilia on display. In addition, the Legacy Books will be available for pick up at the Social!

Make plans to stop by and reminisce with the department's retirees!

60 Second Safety

By: Battalion Chief Ricky Bomar

Vehicle Stabilization

In order to prevent uncontrolled roll-overs, remember to stabilize all vehicles that are disabled at crash scenes or involved in fire.



2015 Virginia Fallen Firefighters and EMS Memorial Service

The 18th Annual Virginia Fallen Firefighters and Emergency Medical Services Memorial Service will be held on Saturday, June 6, 2015 at the Richmond International Raceway Complex's Main Exhibition Hall.

Firefighters and EMS personnel who died in the line of duty or have been recognized by the Virginia Line of Duty Act in the last year will be honored for their bravery and dedicated public service. This year's service will pay tribute to Tony Parker of Caroline County Fire Department and John Viggiano of Manassas Park Fire Department.

The service includes a keynote address, a Virginia Fire Services Honor Guard procession featuring the Saint Andrew's Legion Pipes and Drums, a musical performance, and a fire and EMS apparatus display from departments across the state. State flags will be presented to the families of the fallen. The service will be broadcast live over the internet. A reception for family members and guests will be held following the service.

For more information, contact Mark L. Buff at (804) 249-1965 or visit www.vafire.com.



National EMS Week

May 17 - 23, 2015

This year's theme is "EMS STRONG"