



## Chief's Corner

### The Outcome and Attitude Matrix

Welcome to the September edition of the Chief's Corner. The cool weather is almost here and football season is upon us. I hope you get a chance to enjoy the great fall colors and experience a game with family and friends. This month I would like to talk about an idea that I used to teach during EMT class years ago when I was an instructor. I used to discuss legal issues and talk about what would get you in trouble when practicing as an EMS professional. So, let's take a trip back to one of my classes and see what it's all about.

There are a number of ways to get into legal jeopardy when dealing with patients. I referenced a book called, EMS and The Law, when I was teaching and this text contained a list of things to avoid. I will explain the list later in this discussion, but the most important thing to remember is to control your attitude and how you treat the patient and the family. There are two elements on every EMS call that will have a profound impact on the likelihood of there being legal action taken by the patient or the family. These two items are the outcome of the call and the attitude with which you and your partner treat the patient and family members if they are present. I call this the "Outcome and Attitude" matrix and it looks like this:

Good Outcome	Good Attitude
Bad Outcome	Bad Attitude

When you respond to a call for service there are a number of things that may occur. (You can have any combination of outcomes and attitudes from the matrix.) You can treat the patient and have a good outcome and most of the time you will be fine from a "legal" perspective. Or, you can take great care of the patient and still have a bad outcome. Sometimes the patient dies or suffers a major injury and there is nothing you can do to prevent it. This is when your attitude towards the patient and the family really becomes important. The way you interact with the patient and the family will go a long way in determining where you will stand from a legal perspective. During the almost 40 years that I have been working for the Fire Department, I have dealt with many complaints from citizens. In every case the problem revolved around the way the individual was treated as a person. I have never had someone complain about the way we treated the medical problem or put out a fire. It's always about the attitude of the firefighter/medic. These four statements summarize the possibilities that may occur on a call for service:

- Good outcome & good attitude – No complaint
- Bad outcome & good attitude – No complaint
- Good outcome & bad attitude – You may get a complaint
- Bad outcome & bad attitude – You are sure to get a complaint

The way you interact with the patient and the family and your attitude certainly sets the tone of the entire call and has a profound impact on the outcome from a customer service viewpoint. So, the lesson here is simple: You can't always control the outcome but you can control your attitude.

As I discussed at the beginning, here is the "checklist" of things to help you avoid legal problems on any call for service:

1. Know the patient. (If the patient is hostile or threatening, be extra careful.)
2. Don't promise optimistic results. (Don't tell them everything is going to be alright if it's not.)
3. Know your level of competence.
4. Obtain other opinions.
5. Avoid unusual treatments.
6. Develop good patient relationships. (Get to know your patients as much as possible.)
7. Maintain good records.
8. Do not admit your mistakes. (If you make a mistake, tell the doctor or your supervisor. Don't state in front of the patient; "We really messed that up.")
9. Remain competent and practice in compliance with all laws.
10. Do what's best for the patient.

If you are careful and follow these "tips" and have a great attitude, you will rarely, if ever, have a problem from a citizen. It really is simple: Be nice!

I will end with a one sentence quote that I try to practice and put into action on a daily basis: "There is nothing that cost so little nor goes so far as courtesy."

Well, that wraps it up for this month. I hope everyone has a great fall and gets outside for some activities with family and friends. Be safe and be nice, but never forget the most important rule" "Everyone goes home safe at the end of the shift."

Chief

## IN THIS ISSUE

- Chief's Corner
- Anniversaries
- Certifications
- New Fire Investigators
- Meet the Recruits
- Annual Fallen Fire Fighter Memorial Service
- Over The Edge
- Congratulations
- Guns Get Hosed!
- 60 Second Safety
- 2015 Breast Cancer Campaign
- Christmas Ornaments
- Health Exchange



## September Anniversaries

Congratulations to the following members who celebrate anniversaries with the department in September:

### 35 Years

Mark Britton

### 33 Years

Miles Tranks

### 29 Years

Kris Bhalla

### 25 Years

Charlie Cox

### 20 Years

Greg Wormser  
Moe Bruce

### 19 Years

Kenny Turner  
Tom McCrickard

### 17 Years

Brian Jones

### 13 Years

Ryan Lee  
Scott Stanley

### 9 Years

Nathan Sheppard

### 5 Years

Toby Bouyea  
Zach Foster  
Travis Guthrie  
Keturah Lewis  
Steve Mattingley  
Josh Phillips  
Holly Shackelford

