



The Size Up

Rogers Fire Department

4th Issue, September/October 2010

Training Schedule

September 6-17
Fire Officer I

September 7-9
Company Officer Meeting
RFD Inspections

September 9
SOT Training

September 13
Live Burn (C-Shift)

September 15
Live Burn (A-Shift)

September 20
Live Burn (B-Shift)

September 21-22
Incident Safety Officer

October 1
FCOC Refresher

October 6-7
Arkansas Leadership Symposium

October 11-13
Company Officer Meeting
SOP Implementation (City Wide)

October 14
SOT Training

October 18-22
Fire Officer II

October 26-27
Safety and Survival

October 26-28
City Wide Officer Development
City Hall Open Enrollment

October 28-29
RIT

November 1-4
Basic/Advanced Air Monitoring

November 2-4
Company Officer Meeting

November 8-12
Rogers Smoke Diver

November 11
SOT Training

November 13-14
Incident Safety Officer

December 7-9
Company Officer Meeting

December 9
SOT Training

December 6-10
Trench Rescue Technician

From the Desk of Fire Chief Jenkins

The 2011 budget process has begun. By city policy and state law, a balanced budget must be delivered to the City Council by December of each year. To prepare for the budget, meetings are being held to identify and prioritize the needs of the fire department to maintain our current level of service and expand into areas we are deficient. Thanks to the support of our Mayor and City Council, we have managed to accomplish a great deal in fiscal year 2010. A few of those highlights include:

- Adding a full-time EMS Captain
- Increasing the membership of and reorganizing the Special Operations Team
- Establishing the Aircraft Rescue and Firefighting Team
- Issued new department uniform jackets
- Added AEDs to dedicated non-ALS fire companies (Engine 4, Truck 1, Truck 5)
- Installed Knox Medvault Narcotics Security boxes in all ambulances
- Purchased Carbon Monoxide blood gas meters for Truck 1 and Truck 5
- Replaced carpet at Station 1 and Station 2
- Ordered (awaiting delivery) of a new ambulance for Station 3
- Upgraded lettering and logos on all fire companies
- Upgraded warning equipment on Truck 1, Truck 5, Engine 7, and Engine 4
- Purchased new cardiac (E-Series Zoll) monitors for all ambulances and Engine 2
- Purchased four more Stryker Power Cots, allowing all ambulances to have power cots
- Completed phase one of an SCBA face piece upgrade program
- Instituted a department health and wellness program with paid physicals for new recruits and on-going physicals for current members
- Purchased four new staff vehicles (Chevrolet Tahoes)

In the coming weeks we will begin to focus our goals and objectives on what must occur in the coming year. As with any budget, we must be realistic and ask for what we truly need to continue to accomplish our mission. However, I continue to forecast great success for our department in the coming budget year. The city continues to be a strong advocate for public safety, thanks in part to your success with our citizens. Keep up the good work!



An Ounce of Prevention

By Battalion Chief / Fire Marshal Travis Hollis

“Why We Do Company Level Inspections”

Most firefighters meet change with resistance. One of the changes that we have seen in the last year is the implementation of company level inspections. This change is not only a requirement of ISO, but is also a component of our goal to be an accredited fire department. Performing company level fire inspections is not a new concept, it has been a common practice among progressive fire departments for years.

Most of the time when firefighters ask “Why?” they are seeking to understand. So I will try to answer the “why?” to many of the questions that I have heard:

Why #1 – Why do we have to do company level inspections if we have a Fire Marshal’s Office?

Answer – As discussed earlier in the article, it is a requirement of both ISO and Commission on Fire Accreditation International. They look exclusively at the fire companies to perform these inspections. In addition, this is the perfect opportunity to familiarize yourself with buildings in your Fire Management Area.

Why #2 – Why are we the only department in NWA that has to do company level inspections?

Answer – We are no longer in competition with departments in NWA, as our vision statement states that we seek to be nationally recognized in every risk-related discipline. Again, company level fire inspections are common practice in progressive departments. Other departments in NWA should be asking why they are NOT doing these inspections.

