



On the Line

Our Core Values: Pride, Respect, Duty, Unity, Integrity and Compassion.

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Upcoming Events

April 29th

Angles in the Outfield...volunteer opportunity for the Miracle League Field

July 4th

Parade—this year's theme is "Honoring Our First Responders"

September 11th

Annual observance of 9/11

October 7th



Birthdays:

Dave Wyner	April 16
Lesley Olsasky	April 16
Kyle Clark	May 2



UFD statistics for March

Calls for service: 374 YTD: 1,172
 Average response Time – all calls: **6minutes 33 seconds**

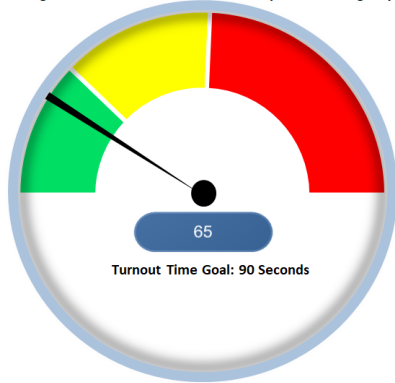
Emergency Medical Service calls: 233

Average Emergency Response Time EMS: 4.83 minutes

Fire related calls: 68

Other: 64: Inc. # issued in Error: 2, CUR: Fire: 10, CUR: EMS: 52

Average Turnout Time of the Fastest Unit per call: Emergency Calls



Fire Service Trivia....April 2018

Q: Which apparatus manufacturer produced the first widely used motorized fire apparatus?

- a. Ahrens-Fox
- b. American LaFrance
- c. Mack Trucks
- d. Seagrave

Find the answer on page 6 & 10



Chief's Corner—Chief Jerry Holt



I heard a song the other day. It impacted me and the words rang so true. It's a country song so based on what I hear our folks listening to when they work out, I doubt many of them would know it.

Like so much of the music I tend to listen to, I can relate to the lyrics. Some I like just because I like them. Some touch me and I've written about that before. Some songs can take you back you know, they take you back to a specific place or time. In this new song, there are the following lyrics "Wish I had me a pause button, Moments like those Lord knows I'd hit it". If I could go back, I doubt I would "hit it"...I'm not sure I was smart enough to know how precious those moments were when I was in the middle of them.

This new song takes me back to so many of the moments that I wish today I could have stayed "in the moment" for so much longer. Some were irrelevant and probably meant something only to me now and not so much back then. My senior year in High school would be a great example. So many things happened that year.

I had about 20,000 acres to hunt and a 45,000 acre lake at my front door. Many hunting and fishing memories. A dream season hunting season that I've never topped. So many big bucks, so many big fish... I thought everyone had it so well.

Then there are school events. A State championship in basketball and football my senior year. A couple of weeks where I was the defensive lineman of the week. Twelve fumbles recovered that year including one that I could have returned for a touchdown in the State Championship game...until the ref blew the play dead and said my knee was on the ground and I couldn't advance it. What a year!

Then there are more recent events. Finishing 3rd in my first year racing in the State Championship race. It was a lower class race but I was on top of the world. Winning a B-feature race and a feature race here in Iowa. Big deals for someone who loves racing.

Then there are more serious events. I spent too much time wanting to do my own thing...I'd give anything go have a pause button looking back and the time I spent hunting and fishing with my dad. He left me way too young at 62. If I could just have one more cast with him...one more fish. Then just three years later I lost my mom...again at age of 62. So many memories...so much time spent in such a hurry to get here or there. Such a hurry to grow up and live "my" life. Not near enough time with them. I'd give anything to have five more minutes with them. If you are lucky enough to still have your parents or grandparents...spend all of the time with them that you can. There is no pause button and when they are gone, you will realize just how short the time you had with them actually was.

And then there is now. I never grew up wanting to be a fire chief. Wasn't even on my radar. Growing up I wanted to be a Game Warden, then a State Trooper and then I saw the TV series "Emergency" and all I wanted to be was a paramedic/firefighter. Only later did I want to "move up" but there were plenty of positions along the way of my FD career where I so enjoyed what I was doing. Time of my life but I wanted to make things better and moving up seemed to be the way to make that happen.