## Certifications

### Command Simulation – Commanding the Mayday Incident

Steven Evans

### VSFA:

- Command Overload – Beyond STICO
- Technical Large Animal Rescue
- Time Management Lessons for the New Company Officer

Steven Evans

### Confined Space Level I

Matt Millner

### Driver/Operator Pumper Certification Course

Roger Irvin

### Fire Instructor I

Roger Irvin

### Haz-Mat Incident Management

Michael Thomas

### Surface Water Level I & II

Mary Shumate

### Confined Space Level I - Attendance

Roger Rozell

## New Fire Investigators

By: Fire Marshal Thomas Goode

The Lynchburg Fire Department has five members who have successfully completed the Commonwealth of Virginia Fire Investigator 1033 course. This four-week course is offered by the Virginia Fire Marshal's Association. Upon completion, the new investigators have the necessary skills to investigate the cause and determine the origin of fires. Congratulations to the four new Shift Investigators:

Captain Danny Williams (Station 7, B-Shift)

Master Firefighter Candace Brown (Station 8, C-Shift)

Master Firefighter Scott Hudson (Station 7, A-Shift)

Firefighter Brian Younger (Station 2, A-Shift)

Captain John Norman is the fifth investigator who is assigned to the Fire Marshal's Office as the Captain of Investigations.

The new investigators are very excited about their experiences during the class and look forward to expand their knowledge, skills, and abilities on behalf of the Lynchburg Fire Department Fire Marshal's Office.

## Meet the Recruits

By: Battalion Chief Greg Wormser

The 14<sup>th</sup> Recruit Academy began on August 31, 2015. We are excited about the many opportunities afforded to the department by the Fire Chief and Deputy City Manager through funding and forecasting of vacancies to prepare these individuals and our department for the future. The number of recruits being hired represents potential and known vacancies through the summer of 2016, while maintaining the needed positions for our SAFER employees. These 10 full-time and 2 part-time recruits were selected from more than 150 applicants. In addition, one volunteer from CVCC is participating in the academy.

Recruit school graduation will be held on December 17, 2015, giving these new employees 16 weeks of quality education and instruction. The Training Division staff has provided valuable assistance during the hiring process. Likewise, we will rely on many of our great internal instructors and external partners to make this recruit school successful.

Feel free to stop by and observe the school and the recruits at any time, we just ask that you not interrupt instruction.



Brandon Bergeron



Dana Bischoff



Blake Douglas



Charles Evans



Ashley Howard



Peter Keller



Beau Kincaid



Joshua Mata



Aaron Reeves



Joseph Watts



Frankie Fowler  
(Part-time)



Christopher Mabes  
(Part-time)

**Welcome  
New  
Recruits!**



## Annual Fallen Fire Fighter Memorial Service

The Annual Fallen Fire Fighter Memorial Service will be held on Sunday, October 11, 2015, at 2:00 p.m. at the Fire Fighters Fountain in Miller Park. This year, the wreaths will be placed by Retired Fire Chief William Anderson and current Fire Chief Brad Ferguson.



This event is held annually to honor the 22 Lynchburg firefighters who have died in the line of duty. Also remembered are three members of area volunteer departments who died in the line of duty, two of which were also members of the Lynchburg Fire Department.



## Over The Edge

Over the Edge is a fundraising event that will be held at the Bank of the James Building in downtown Lynchburg on September 18-19. This event is a large fundraiser for HumanKind (formerly The Presbyterian Home) where participants raise money to "Go Over the Edge." If a person or group raises their goal, they will rappel down the side of the Bank of the James. The group Over the Edge has raised more than \$33 million worldwide with events like this one.

Many local community leaders and public figures will be going "over the edge" and the Lynchburg Fire Department's Technical Rescue Team will be participating as part of our commitment to give back to the community.

For more information about this event, contact Battalion Chief Wormser at 455-6345 or visit [www.humankind.org/over-the-edge/](http://www.humankind.org/over-the-edge/)

## Congratulations

Congratulations to Josh and Kari Phillips on the arrival of their daughter, Hayleigh Grace. She was born August 20, 2015 at 10:24 p.m., and weighed 7 lbs. 13 oz.