Why #3 – Why haven’t we had any further training on fire inspection practices?

Answer – In September a class was held to further improve our company level inspections. Had we been thinking ahead, this class would have been delivered LAST year, ahead of the program. We made a mistake in not getting this information out sooner.

Why #4 – Why don’t we hear the outcome of the inspections that we perform?

Answer – As part of the accreditation process, we have realized that we were failing in keeping the job informed on the outcome of the inspections. We will soon start publishing company level inspection disposition reports.

Why #5 – Why do we have to inspect every building located inside the fire district?

Answer – First and foremost our boss says that we will perform company level inspections in every building located inside the fire district. Second, we are long overdue for a fire in our downtown area. Fires in Type III constructed buildings (Ordinary – Masonry load-bearing walls with wood floor and room assemblies) have killed more firefighters than any other construction type. We need to be very, very familiar with our downtown.

Being intimately familiar with buildings in your FMA is imperative. From living spaces in commercial businesses, to identifying fire doors, doing these inspections will only make this department better.

With all that being said, fire inspections are probably not on anyone’s top 10 list of things they look forward to doing, just remember they are just another piece of our success.



Where are they now?

- a. West Valley Fire Protection District, Oregon. Spirit Mountain Casino.
- b. Johnson Township Fire Department, Indiana.
- c. Scurry Volunteer Fire Department, Texas
- d. Wakatobi Dive Resort, Southeast Sulawesi, Indonesia
- e. Small fire department outside Viedma, Argentina
- f. Private owner, North Carolina



CONGRATULATIONS

TO DEPUTY CHIEF JAKE RHOADES
ON HIS CHIEF FIRE
OFFICER DESIGNATION!



WE ARE PROUD OF YOU
JAKE!



HOT SHOTS



- 1) FF Nick Ardemagni , Car Fire 8th & Olive (1-B) 2) 1st alarm smoke in a residence on North 2nd Place (1,3,4 B) 3) FF Fox, FF Duke & Capt Box make time for a picture with the Chick-Fil-A cow at a recent event 4 & 6) Building fire at Deals August 12 (A-Shift) 5) The Special Operations Team takes time to pose with R. Lee Ermev

“Clearing the Air”

Ventilation Systems to be installed this fall

In July, the department received notification that it had been successful in receiving a \$207,500 grant from the Assistance to Firefighters Grant Program. The grant amount was designed to complete the installation of a vehicle exhaust system in all of the department's fire stations. Diesel exhaust contains chronically harmful contaminants that need to be removed from the fire station. The system will work by attaching a hose along a rail mounted in the roof of the fire station. The hose will simply attached to the exhaust of each fire truck and disconnect near the bay door. All of the hoses are connected through metal ductwork to a high volume exhaust fan that removes harmful diesel emissions to the outside of the fire station. The hoses attach to the exhaust of the truck through a magnet system that will require retrofit of each vehicle's exhaust system. The sample picture shows one system with hoses attached to various apparatus. The system is required to be complete by December 19, 2010. Complete installation of the system will signal a huge improvement for the health and welfare of our firefighters. The following is information about the new system:

Station 1 – 7.5 HP fan, 9 drops including a hose reel attachment for the maintenance bay.

Station 2 – 3 HP fan, 1 drop

Station 3 – 5 HP fan, 3 drops including a specialized attachment for the vertical stack on the ARFF truck

Station 4 – 3 HP fan, 3 drops

Station 5 – 3 HP fan, 3 drops

Station 6 – 3 HP fan, 3 drops

Station 7 – 3 HP fan, 2 drops

For more information visit www.plymovent.com



The Training Corner

By Deputy Chief Jake Rhoades

Once recruit training was completed this year, I started to really evaluate the overall age and experience of the Rogers Fire Department. We are a young department! This has been a blessing in many ways (attitudes, willingness to accept change ,etc). All personnel have contributed to important changes in direction and leadership philosophy. Even though many of us enjoy change and vivid leadership, we must always be thinking of the future. Why would we plan for different leadership when things are going so well right now? Think about the landscape of our department ten years from now when retirements are beginning to hit hard. Over the next decade the leadership at the top of the organization will undoubtedly change.