At eighty-six my grandpa said there's angels in the room
With all the family gathered 'round we knew the time was coming soon
With so much left to say I prayed Lord I ain't finished
Just give us five more minutes

Then I made it to Chief. I wanted to take all of the things I learned along the way—the lessons good and bad and make a fire department better. I wanted to be part of a department where all of the things I didn't like coming up in the FD could be made better. I worked my butt off trying to change things and have a different fire department. A better fire department.

And with all of the effort, time, blood, sweat and tears, there are still some folks that aren't satisfied. I won't go down the road of the price we've paid but suffice it to say, there was a lot of hard work to get where we are today. We are a good department...perhaps not the best but continuing to try to be better and well on our way to being one of the best.

So I have a message for those who are generally not happy. I would hate to see anyone leave our department. I think everyone here brings something special to our department and I appreciate and value everyone that chooses to be here. But I have to tell those who aren't happy—you should leave. You owe it to yourself, your families and those you work with not to be unhappy.

Has the Chief lost his mind? No, not at all. What I have lost is time. I have learned in my 35 years in the fire service, 38 years as an EMT and my well over 50 years of life, there is no pause button and most of us wouldn't know when to use it even if there was.

See, I think our department is pretty good. Solid but ever improving. Honest enough to look at our operations and find ways to be better. In fact well on the way of moving from good to great. Yet there are those who are "on the edge of leaving" according to some. Despite the efforts to change things, they are not happy with those efforts and want more and more.

We have changed a great deal in an effort to make everyone happy. I cannot begin to count the initiatives we've undertaken to improve things over the years. Yet for some, it seems there is never enough. I guess they are right...sometimes there just isn't enough to make everyone happy.

And that brings me back to that song.

Sometimes one doesn't know how good things are until they don't have them anymore. Sometimes folks don't know how good things can be until they move on. Sometimes it takes moving on to make yourself happy. Onward to bigger and better things and away from things that seem "bad". And that's just what you should do...pursue happiness with abandon and a relentless quest to find happiness and contentment. You deserve it.

Those that stay should be committed to continual efforts to be better. There is a lot of work to be done here and thinking there are days when "everything that can be done is done" is short-sighted and the enemy of continuous improvement. There is always something to do, something to study, something to learn, something to clean, something to make better. The days of sleeping in the recliners were gone before you came to Urbandale. We didn't take that from you...it has been how the department was sold since the first fulltime person was hired. We aren't going to be like every other department. We want you to be different.

There is one thing for sure, when your times is up, there is no such thing as "five more minutes" and there is no pause button. Find your happy place and be happy. You owe it to yourself.

There's a Dog in the Ambulance!!! - AC Rob Light

Service animals are becoming more and more of a hot topic in EMS, and along with this article, we are implementing an SOG covering service animals. My fairly new next door neighbor has a service animal so I have been able to witness one in action first hand and I must say they are quite impressive. Louie is a yellow lab and my neighbor is an Afghan War veteran who lost a significant portion of his hearing due to an IED that detonated on him during one of his IED disposal missions. It is one of the most well behaved dogs I have seen.

So what exactly is a service animal? The ADA defines them as "dogs that are individually trained to do work or perform tasks for people with disabilities". Under titles II and III of the ADA, dogs are the only animals recognized as service animals. Notice it says "dogs". That doesn't mean cats, peacocks or pigs (although there is work to get miniature horses approved as service animals believe it or not). Service animals are working dogs and are not classified as pets. The tasks they are trained to perform may include such things as reminding a mental illness patient to take their medications, guiding a blind person, alerting a deaf person, pulling the wheelchair, alerting and protecting a person about to have a seizure, calming a PTSD patient during an anxiety attack, etc.. The work or task a service animal performs must be directly related to that person's disability. That being said, dogs whose sole function is to provide emotional support or to provide comfort are not classified as service animals.



So how can I determine if FIDO is a service animal or a comfort animal? There are two questions that can legally be asked to help determine this:

- 1. Is the dog service animal required because of a disability?

and

- 2. What work or task has the dog been trained to perform?

You are not allowed to ask to see the dog perform its task, require to see training documentation for the animal or require to see medical documentation regarding the patient's illness or the dog's capabilities.