## Guns Get HOSED: 18-8!

By: Battalion Chief Greg Wormser

Another Guns & Hoses game is in the books with the Guns getting Hosed — 18 to 8! While the Hoses were off to a shaky start with a strong offensive first inning by the Guns, it was the Hoses that rallied and never looked back.

In the process, several records were broken including; the most runs scored by a team (18) for the Hoses, the most runs combined (26), and the most wins in the series (Hoses again)! It was exciting to have some of our Special Olympics partners on the field in both pinch running and pinch hitting efforts, you couldn't have found bigger smiles and more laughter from their participation in the game.

Although we do not have the final amount, money raised will go directly to the local MDA and Special Olympics chapters. Thanks to everyone who made this game possible.

## 60 Second Safety

By: Battalion Chief Ricky Bomar

### Thermal Imaging

The introduction of thermal imaging cameras (TIC) to the fire service has greatly increased scene management capabilities. Firefighter senses are enhanced, increasing visibility and temperature recognition. TICs can be used to determine the seat of the fire, detect overheated areas such as wiring or light ballasts, identify victims during search and rescue, and determine container fluid levels assisting hazardous materials teams.

This month's safety message pertains to firefighters utilizing TICs. All firefighters should regularly train with the device and understand its indications and limitations. It should be recognized that TICs cannot see through images and may also reflect from glass or mirrors. The firefighter must be prepared for potential equipment loss or failure and always maintain reference points and situational awareness. It is also important to not venture too fast or far into a structure while relying totally on the TIC for egress.



## 2015 Breast Cancer Shirts Available Soon!!

Once again, the Lynchburg Fire Department has partnered with local businesses to raise awareness and funds for The Centra Foundation's M.A.A.M. Fund (Mammograms Annually A Must). M.A.A.M. is a local volunteer group associated with The Centra Foundation, whose mission is to raise awareness of the importance of screening mammograms. M.A.A.M. helps to fund and organize free mammography screening for the community and supports media campaigns to build awareness about mammography.

Members of the Lynchburg Fire Department will wear the "special edition" shirts during the week of October 11-17, 2015. This year's design is EMS themed and shirts will be blue in color. Members of the public will be able to place orders for shirts and crew neck sweatshirts soon! Watch for details!

## 2015 Christmas Ornaments

Once again, New Life Laser Engraving is offering Lynchburg Fire Department Christmas ornaments. This year, the ornament depicts an old LFD logo. This logo is currently being used by the Lynchburg Fire Department Museum, Inc.

The price of the ornament is \$10. For each ornament sold, New Life Laser Engraving will donate \$1 to The Lynchburg Fire Department Museum, Inc. A sample of the ornament is available for viewing at Fire Administration in the Chief's Office.

Ornaments will be available for purchase during the Breast Cancer T-shirt campaign. However, if you would like to personalize your ornament (for an additional \$1) you must place a special order with Tammy Sage in the Chief's Office (ext. 6341). The deadline to place special orders is November 1<sup>st</sup>.



## Health Exchange

By: Firefighter Kenny Bunch

This month we continue our discussion about weight loss. Last month we learned a bit about calories, what they are, and how they affect our ability to gain and lose weight. When you begin to look at food as fuel, which is basically all it is, it becomes a little easier to let go of all the emotional ties we have with food. We learned that in order to lose weight we need to create a calorie deficit, the 10 percent rule regarding weight and calories, and that it takes 3,500 calories to make up a pound of fat. This month we are going to learn that there is another exciting, fun way to create that calorie deficit besides not taking them in.

As we learned, if a 200 lb. person wants to lose one pound per week, they need to create a 3,500 calorie deficit in their weekly calories. This would result in them taking in 1,500 calories per day, a deficit of 500 calories from the 2000 they need to maintain 200 lbs. If you remember, I told you all these numbers were based on moderate day-to-day activities. If you have a physically taxing job with a lot of movement that can elevate your heart rate on a regular basis, you can take in more calories per day than someone who is sedentary. Unfortunately, most of us can be considered pretty sedentary on a daily basis. This leads us to the topic of exercise.