Succession planning is preparing the future leaders of our organization to take over. Succession planning is difficult to conduct, since many of our future leaders don't even realize they'll one day run this organization. We are all busy in the "now" and the demands on time and attention are expanding in each of our careers and lives. **This fact is very clear: succession planning is happening all of the time in our department, whether we are actively aware of it or not.** Every time we hire new recruits, every time we promote a new officer, every time we change the service that we deliver, we are making a statement about what kind of leaders that we are looking for.

Succession planning, or the lack of, has caused problems for many departments, Rogers included. Arguably one of the largest obstacles facing RFD over the past decade was the change in Chiefs since the late 1990s. The hiring of two Oklahoma chiefs for top leadership position is evidence of poor succession planning within the department. Is Rogers the only department to experience a lack of succession planning? Not at all. Many of us have personal seen other organizations suffer greatly after a chief officer retires. Not planning for the "Chief after next" causes problems—period.

When I promoted to Lieutenant at the Stillwater (OK) Fire Department, I was moved to a station that I had never been assigned. I was moved to another shift and stationed with two veterans who happened to be the union president and vice president at the time. Not only was I not prepared for my new FMA, and the industries that I had to deal with ,but I also had to deal with personnel and performance issues on a daily basis. Did my department train me for this position ahead of time? I literally went from riding backwards on one day, to company officer on the next. This is an experience that many of you can relate to. Unfortunately, when I promoted to the position of training officer, I experienced it again. I was very excited my first day as one of the "whites". When I asked Chief what I should do, his exact words were "you'll figure it out." I almost cried during my first week, but I eventually got a grasp on what needed to be done through contacts with other departments and lots of late nights. I managed my way through my transition from a blue shirt to a white shirt, successfully (keep your comments to yourself). Is this something that we want our personnel to experience? What toll does the lack of succession planning have on the organization and the service delivery to the community?

Succession planning does not just include looking at the position of Fire Chief, but rather pertains to all leadership positions in the organization. Both formal and informal leaders are critical in maintaining the high standards of performance that we have set, as well as the positive image of the department within the community and the fire service. It is our duty now to identify future leaders and provide them with the professional experiences and training to meet the needs of the department years from now. The Future Company Officers Program helps to prepare candidates for the position of Captain through a task book and current completion of the Future Company Officers Course. The Future Company Officer Certification (FCOC) ensures candidates receive the basic requisite skills before they face a potential promotion and assignment as a company officer. Combine this process with the bi-annual officer

development training and we have a cornerstone of a succession plan. This process is constantly being evaluated and will improve over time.

The next layer in our succession plan will be for command staff positions, more specifically Battalion Chief. This process will be similar to the FCOC process but the skill sets and requirements will be more intensive and time consuming. This process is currently under development. The Battalion Chief version of the FCOC will likely include more administrative tasks that are common to the position.

The International Association of Fire Chiefs state that “success is largely dependent upon the caliber of leadership of the individual fire chiefs and there is no assurance that this progress will continue....when there is a change in leadership.” Everyone needs to remember this and if you ever question your direction or path in the fire service, the National Fire Academy has developed the National Professional Development (NPD) Model. This model integrates training, education, and certification in balance to progress through the ranks. Although we weigh our promotions heavily on experience and certifications, the future will probably seek leaders with formal college education. This will not only provide balance to the individual, but also lend credibility to the fact that the fire service is a profession, not a vocation. The NPD can be adjusted to specific organizations but provides a young firefighter a great roadmap for the future. It is never too early to start planning for the future. So if you are waiting on the department to hand the future to you, do not wait. Grab the future now and start preparing yourself to become a leader through training, education, and experience.

Are we doing enough to prepare the leaders of the Rogers Fire Department for the future? No. However, we are focusing heavily on succession planning and will definitely see improvement over the next several years. A good statement to remember from the IAFC, “no person is able to stand still in this process; you are either moving forward-developing, growing, and improving- or you are moving backwards”. Look at your future and compare it against the NPD and what you need to start preparing for your career in the fire service and as a leader in the Rogers Fire Department.



