



THE REVIEW

Central Arizona Fire and Medical - 8603 E. Eastridge Dr., Prescott Valley, AZ 86314 – April 24, 2020

This Edition:

The Chief's Desk Page 2
Stepping into a Leadership Role? Be Ready to Tell Your Story.Page 3
How to Engage Employees During Uncertain TimesPage 3
Quarterly Statistics 2020Page 4

Quote of the Week

"As we go through life we start to understand that it's not important to have a lot of friends. What truly matters is that we have real friends."
-unk



The Chief's Desk

Week 8 of the siege and folks still have not figured out that COVID-19 does not have an impact on their bowels, and that they can still go to the store for toilet paper should they need just as they always have. As a public service announcement, if you need that much toilet paper, I would highly recommend a visit to a gastroenterologist. Otherwise, stop hoarding all the toilet paper you do not need it! Food supplies are in good shape at our local stores, and for the most part folks remain respectful to each other. Well, with the exception of the early morning hours at Costco for some reason. Just a couple words of advice, practice a little patience and be nice to each other.

Last week I provided a list of items that we may find as part of our “new normal” as some are calling it. Unfortunately, I missed one and feel I would be remiss if I didn't add it this week:

15. Moms, you can no longer spit into a napkin to wipe your child's face, nor can you lick your thumb or fingers to wipe their little faces. Seriously, it was gross when my mom did it to me, and it's gross now.

So what does it take to open the world? It's an interesting topic of conversation around Arizona as well as other parts of the country, and I would assume the world. The experts have admitted their models have been terribly flawed causing their projections to be slightly off – by a few million, but WHO's counting – get it WHO's counting?? Sorry, bad joke. That said, I am not one for conspiracy theories. It is my personal opinion that leaders have made the best decisions they can with the information provided by “experts” in the best interests of our communities. Personally, if as an expert in my field I provided data that was so bad that it led to the destruction of our economy, I'd be fired. I wonder if more than one scientist in a room is similar to having more than one lawyer in a room????

Here's a question to consider. If it has been determined that 98.5% to 99% of the people who contract the virus not only survive, but a majority are asymptomatic or have mild flu like symptoms, is there a way to deal with the virus that does not grind our country and economy to a halt? The number of diagnosed cases nationwide is 870,468 (according to a news site counter). A seemingly large number, unless you consider the population of the United States which is over 328.2 million. The actual percentage of U.S. Citizens diagnosed with COVID-19 stands at .26% using the current numbers reported.

Continued on Page 5

Upcoming Events:

April 27 – New Chief's Seminar
Planning Zoom, Board
Meetings
April 28 – Office, COVID-19
Stuff
April 29 – Post Graduate School
Prep, Coronapocalypse
April 30 – Multi Agency
Coordination Meeting Zoom,
Staff COVID Update Meeting

Board Meeting:

April 27 Admin

CVFD – 1600-1630
CYFD – 1630-1700
CAFMA – 1700-1830



Stepping into a Leadership Role? Be Ready to Tell Your Story.

By: David Sluss

Stepping into a role as a leader — whether as a seasoned executive or a neophyte supervisor — is both challenging and exciting. How you handle this transition can have a huge impact on your career. You need to hit the ground running not only with your bosses and key stakeholders but also with your direct reports. Research shows that having a 90-day plan with 30-day and 60-day milestones along the way increases your chances of success. But while these plans are great tools, direct reports will evaluate who you are and what you bring to the table long before you hit those milestones. Indeed, they'll make “sticky” evaluations of you from the very first conversation. That's why I think you should have a “Day 1” plan, or what I like to call a “new-leader pitch.”

Just as entrepreneurs need people and institutions with money to invest in their start-up ideas, leaders and managers need people with social and human capital to back them. How much support they get directly influences their effectiveness. The good news is, your immediate boss is already invested in you (she knows your background and hired you). But your direct reports haven't voluntarily made the same “investment” — at least not yet. And you should never assume that they'll automatically follow your lead just because you have the title of manager, vice president, or even chief fill-in-the-blank (that is, formal power). You must win them over, and you should have a strategy for doing so that you can translate into a cogent set of talking points that guide — rather than script — all your early conversations with them. If the group you manage is large, these discussions will probably begin with an all-staff meeting at which you introduce yourself, followed by individual meetings with your reports over the next several days.

