



# THE REVIEW

Central Arizona Fire and Medical - 8603 E. Eastridge Dr., Prescott Valley, AZ 86314 – **November 29, 2019**

## This Edition:

The Chief's Desk ..... Page 2  
How Much Influence Do You  
Have?.....Page 3  
Giving thanks can make you happier.....Page 3

## Quote of the Week

“There are three ways to ultimate success:  
The first way is to be kind. The second way  
is to be kind. The third way is to be kind.”

-Mr. Rogers



Welcome CAFMA Rescue 1. This is a retired ambulance donated by the Sun City Fire District. Rescue 2, the old training unit donated by Mayer Fire, should be up in January sometime. These are NOT ambulances. They are rescue units that can transport when the regular transport service has an extended response time or no units available. The rescues will be staffed with on-duty engine personnel when needed. This does NOT solve the problem; rather it is a stopgap measure in place until a better solution can be established. On its first day in service, it responded to a crash at Navajo and 69 as the third EMS unit, but did not transport.

---

## The Chief's Desk

Happy Thanksgiving to all of you and yours! The snow looks nice, if you're into this crap. Personally, I moved away from it, so I thought. I'd just like to point out that as part of the recruiting process for me to move from Missouri, Chief Rose promised me 360 days of sunshine and beautiful weather – it was a bait and switch that shall reflect in his evaluation! That said I am thankful to be in Arizona and to be able to work with all of you.

As I reflect on 2019, I cannot help but think of some of the challenges we've faced as an organization and as individuals. But, when I look at how we responded to the challenges, how we pulled together and found our way through I cannot help but be thankful. Each challenge in our life and career presents opportunities, if we respond to them properly.

We have had a number of folks leave our ranks this year for one reason or another. Some good, some not so good reasons. Ultimately, we have added a number of new folks throughout our organization. In my personal opinion, I think we have been blessed with some amazing new members of the CAFMA family!

It has absolutely been a busy year, which is generally something I bring on myself. I am thankful for the opportunities that I've been provided to serve both CAFMA and the fire service throughout the state of Arizona. Through my travels I've met many amazing people and been able to expand my network with people from the west to the east coasts. In doing so, opportunities have opened up for CAFMA to seek new ideas and/or affirm current operations and training.

We just had our second capital-planning meeting. I am not thankful for the 14% across the board increase in prices related to fire engines and ladder trucks – that just pretty much sucks. However, I'm thankful we have a plan so we can start adjusting now for future costs. I'm thankful that we now have Jonah leading Tech Services. Him and his team have been evaluating every part of our IT and radio systems in an effort to develop a sound plan for replacement and upgrade moving forward. This is something we have not had in the past. I'm thankful that Eric is now leading facilities. He and Andy have been evaluating all of our infrastructure in an effort to establish a long-term facilities plan. Items from Tech and Facilities have both been added to our long-term capital plan which will help us avoid expensive surprises going forward.

I'm pointing out specifically Tech Services and Facilities this year because both new managers have made significant differences in their area of operation in a very short time. We're hoping to make additional strides in our prevention division as we move into 2020. Rick and staff have been evaluating on-line submittal systems which will create efficiencies in both the submittal and review process. I'm not sure when we will have something implemented, but we are moving forward. Continued on Page 4

### Upcoming Events:

Dec 2 – Senior Staff Meeting  
Dec 3 – Meet Iraq Fire Service Delegation  
Dec 4 – Dentist, office, station visits  
Dec 5 – Ad Hoc Committee Phoenix

### Board Meeting:

December 19<sup>th</sup> Chino Town Hall  
CVFD – 1600-1630  
CYFD – 1630-1700  
CAFMA – 1700-1830



---

## **How Much Influence Do You Have?**

**By: Stacey Hanke**

Influence comes from how others experience you. Their perceptions of your trustworthiness, credibility, confidence, knowledge, authenticity and passion stem from how they see you in day-to-day interactions, not just high-stakes situations. If people consistently have a positive experience with you, they are likely to take your recommendations and act on what you have to say.

Conversely, consider what happens when people don't perceive you in a positive light. If prospective customers believe you lack confidence in your product or service, they likely won't buy from you. If listeners doubt your trustworthiness because you fail to make eye contact when speaking, they likely won't take your advice. If your team questions whether you authentically care about their work-related challenges, they probably won't follow you.