Just Another Day

By Jeremiah Barnes (3-A) and Captain Josh Terrell (3-A)



It was your average Station 3 day; Run after run and little time for relaxation. Ambulances all over town had been running like you wouldn't believe. In mid conversation, it happened! The lights came on and the hum of the fax machine echoed through the hall. Medic 3 had been called to pick up a patient in Station 4's area. In an organized manner, we quickly took our positions in the ambulance and proceeded to our destination. It was not our usual crew this time, since paramedic Aaron Thomas had decided he was in need of a break from the chaos of station 3 life. His fill-in was an almost equally outstanding Adam Elington for the day.

While en route with lights and sirens, we made it all the way through the intersection of Second and Hudson without a hitch. With traffic in front of us we merged from the slow lane into the inside lane, careful to say out of the turning lane. Traffic in both directions began to yield to our warning signals and loud sirens. As we passed Fourth Street, we noticed a white SUV come to a hard stop, probably too hard, in the eastbound inside lane. When we were almost upon the SUV it became apparent that the vehicle immediately behind it was not going to stop. Just before impact, the black Toyota truck that was in the rear of the SUV, swerved to his left in an attempt to avoid a collision. The driver

of the Toyota made valiant effort to evade the SUV; however, the right front of his vehicle clipped the left rear of the SUV. This caused the Toyota to veer to the right on an impact angle with our ambulance, striking the ambulance in the driver's door. We were traveling at around 45 mph at the time of the accident, just at the posted speed limit. Slow motion quickly kicked in as some possibly foul language was uttered amongst those in the ambulance. As the truck crashed into the side of the ambulance, we slowly lost control and began to slide at an angle perpendicular to our route of travel, a very unpleasant direction for all involved. After traveling about fifty feet, the passenger side of the ambulance began its decent towards Hudson road. While watching the view of road turn to sky, Barnes quietly exclaimed "I thought I could've saved it". Sliding another ten feet, our journey had finally ended with the ambulance resting on its passenger side.

Upon the conclusion of our wild ride, we ensured all crew members were safe and unharmed. Captain Terrell notified RCD about our predicament and requested a proper assignment to our location and a replacement ambulance be sent to the call we were assigned to. With minor injuries, our biggest obstacle at this point was to remove ourselves from the widely strewn wreckage of the ambulance safely. Elington was able to maneuver through the scattered supplies and out the back door. Barnes and Terrell managed to open the drivers' side door and crawl to safety. Barnes did this while maintaining his suave demeanor, sunglasses still intact. At this point a whole host of bystanders came out of the woodwork to lend assistance to their shaken firefighters, but we knew we still had a job to do.

We grabbed what medical supplies we could find and headed to the other vehicles involved in the incident. The driver of the SUV insisted that she was uninjured and did not require medical treatment, so our attention turned to the driver of the Toyota. By this time he was already out of his vehicle and lying in the grass on the North side of Hudson Road. While in the midst of our treatment of the patient it became apparent to all of us that we were not feeling as well as we had initially thought. Battalion Chief Eddie Thompson, the Chief who cares, arrived on the scene and brought order to the chaos. Medic 7 and Truck 1 rushed to aide all parties involved, and the crew of Medic 3 was then ushered to the back of Chief Skogen's Charger where we saw our beloved ambulance fade in the distance as we traveled west down Hudson Road. Chief Skogen then escorted us to Mercy to ensure our well being and for mandatory drug testing. Feeling the effects of the accident, all three members were sent home with slight injuries. All have recovered nicely since the accident.

Hopefully all members of the Rogers Fire Department now realize that this sort of incident can happen to any of us at anytime. This happened to us on an average call, on an average day. The efforts of Chief Rhoades and National Fire Academy's seatbelt pledge helped to ensure that we did not sustain serious injuries during our accident. As a department we should remember that driving with lights and siren does not give us the right of way. We should remember that seatbelts do save lives. And we should remember that if you do not want to treat your patients in Medic 21 while you are waiting for a replacement ambulance we need to pay close attention to those around us. We were lucky, this could have been much worse than it actually was. Everybody walked away this time.