As with all things, our safety is first priority and if the service animal is hostile or unruly, we will not be transporting the animal with the patient. The patient must be able to maintain control of the animal with voice, signal or other effective means and the animal should be leashed, tethered or harnessed unless these devices interfere with the patient's disability or treatment. The other two instances where we would not transport the service animal is if the dog is not housebroken or the dog will interfere with fundamentally lifesaving procedures. In cases where we do not transport the animal with the patient, every effort should be made to secure the animal on scene. These efforts may include involving law enforcement, family members, calling Westcom for animal control and even calling another UFD unit to stand by until the animal is secured.

If we do transport a service animal, we need to load the patient first and then find a mutually agreed place for the service animal to sit during the transport. Service animals are allowed in most parts of a hospital but we must notify the receiving hospital as soon as possible that we have a service animal on board so they can make arrangements for it upon our arrival.

I hope this clears things up a little bit about service animals and our obligation to follow the ADA and interact with them. They seem to be becoming more common as the years go by and it will only be a matter of time before we transport one.

Urbandale Fire Department Expectations

- 1. Maintain and promote a winning attitude! No complaining without solutions. Give no audience to complainers.**
- 2. Practice the Golden Rule! Go beyond treating people the way you want to be treated, treat them the way THEY want to be treated.**
- 3. Be a team player! Participate—communicate.**
- 4. Seek excellence! Seek to improve everything.**
- 5. Do that which is right! Be accountable.**
- 6. Stay focused! Mission and values.**
- 7. Participate! Be fully involved.**
- 8. Capitalize on adversity! Adapt & overcome...seek opportunity in adversity.**

ON THE LINE

Other programs/training/projects completed by UFD in March:

Training Report: 1,248 hours of training were completed in March

Fire Training: 986 hours

EMS Training: 262 hours



Prevention & Inspection Activities:

- Completed 40 inspections
- Completed 13 re-inspections
- Completed 9 preplans
- Conducted 26 plan reviews
- Conducted public education/PR for 404 people (190 children & 214 adults)
 - CPR for 17 people, Stop the Bleed class for 58 people
- Replaced 26 smoke detector and 36 detector batteries
- Conducted 3 Car Seat checks



Last Safety Incidents:

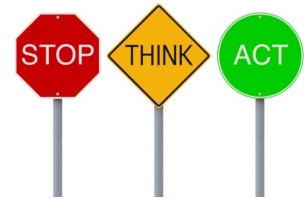
As of April 1st

1 day without a safety incident

114 days without a lost time injury

Last incidents:

- 6/1/17: C401 backed into C400 at Station 42.
- 6/30/17: A427 was damaged when pulling out of the station and striking a bollard at Station 42.
- 8/07/17: Strained back while working out. Missed most of 8/10 and all of 8/13/17.
- 8/19/17: A413 backed into a flag pole damaging the step plate and the flag pole.
- 9/24/17: Twisted ankle stepping out of the ambulance—no lost time.
- 12/08/17: Employee injured back—picking up a box when felt a sharp pain in mid back area. Missed remainder of shift.
- 3/30/18: Ambulance was backed in to a bollard at Station 41. The accident occurred despite having a backer in place.



WHAT'S HAPPENING AROUND THE DEPARTMENT...

- The Urbandale Fourth of July Committee has announced the theme of this year's July 4th theme: Honoring our First Responders. Hopefully many of you will get to enjoy the parade and festivities during this year's celebration as it is honoring you.
- Work on Station 43 continues. The Planning and Zoning Commission approved the Site Plan on April 2nd. Things continue to move through the process on schedule.
- There was no staff meeting in March. The next scheduled Staff Meeting is April 12th.
- An agreement between the Medical Director for Clive and our Medical Director has been reached that allows staff to use the medications carried on each other's ambulances. The agreement includes only those drugs which are in our protocols so our medics could only use Clive's drugs if that drug is in our protocol.
- Contract negotiations wrapped up the first week this month. A Tentative Agreement was reached and we are awaiting ratification by both parties.
- The department sponsored a "Stop the Bleed" event on 3/30/18 in recognition of the National "Stop the Bleed Day". Fifty-eight city employees attended the training with all of the classes being at capacity. There are more classes anticipated in the future to fill the request of other city employees who were unable to get into a class.

ON THE LINE

Member Profile...

Member Profile: Cory Deaton, FF/EMT

Length of time with UFD: 3 months

What got me interested in the Urbandale Fire Dept: I heard a lot of good things about Urbandale and wanted to be a part of a great team.

