

Glendale FD Crisis Response

City of Glendale, Arizona Fire Department – Crisis Response Program – 6835 N. 57th Drive, Glendale, Arizona 85301 – Volume I, Issue 1 – July 2008

GLENDALE FIRE CRISIS RESPONSE: OUR MISSION AND VALUES

"Coming together is a beginning. Keeping together is progress. Working together is success!" – Henry Ford

Change is constantly occurring around us whether we are at home, at work, on scene- and it is happening whether or not we notice it. However, there are core values that keep us in stride with our goals. Our core values for Glendale Crisis Response are integrity, kindness, caring, and compassion. We are all a part of this program because we share and understand the importance of these values!

NEW VOLUNTEER WELCOME

Please welcome the newest members of our CR family: **Teresa Cutrie, Matthew Hall, Lori Henry, Brett Josie, Jerry Kappeler, Jodi Karpman, Andrea Lopez, Stephanie Newswanger, Sarah Patterson, Noemi Perez, Hector Salinas, Ruth-Ann Strom, and Paul Troutman!**

EVADE UPDATE

Congratulations to the following volunteers that have successfully completed EVADE training on June 23: **Tia Allen, Brett Josie, Andrea Lopez, Monica Harnden, Lori Henry, Sarah Patterson and Cambria Priebe!**

2007 GFD CR VOLUNTEER OF THE YEAR

Congratulations to **Billy Lucus** for being named 2007 GFD CR Volunteer of the Year! Thank you for your service and dedication to the CR program! Also, congratulations to **Tony Rivera** for being co-recipient of GFD Cadet of the Year! We are proud of you both!

Is there a CR volunteer you would like to recognize who consistently meets the hourly requirements and who has gone above and beyond in their compassionate service to others? If you would like to make a nomination for **CR Volunteer of the Month**, please send an email with a short paragraph to Megan with your nomination!

CR newsletter questions, comments, and suggestions are welcome and encouraged! Please contact Megan Ferguson at 623 930 4228 or at mferguson@glendaleaz.com.

Chief Pompa is the first to be "spotted!"

Our very first "kudos" card was given to Chief Elio Pompa for his past and present leadership to the CR program. Chief Pompa, along with Lynette, began this program with no funding, no CR vans, and without any paid positions. He gave countless hours of his own time to assist with getting the program up and running. He continues to support the program in any way possible – and to that we say THANK YOU!

You've been...
SPOTTED!



If you would like to send a "kudos" card (pictured above) to a volunteer, public safety personnel, or helpful citizen, please stop by the CR office!

Way to go, Barb!

While she was off-shift, Barbara Thomas was at a restaurant in Phoenix having lunch with a co-worker. She observed an elderly couple outside the restaurant walking, when the woman collapsed. Barbara immediately left her lunch and ran out to assist the couple. She called 9-1-1, gave a quick assessment of the situation, and comforted and calmed the woman's husband until the engine arrived. After the conclusion of the incident, Barbara went back into the restaurant to eat lunch. Much to her surprise, both her co-worker and her own lunch had been paid for by the restaurant. GOOD JOB Barbara!

Crisis Response Stats & Hours

DISPATCHES

April 148

May 147

June 170

QUARTER TOTAL: 465 CALLS

Y-T-D TOTAL: 1,732 CALLS

VOLUNTEER HOURS 07-08

First Quarter 7,161

Second Quarter 5,536

Third Quarter 5,558

Fourth Quarter 4,285

07-08 TOTAL 22,540 HRS

Estimated value of volunteer hours for 07-08:

\$439,755!

at Federal hourly rate of \$19.51 per hour

Thank you!!!

NEW MCT FUNCTIONS: EXPOSURES AND STATION INFO

Chief Pat Becker recently passed along information regarding new features on the MCT. Exposures to burning materials can now be reported under the "MASKS" tab, and by pressing the "EXPOSURES" button. When using this feature, **always be sure to contact your shift coordinator as well** so that appropriate documentation can be maintained. Station information for departments that share mutual aid is also available on the MCT. Under the "MASKS" tab, press the "FIREWIRE" button and then touch the "Station Information and Access" link. If you need help with any of these new functions, or have a question about the MCT in general, please reference the MCT book in the CR van or call your shift coordinator!

NEW COORDINATOR & CR UNIT FREQUENTLY ASKED QUESTIONS

Q: When should I call the shift coordinator?

A: Call or email your shift coordinator anytime you have a question whether it involves a call, a shift, resources, concerns, paperwork, a meeting, follow up, debriefing, etc. We are here to support you whenever you need it!

Q: If I have scheduled a shift other than 0800-2000 or 2000-0800 (i.e. a six hour shift), and it is the only van up, can I get bumped if someone signs up for a 12 hour shift?

A: Yes, 12 hour shifts take priority since its our program goal to keep the van up for 24 hours a day, 7 days a week. CR158 is the strict 0800-2000 and 2000-0800 van, while CR155 can accommodate more flexible hours.

Q: What if I am the only person signed up for a shift?

A: Call your shift coordinator a few days in advance to see if they are able to work the shift with you or try recruiting a fellow volunteer to work with you.

Q: There is a coordinator signed up for a shift, but I would like to/need to work it. What should I do?

A: Please add yourself to the shift and call or email the staff member to let them know. Sometimes we add ourselves to the calendar to fill a void to keep the van from going out of service.



A-Shift: Josh Donaldson
cell 623 764 7965 – CR1512
jdonaldson@glendaleaz.com

B-Shift: Sara Smith (Steffen)
cell 623 764 7979 – CR1513
sesmith@glendaleaz.com

C-Shift: Megan Ferguson cell
623 764 7966 – CR1514
mferguson@glendaleaz.com

NEXT CR VOLUNTEER MEETING: AUGUST 5 @ 1800 hrs @ FS158