Mercy Chest Pain Accreditation By Medical Officer Doug Earp

On August 25th, Mercy Medical Center received successful accreditation from the Society of Chest Pain Centers (SCPC). SCPC is the primary accrediting body for hospitals in relation to cardiac care accreditations. According to the Society of Chest Pain Centers, an accredited Chest Pain Center is generally thought to provide better care, better prognosis, better quality of life, faster treatment and decreased length of stay in the hospital. In addition, accredited Chest Pain Centers better integrate the emergency department with the local emergency medical system to provide comprehensive care from emergency dispatch to cath lab. This 3 year accreditation allows Mercy to be designated as an official "Chest Pain Center with PCI (percutaneous coronary intervention)". This level of accreditation is the top level awarded by the SCPC for hospitals. This level of recognition did not come lightly. Preparation started approx 1 year prior in relation to self assessments, policy and procedure development and implementation. On July 25th of this year a site visit by the SCPC reviewers took place on the Mercy campus. All areas of the hospital were placed under review and inspection. A large portion of the time spent during the site visit was with members of the Rogers Fire Department crews and staff. The onsite evaluation started in the back of Medic 5 with the reviewers asking about our overall operations. It continued with extensive questioning in regard to our chest pain protocols and available equipment when caring for cardiac patients. The EMS interview continued with direct questions about our working relationship with the Mercy staff. This included our interaction with the emergency department staff, admissions, cardiac cath lab, and physicians involved in the patient's care.

Emphasis was placed toward strong data collection. Starting at the point of call in dispatch, progressing through the arrival and point of patient contact by EMS personnel, and then to time of arrival to the emergency department and/or cath lab facility, and ending when the coronary artery is reopened restoring adequate blood flow to the heart.

Another area of emphasis was monitoring from the time of patient contact to acquisition of the 12-lead ECG. When a patient presents with symptoms and ST elevation is present on the ECG. Notification and transmission of the 12-lead is important to allow for personnel to prepare for your STEMI Alert patient. Detailed credit was given to our department for our proactive approach in 12-Lead ECG acquisition, interpretation, and transmission. Utilizing the most up to date methods of data transmission allows us to literally send the needed patient data to anyone anywhere in the world within minutes.

The position of our medical director within the Mercy system allowed for strong two way communication between EMS and hospital protocols and administration.

The utilization of EMD dispatch protocols with aspirin administration, regional EMS protocols, and a strong integration/ working relationship with the emergency department where strong points identified within our system usually only found in accredited proactive regions of the US. The importance of continued strong working relationship with EMS was revisited multiple times in the feedback and findings meeting that followed completion of the site visit.

Knowing how your involvement affects the outcome of the patient is critical to a team approach toward excellence. Site evaluators identified the EMS feedback letters, which were returned to EMS crews, allowed them an opportunity to follow up on patient outcomes after leaving the emergency department. Evaluators highly recommended and encouraged the Mercy system to make this a more consistent practice. Combined training opportunities and annual evaluation drills were also identified possibilities that would support continued team focused goals. With strong areas documented and areas of possible improvement identified, Mercy Medical Center and Rogers Fire and EMS set the bar in our region.

Listed within our department values is "to partnership with other public safety agencies". Supporting our mission statement on July 25th, 2010 Rogers Fire Department partnered with Mercy medical center displayed progress toward "providing exceptional risk-related services to our customers". Mercy medical center now becomes a stand out among there peers and Rogers Fire Department became another step closer toward "being nationally recognized".

When available, take the opportunity to congratulate employees and members of the Mercy medical team on there prestige accomplishments. Congratulations to all of you for your efforts toward excellence in patient care.