[HBR.org](https://www.hbr.org)

How to Engage Employees During Uncertain Times

By: Lolly Daskal

When times are uncertain, people disengage. They're distracted by anxiety and personal concerns, worried about the future, and less likely to view the work they're doing as an important part of their life.

Leaders need to know how to positively re-engage and refocus their people. In tough times employees look to their leaders even more than usual. Here are some ways to help them stay connected and engaged:

Show emotional support. People who are feeling uncertain and anxious don't want good intentions. They want emotional support and vulnerability, a sense of genuine caring and concern. The best leaders work hard to support the physical and psychological well-being of their people.

Provide insight and communication. Especially in difficult times, employees want a leader who will communicate and provide clarity. At the core of leadership is the leader's responsibility to calm people down and engage them in a way that provides comfort and assurance along with honesty.

LollyDaskal.com

First Quarter Statistical Summary 2020

By: GIS/Statistician Michael Freeman



CENTRAL ARIZONA
FIRE

Statistical Summary: First Quarter 2020

First Quarter 2020	Response Reliability*	Unit Hour Utilization [^]
E50	75.73%	17.76%
E51	76.60%	21.79%
E53	71.49%	22.16%
E54	89.32%	16.71%
E57	88.46%	5.67%
E58	78.87%	19.28%
E59	87.14%	17.53%
E61	76.78%	13.87%
E62	79.31%	15.88%
E63	95.88%	5.95%

*Count of an engine being first on-scene to an incident in their first due area / Count of incidents in that engine's first due area.
[^]Total Incident Responses by a Unit / Total Hours in 1st Quarter.

Visit www.cazfire.org/about-us/statistics-maps/ for more statistics, maps and more regarding Central Arizona Fire Medical Authority.

FIRST QUARTER 2020: Call Volume by Hour vs. Weekday								
HOUR	SUN	MON	TUES	WED	THURS	FRI	SAT	TOTAL
0	18	6	12	7	6	4	7	60
1	10	11	8	6	8	9	5	57
2	6	6	5	9	8	12	8	54
3	9	13	7	5	12	9	7	62
4	4	9	4	5	6	6	7	41
5	8	7	14	3	10	6	5	53
6	9	15	12	13	8	10	12	79
7	13	24	10	13	12	18	9	99
8	17	21	12	17	20	25	11	123
9	14	27	29	15	23	24	13	145
10	30	28	16	28	21	17	26	166
11	14	17	32	22	24	30	19	158
12	16	21	31	29	29	30	12	168
13	16	20	18	21	24	20	22	141
14	31	23	17	23	29	17	27	167
15	26	28	24	24	32	13	23	170
16	28	30	20	27	20	20	21	166
17	22	24	26	29	35	26	30	192
18	26	18	16	28	24	26	17	155
19	20	14	25	19	18	17	19	132
20	17	18	16	21	23	19	17	131
21	16	12	19	22	19	7	14	109
22	8	14	17	12	12	20	8	91
23	9	6	10	10	10	8	14	67
Total	387	412	400	408	433	393	353	

Response Time Performance - 1st on Scene

Emergency (Code 3) Responses that Meet the Defined Standard / All Emergency Responses in the Defined Area
The Goal is to be Above 90%

STANDARD	SUBURBAN	RURAL
09:30 mm:ss	14:00 mm:ss	
1st Qtr, 2020	%	CALLS
January-March	94.83	735
Average Emergency Response Time	05:48 mm:ss	07:51 mm:ss

Chief's Desk Continued

Antibody testing in New York has resulted in identifying 1.7+ million people who have the antibodies for COVID-19. Based on a recent study using antibody tests out of a university in Southern California, as many as 400,000 additional people in L.A. County may have already had the virus. If you add just the New York and California numbers to the number of known cases reported in the U.S., the result is 2,970,468 cases of COVID-19. Using the reported number of deaths nationwide, which currently stands at 50,031, and an estimated number of 2,970,468 cases of the virus our mortality rate drops to 1.6%.