Previous EMS experience: Have been an EMT for 10 years with the Indianola Fire Dept. I also worked Clive and Norwalk Fire Depts.

Previous Fire Experience: 11 years with Indianola Fire Dept.

Family Life: Married to Kaylin for 2 years. We have a son named Wyatt that is 2.5 years old. My wife also has 2 cats.

Activities or hobbies I enjoy: I enjoy outdoor activities and going to the gun range.

Favorite TV programs: Ink Masters

Favorite movies: Rudy

Last book that I read: Kid's books

Most memorable moment with UFD: Getting on shift and becoming a part of a crew.

Most memorable moment outside of UFD: When my son was born.

Personal Goals: Finish paramedic school

What I enjoy about the Urbandale Fire Dept: Being on a shift that makes me feel like I'm a part of the crew.



“YOU’VE BEEN CAUGHT DOING AN OUTSTANDING JOB”

We continue to recognize your efforts. Whenever we receive a thank you letter, card or a phone call, we pass that along to the people involved in the form of a “You’ve Been Caught Doing An Outstanding Job” letter. As of April 1st, we have sent 51 notices to our personnel. The following people received “You’ve Been Caught” notices since our last newsletter:

Lt. Macumber, Jeff Gilchrist, D/E Josh Boyle & Coden Tennison: Lt. Routson took a call from the residents at 4451 91st Street this morning. They wanted to call and express their appreciation for the work on an EMS call there during the early morning hours of 3/15/18. They said you the responders very professional and the patient that was transported is doing much better now.

D/E Drew Stiles, Rob Harris, Tad Watson, Jarod Bark & Dave Wyner: We received a thank you note for participating in the Library’s “STEM Saves the Day” event. (Science, Technology, Engineering, Art, and Math) The card reads “Many thanks to your team for making our Spring break “STEM Saves the Day” event such a great success! We how busy your department is and we appreciate you finding time to reach out to area youth! Laura Sauser, Community Manager - Jennifer Goulden, Youth Librarian”

Lt. Miljkovic, Dave Burns John Mitchell, Lt. Routson, & Craig Pope : We received a request to come take a look at a homeowner’s smoke detectors. She was concerned they were outdated. A-Shift went down to check them out and told her that she needed new ones and that when she got them, we would come back and help her install them. After she got new ones, A-Shift returned to do the install for her. She wrote a thank you email and include a \$100 donation. The email reads “Mr. Holt. I am feeling grateful to live in wonderful Urbandale. Your crew of guys was so very helpful and kind. They completed the installation very efficiently. Thank you from the bottom of my heart. Rosemarie.” Rosemarie Sherer - 15611 Monroe Court.

Thanks to all of you for providing outstanding service!!

Safety Tip: Pump Stops W/FF's Making Attack—Firefighternearmiss.com

SUMMARY - As a crew entered to make an attack on a structure fire, the pump suddenly stopped. The nozzle firefighter advised the entry crew of no water and they backed out of the structure just as the floor collapsed into the basement.

EVENT DESCRIPTION - Upon arrival, we found a working fire in a residential structure. We laid about 300 feet of 5" supply line from the hydrant and advanced a 200-foot line to the front door.

After making a difficult stretch to the Alpha side, the nozzle firefighter found a truck crew forcing entry. The first firefighter through the door began a right-hand search while the officer headed straight into the home. Three short bursts of water into a heated ceiling environment and the line went limp just as the truck officer warned of a collapsing floor in front of him. The crew retreated from the structure and began to attack the fire from a basement entrance on the Bravo side.

After the fire was under control, the nozzle firefighter and pump operator discussed the loss in pressure. Pump cavitation caused the loss in pressure, but resetting the pump allowed the return of flow. The next day, the crew determined gravel had gotten into the pump through a corroded intake screen and caused the pump to shut down.

TAKE AWAYS - There are a number of lessons from this submission, and I recommend reading the entire report. To prevent foreign debris from entering the pump, flush the hydrant before connecting a feeder line. While this can help to prevent flooding the impellers with gravel, it's not absolute in preventing an obstruction.

An additional way to prevent getting debris into the pump is to use an intact screen strainer over the pump inlet. This can prevent debris from a pressurized source like a hydrant or from drafting out of an impounded water source.