Member Profile: FF Dusty Qualls

By Public Information Officer Michael Dean

The Whites have this knack for selecting people to be the subject of the Employee Profile that have no desire to be the subject of the Employee Profile. Most of the folks on the line work really hard to keep any of their co-workers from finding out anything about their personal lives, job aspirations, or where they come from. All of this information is used by us as a tool to dismantle each other's defenses, ridicule each other in the stations, or to just outright blackmail one another.

Additionally, most firefighters avoid the limelight and the administration radar like the plague. One tends to learn early on that even though getting some recognition via a picture in the newspaper or a pat on the back might feel pretty good, it usually results in a bunch of ice cream bought by you, or the assignment of a special project from the little man in the corner office (exactly how I managed to pull this particular assignment).

This attitude makes it extremely difficult to track you guys down and get you to participate. It's to the point now that when you see me coming most of you duck and run in the other direction. So far, you've all eventually chosen to provide me with a little info, and I've only suffered one injury in trying to get it (reference Capt. Thomas' profile). Anyway, before I run out of the allotted space they give me for this thing, let's get to it.

We'll continue in this issue with the question/answer format we explored last month. Our victim.....Firefighter Dusty Qualls:

Date of Hire: January 16, 2006

Date of Birth: January 14, 1981

→Gainful employment with RFD for your 25th b-day....NICE!

Married: To Jennifer, wife of 10 years, with a son, Dylan.

Off Duty Job: NEBCO/EMS

Station Assignment: Sta. 3, C-platoon

Crew Members: Capt. Rob Taylor and FF Frankie Elliot

Which one of your crew would you save first from a burning building?

Rob, so I'd have enough energy to go back in and get Frankie.

What's your favorite past-time at the station? Making fun of Teetzen.

What's your favorite station meal? Pork tenderloin wrapped in bacon and stuffed with Jalapeños...and coleslaw.

What do you like to read? Hogs Illustrated and Fire Engineering

The moment in your career when you thought to yourself, "Man! I get paid to do this!" My very first shift, when I walked in to the bay at Sta. 1.

The moment in your career when you thought to yourself, "Man...they don't pay me enough to do this.." Every morning that I report to Sta. 3 and lay eyes on Tank and Frank.

→Tank? Now that's funny...

What did you do before you became a firefighter? I worked for the Rogers Street Department.

→Honesty. I like it.

What are your career aspirations? Continue with my education and hopefully promote before 2034, my retirement date.



This next group of questions is designed to provide all of us with a little bit deeper insight into the psyche of Dusty....

You just got word the cruise ship you're on is sinking. You've got only a few seconds to grab some essentials. What would they be? A bottle of Chianti and some cigars.

Skogen and Rhoades have a foot race. Which one tries harder? Neither. They opt to wrestle instead. That way they're both winners.

→I'm still delving into all of the underlying meanings of this answer.

Rice or grits? Grits

→Boy likes the south.

Hank or Merle? Hank

→Dusty's a little rebellious.

Poison or Metallica? Metallica, even though they cut their hair.

→And he hates dudes in makeup

Saved by the Bell or Three's Company? Saved by the Bell....Kelly's hot.

Dusty chose not to answer this last question...

Did you know the department has an assistant fire marshal? Bill Rumsey? Ever seen him?

→Me neither...

Anniversaries & New Members

29 Years

Mick Smith 10/27

14 Years

David Storm 9/11

10 Years

Dusty Meredith 10/25

8 Years

Brandon Bayer 9/1

7 Years

John Fox 10/18

Brent Rush 10/19

Joseph Jerabeck 10/20

Rob Sampier 10/20

4 Years

Shawn Rogers 9/11

Colt Lundberg 10/23

2 Years

Tyler Steele 9/15

Justin Humes 10/6

Adam Frederking 10/14

Always Remember:

**Safety doesn't
happen by
accident.**



- Congrats to Dustin "Ricky Bobby" Smith on his July marriage (See photo at right)!
- Congrats to Derek Reaves on his August marriage!
- Congrats to Nick Ardemagni and his wife on their new child!
- Welcome new firefighter Jon Yeager (B-Platoon)!

Answers to the Trivia: 1) D 2) E 3) F 4) B 5) A 6) C



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