The popular saying "perception is reality" is true. Your ability to influence others to act comes from their perception of you, not from your best intentions. Trust, credibility and authenticity have the power to move people to act. For instance, I had a friend whose dentist recommended she have some non-urgent dental work. Regardless of his recommendation, she didn't move forward. A few months later, she visited another dentist who recommended the same procedure; only this time, she booked the appointment and had the work completed. When I asked her why she acted on the recommendation of one dentist and not the other, she said the first dentist seemed untrustworthy, as if money motivated his suggestion. The second dentist, on the other hand, seemed authentic. He earned her trust and made her believe her well-being was his priority.

[Entrepenuer.com](http://Entrepenuer.com)

---

## **Giving thanks can make you happier**

**By: Healthbeat**

November kicks off the holiday season with high expectations for a cozy and festive time of year. However, for many this time of year is tinged with sadness, anxiety, or depression. Certainly, major depression or a severe anxiety disorder benefits most from professional help. But what about those who just feel lost or overwhelmed or down at this time of year? Research (and common sense) suggests that one aspect of the Thanksgiving season can actually lift the spirits, and it's built right into the holiday — expressing gratitude.

The word gratitude is derived from the Latin word *gratia*, which means grace, graciousness, or gratefulness (depending on the context). In some ways gratitude encompasses all of these meanings. Gratitude is a thankful appreciation for what an individual receives, whether tangible or intangible. With gratitude, people acknowledge the goodness in their lives. In the process, people usually recognize that the source of that goodness lies at least partially outside themselves. As a result, gratitude also helps

people connect to something larger than themselves as individuals — whether to other people, nature, or a higher power.

In positive psychology research, gratitude is strongly and consistently associated with greater happiness. Gratitude helps people feel more positive emotions, relish good experiences, improve their health, deal with adversity, and build strong relationships.

[Health.Harvard.EDU](http://Health.Harvard.EDU)

---

## **Chief's Desk Continued**

I'm thankful for Chief Tharp's new program – GovInvest – he's okay to ☺ The program allows us to run our own actuarial numbers for PSPRS. Instead of relying on limited and flawed information from the PSPRS system, we can run real numbers which allows us to better plan for the future. We may not like what the numbers have to say, but at least we have an accurate foundation from which to develop a sound plan moving forward.

It is our ability to plan that allows us to ensure a sound and sustainable financial future for CAFMA. We know we will see significant growth in our area over the coming years. While there will be challenges, mainly created by revenue limitations, we will be ready to face them and press on.

I'm thankful for my family. This is, I believe, the first Thanksgiving that my son Andy has not been with us. It seems strange not to have him, but I understand that as he begins his "adult" life with his long-time girlfriend, we will have to share time between two families. He actually graduates from NAU in two weeks! And, he has a job with McCarthy Construction in Phoenix. This is what we call a qualifying event i.e. he will have his own health insurance, which means he will be off mine \$\$ ☺ It is amazing to see what he has accomplished, and I'm excited about what he will do in his new career.

While Andy cannot make it this year, we do have my daughter and her family here with us for the weekend. Since my son-in-law is in the military, and recently promoted to E6, we only have another year or so before they will once again be off traveling either the United States or Europe. Jen is learning that she has no sway over the United States Army and where they send the kids..... At least we will have had a little over 3 years in which we've been able to live in the same state as our granddaughters –their parents are here as well....

I'm thankful that in less than two weeks we will have family and friends in from Missouri and the Carolinas to celebrate Andy's graduation. I probably should not have scheduled Assistant Chief testing the same week we have family in town, but we'll make it work. This is what happens when I set the schedule.

I would encourage each of you to truly contemplate what you are thankful for this Thanksgiving. Life does give us lemons on occasion, but if you can make a margarita out of them, all the better. Or was that Lemonade???? Either way, it's good. I've had some of those this year as well, but you know what -

Sometimes stuff happens and you have to just roll with it and not let it eat you up..... Have fun and enjoy all that life has to offer!

I'm going to leave this here for this week. I hope you all enjoy a fantastic Thanksgiving with family and friends.