LEADING PRACTICES - With the advent of large-diameter hose, many departments use large gated valves to control the water that enters the pump. The major concern is that the valve can obscure visual inspection of the intake screen strainer. When strainer corrosion occurs, debris can enter the pump and obstruct the impellers. While the obstructions are dangerous, the debris can also damage the pump and degrade performance over time.

Pump manufacturers recommend inspecting the intake screens twice a month. The inspection should include the margin where the screen contacts the pump housing. Corrosion-free contact at this location ensures the best protective bond.

Regular inspection and cleaning of these screens is a vital part of overall fire-pump maintenance because the strainer itself is made of a metal alloy designed to corrode in order to protect the pump from deterioration. A process called galvanic corrosion allows the sacrificial anode metal in the screen strainer to corrode and protects the cathodic metals in the pump housing and impellers from deterioration.

Cathodic protection helps lengthen the life of the pump as long as the sacrificial anodic material is available to absorb the galvanic corrosion. If you identify screen-strainer corrosion during your inspection, replacement is required to protect the pump from damage.

Fire Service Trivia....April 2018: Correct Answer, A.

By the 1840's most municipal fire departments had made the switch from hand-pumps to steam pumps. These large pumps, pulled by a team of horses, would use coal-fired boilers to create steam, which was then used to drive piston pumps. In 1841, the first steam-powered fire pump was introduced in New York City by John Ericsson. Unfortunately the new vehicle was not well-received by the firefighters, who immediately sabotaged it. It wasn't until 1853 that the next version of a steam-powered pumper was produced in Cincinnati (coincidentally the same year Cincinnati formed the first paid fire department in the U.S.) Like its predecessor, however, this pumper also failed to take off, and horse-drawn steam pumpers remained the norm for almost another 60 years.

Trucks powered by an internal combustion engine first made their appearance in Europe in the late 19th century. The first widely accepted truck in the U.S. didn't come on the market until 1907, with the founding of Mack Trucks. While several small companies attempted to develop a combustion-driven fire engine, the first successful model was produced by Ahrens-Fox. Unlike earlier attempts, the internal combustion engine had the improved reliability and power to successfully deliver fire equipment to the scene.

Ahrens-Fox was founded in 1910 in Cincinnati with the intent of developing a motorized fire apparatus. Their first product was released in 1911, and by the following year was being placed in service in a number of cities. American LaFrance, which had been producing horse-drawn pumpers since 1873, quickly followed suit. Mack Trucks – at the time the country's largest truck manufacturer, produced its first motorized fire engine in 1913. By the end of that year, the production of horse-drawn fire apparatus had completely ended.

Motorized fire apparatus from 100 years ago were quite different in design and operation when compared to today's modern fire apparatus. Original apparatus had a bench seat for the driver and officer, but no other riding or standing positions for fire-

(Continued on page 10)

Service Animals

S.O.G.: Service Animals

Effective: 2-21-2018 Revised:

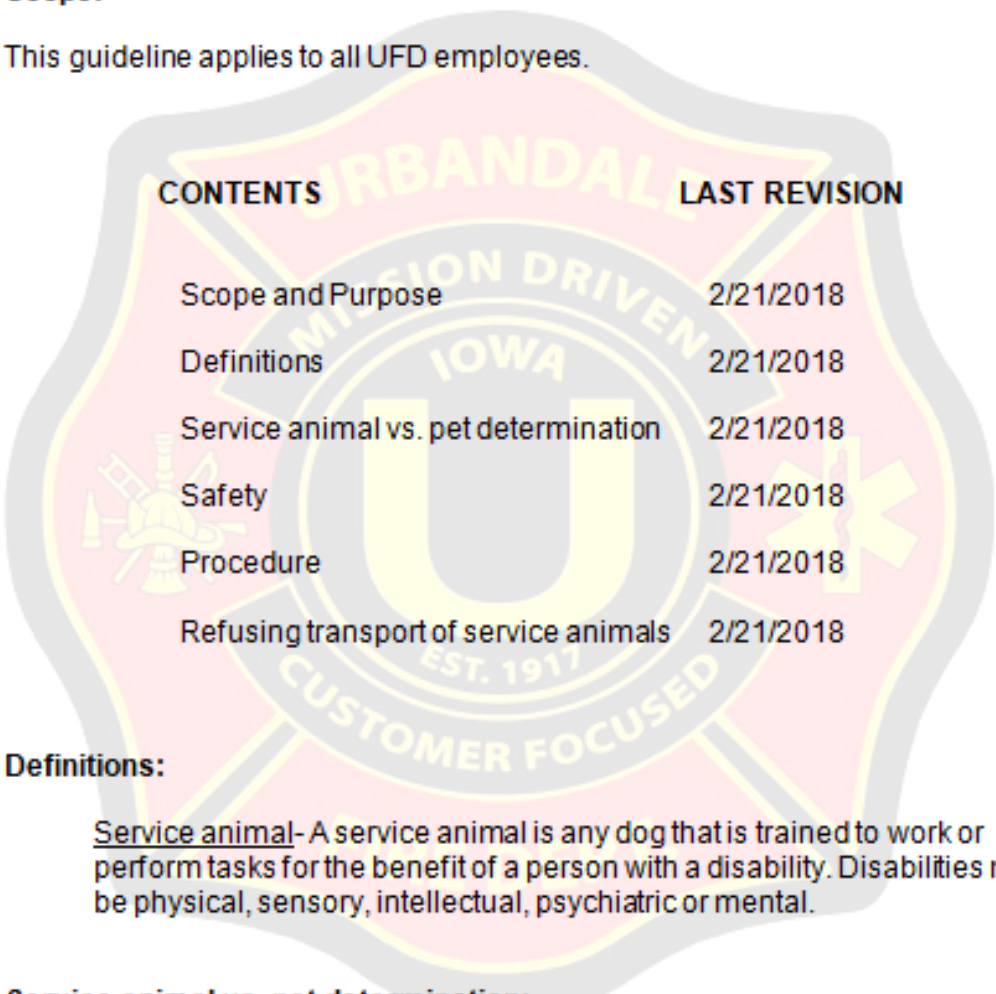
Page 1 of 3

Purpose:

The purpose of this SOG is to define the procedure for the transport of a patient's service animal to the hospital with the patient.

Scope:

This guideline applies to all UFD employees.



CONTENTS	LAST REVISION
Scope and Purpose	2/21/2018
Definitions	2/21/2018
Service animal vs. pet determination	2/21/2018
Safety	2/21/2018
Procedure	2/21/2018
Refusing transport of service animals	2/21/2018

Definitions:

Service animal- A service animal is any dog that is trained to work or perform tasks for the benefit of a person with a disability. Disabilities may be physical, sensory, intellectual, psychiatric or mental.

Service animal vs. pet determination:

Service animals have been trained to perform specific tasks for the person with a disability. Examples of these tasks would include alerting a deaf person, guiding a blind person, alerting or protecting a person with a seizure disorder, calming a person with PTSD during an anxiety attack, pulling a wheelchair, or many other important tasks.

Service Animals

S.O.G.: Service Animals

Effective: 2-21-2018 Revised:

Page 2 of 3

The allowed questions by law that can help determine service animal status are:

1. Is the dog a service animal required for a disability?
2. What work or task has the dog been trained to perform?

By law, we are not allowed to ask what disability the patient has or proof of service dog certification.

Safety:

At no time shall fire department personnel jeopardize their safety by transporting, or attempting to transport, an unruly or hostile service animal.

Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the owner's disability prevents them from using these devices. In that case, the individual must be able to maintain control of the animal through voice, signal or other effective means.

Procedure:

The patient and cot shall be loaded prior to allowing the service animal to board the ambulance. This will prevent the cot wheels running over the animal's paws when loading the cot.

The dog shall be placed in a mutually agreed place where it benefits the patient, but also does not interfere with patient care.

Advise receiving hospital that you are bringing a service animal to their facility so they can make arrangements for it.

The ambulance shall be cleaned and disinfected as any other transport.

Service Animals

S.O.G.: Service Animals

Effective: 2-21-2018 Revised:

Page 3 of 3

Refusing transport of service animals:

The following are circumstances where service animal transport is not allowed:

1. The dog is not housebroken.
2. The dog is out of control.
3. The dog will fundamentally alter the crew's ability to provide lifesaving care.

If the animal does not meet the criteria for a service animal, the following procedures shall be attempted:

1. Assist with properly securing the animal on scene, with or without a family member present.
2. Contact another UFD unit to help secure the animal while Westcom contacts animal control.
3. Law enforcement may be used as a resource on scene for assistance securing the animal as well.

The ambulance shall be cleaned and disinfected the same as any other transport.