Exercising can be anything that gets your heart rate up for an extended period of time. Personally, I like running, but I am well aware that running is not for everyone. I also enjoy biking and hiking, but for me I get the most bang for my buck out of running, I can run for 30 minutes, and burn 400+ calories, I have to bike for at least an hour to get the same effect.

The American Council on Exercise recommends all adults exercise for 30 – 60 minutes at least five days per week. Depending on your choice of exercise, and the intensity, you can expect to burn 300 to 1,000 calories per session. Here is the exciting part, those calories equal a deficit in your daily and weekly totals! Being realistic, the numbers are going to be on the low side; it takes a high level of intensity to burn 1,000 calories in an hour, and it's going to be hard to do that five times per week. So, before you start thinking of all the things you can eat while still creating a deficit, there are some other things to consider. Let's keep the math simple; we assume you can exercise for 60 minutes, 4 days a week, at an average of 500 calories burned per session. That creates a 2,000 calorie deficit for the week, without factoring in your intake. I know the numbers seem small, but be patient, they add up, I promise.

Some things I should mention, when talking about calorie totals for the day and the week, it is easy to get too wrapped up in the day-to-day and worry about every little calorie. I tend to look at calories on more of a weekly basis; you need to pay attention to what goes in and what you burn every day, but your body responds on a weekly basis. If you take in 1,700 calories one day and burn an extra 200 calories two days later it will all work out.

Intensity. How hard you exercise will directly affect how much fat you burn, but possibly not in the way you think. Contrary to what would seem logical, pushing yourself to your limit constantly is not going to burn the most calories, actually just the opposite. Research shows that exercise over a certain intensity is viewed by the body as stress. Stress is a topic for another article, just know for now that stress causes your body to release hormones that make it harder for your body to access fat for fuel, and also can cause your body to increase the storage of fat. So if you're exercising like a maniac, and still not losing weight, that might be why.

How can you tell if you are exercising too hard, or not hard enough? There are all kinds of fancy equipment and equations they use to measure VO<sub>2</sub> max (how your body uses O<sub>2</sub>, also known as aerobic/anaerobic range), but there are some really simple ways to keep you in the ball park. My favorite is the talk test; if you can talk in complete sentences without losing your breath, you are in the lower portion of your aerobic threshold (usually 40 - 65% of your maximum heart rate). As you increase the intensity, it will get more difficult to string words together without pausing for a breath. When you can no longer say more than a word or two without a pause, you have crossed the threshold into anaerobic (75 - 85% maximum heart rate). When you are within your aerobic range, your body has the time to convert fat into fuel, once you cross into anaerobic, your body no longer has time to convert fat, and burns the sugar stored in your liver, which runs out pretty fast. This is why we can only maintain anaerobic exercise for a short time, but if you stay in the aerobic range, you can exercise longer, and burn more fat. Maximum heart rate (HR) has historically been calculated using the following equation:  $220 - \text{Age} = \text{max HR}$ .

For example, a 40 year old person has an approximate max HR of 180. It is notable that this should also be used only as an estimate; this method has a variability of plus or minus 10 to 12 beats per minute, depending on your fitness level. It is a good starting place, however. Using this method, the above-mentioned 40 year old would want to have a target of 120 -130 bpm (approx. 65 – 70% max HR) for optimal fat burn. Increasing your heart rate to around 150 – 160 will put you at approximately 85% of your max HR, which will put you in the anaerobic range. There are some advantages to exercising in this range, especially for short periods of time. Research has shown that varying your heart rate, with periods reaching 85% of your max can promote heart muscle growth, increase endurance, and raise your overall max HR. Research has also shown that prolonged periods of exercise at 85% of your max HR can be seen as stress by your body, as I mentioned earlier. In addition to the talk test, heart rate monitors are a great way to track your heart rate.

If you have any questions or suggestions for articles feel free to e-mail me.

### Reminders

- City offices will be closed Monday, September 7, 2015 in observance of Labor Day.
- City Employee Tailgate Event will be held September 11, 2015 from 11:30 a.m. to 1:30 p.m. at City Stadium. Employees can enjoy hotdogs with fixings, chips, s'mores, water, and lemonade!
- 9/11 Stair Climb will be held Saturday, September 12, 2015 at the Bank of the James. Check-in begins at 7:30 a.m.