Picture this...

March 6th Badge Pinning and Swearing-in Ceremony.

FF/Paramedic Jared Bark

FF/EMT Cory Deaton

FF/EMT Matthew Dominguez

FF/Paramedic John Mitchell

FF/Paramedic Jeremy Rosenau

FF/EMT Jackson Salter

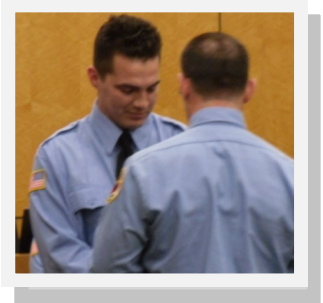
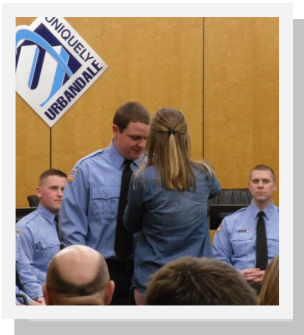
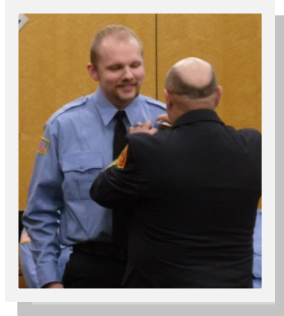
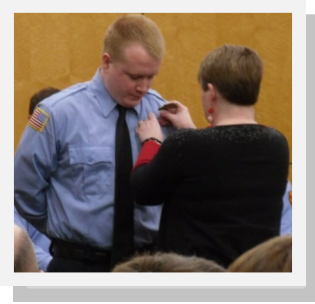
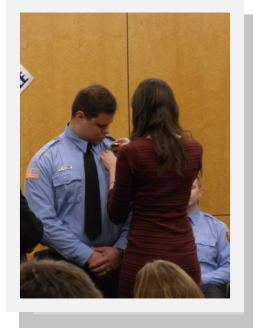
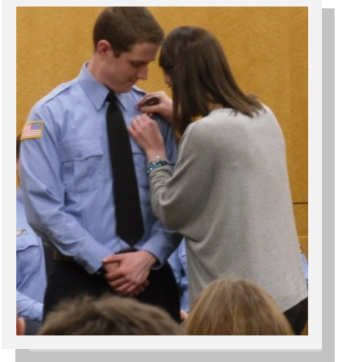
FF/Paramedic Taylor Smothers

FF/EMT Coden Tennison

FF/Paramedic Logan Derry



Mayor Andrew administers the Oath of Office



(Continued from page 6)

fighters! Firefighters hung off sideboards or rode in the rear hose-bed. Original pumps could manage only about 350 gpm, but were capable of delivering high-pressure streams. A 1916 display in New York City pumped water to the top of the Woolworth building, more than 750' in elevation. Within ten years piston pumps had been introduced, allowing for pumps which could deliver more than 750 gallons per minute. The internal combustion engine with direct drive pumps marked the end of the steam engine era in the United States. Ahrens-Fox itself lasted until 1952 which the high price for its product forced the company out of business.

For More information: <https://vintagefiretruck.com/2017/09/page/15/>.





UFD This Month: April 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 HAPPY EASTER!	2	3	4	5	6	7
8	9 A/O - Aerial 0830-1630	10 A/O - Aerial 0830-1630 Chalk Tour w/ CFD 1-4	11 A/O - Aerial 0830-1630 Chalk Tour w/ CFD 1-4	12 Chalk Tour w/ CFD 1-4	13	14
15	16	17 Multi-Co Ops 0830-1230	18 Multi-Co Ops 0830-1230	19 Multi-Co Ops 0830-1230	20	21
22	23 SOG Format 1800 (Lyon) Sepsis (Kain) 19-2100	24 SOG Format 1800 (Lyon) Sepsis (Kain) 19-2100	25 SOG Format 1800 (Lyon) Sepsis (Kain) 19-2100	26	27	28
29 Angels in the Outfield 12:30-4	30					

FIRE SKILLS: Aerial Ladder Operations

EMS SKILLS: Pediatric Airway

EMS ON-LINE: Abdominal Trauma

RESCUE SKILLS: RIC Rescue Removals

CHALK TOUR: CBI Steel / Bulk Mail Center