Remember, the number of deaths I used is national while the number of cases added based on antibody testing only includes California and New York. One could deduce that if we had antibody estimates from the remainder of the U.S., the number of cases would be significantly higher driving the mortality rate lower. If these numbers are even partially correct, is there another way to deal with the virus that does not require leaders to shut down the country? This question must be answered before the next potential wave of illness later this year. We cannot, and in my opinion, should not grind our economy to a halt again. There needs to be a better plan in place, and a better understanding of exactly what we are dealing with. We know COVID-19 is more contagious than the regular flu, and symptoms can be more severe for some folks while others exhibit no symptoms.

If the extreme measures we've taken based on the early predictions seem a bit much for many areas of the country – what precautions may work moving forward?

1. We have to start washing our hands like our parents taught us. I have the same conversation with my 5 and 7 year old granddaughters.
2. You have to cover your mouth when you cough or sneeze. This one is a bit tricky because the crook of your elbow doesn't contain the droplets as much as we'd like, and when you cover your mouth with your hands you generally have no immediate way to wash them. So, is the answer that we go back to carrying some sort of stylish handkerchief? Those things are disgusting in and of themselves. Maybe a small pack of disposable Kleenex?
3. If you are immunocompromised, it would be advisable for you to take additional precautions during cold, flu, and now COVID season. The studies show this thing is not going away, so we have to figure out how we co-exist as we have with so many other viruses. There are some stylish masks on the market today.
4. If you are healthy, be respectful of those around you and don't be a close talker (Seinfeld episode). You may be asymptomatic carrying any number of germs.
5. If you have a fever, stay home! Do not go to the store, do not come into the office, and do not go to a restaurant, etc. That is part of being respectful. At the same time, as employers, what can we do to ensure employees have the time necessary to take off without being severely penalized? As employees, what can you do to avoid taking advantage of sick leave benefits when you are not actually sick? This would allow your sick leave bank to grow providing the necessary time off to recover from an illness or injury. Maybe employers need to provide a bank of sick time for new employees starting day one of employment, if they don't already.

6. As a country, we need to work towards a healthier lifestyle. Health issues like obesity, heart disease, some forms of diabetes, respiratory issues, etc. compromise our immune systems making us more susceptible to all kinds of illnesses. A healthy diet, an approved exercise program, and regular check-ups can help. There are some who despite a healthy diet and exercise develop immunocompromising conditions e.g. cardiovascular issues, diabetes, etc. However, there are millions of Americans who simply need to make better choices in regards to their health and wellness.
7. The fire service has been fighting the battle of occupancy loads for years. Business owners want to pack as many people per square inch as possible, while the fire service requires adequate space for egress. Maybe it's not just the fire service who should be promoting proper spacing. Maybe the medical community needs to start advocating for a bit more distance between people in restaurants, bars, and other gathering places.
8. We need to define better decontamination procedures for public places e.g. restaurants, bars, gyms, mass transit, etc.
9. We definitely need to make sure that law enforcement, fire/EMS, hospitals, and local community health departments are working more closely together in advance of an outbreak of any type. A good after action review is definitely in order at all levels of government.

These are just a few of my thoughts based on my observations of things as they are today. I've made it clear from early on that Sweden and I have been leery of the data since the beginning. For clarity, I do believe there are some places that definitely needed to implement more stringent measures than others e.g. New York, Seattle, San Francisco, etc. However, it would appear much of the country could have addressed the virus without causing a mass economic meltdown. Just my random thoughts.

I was invited to take part in a briefing and press conference with Governor Ducey yesterday concerning the upcoming wildland season. The difficulty for local fire service agencies is balancing our place on the front lines of the current pandemic while at the same time preparing for the 2020 wildland season. Physical distancing in camps is going to be difficult, and physical distancing on the line will be near impossible. Balancing limited resources will be a challenge for some areas. Think about having to evacuate 100,000 people in L.A who are also under a stay at home order.....

I believe that as the state opens resources will be freed up for response, but that requires Governor Ducey to articulate a plan and start implementing said plan sooner rather than later. Unfortunately, I do not have any additional insight after the briefing yesterday because the focus was on wildland. That said, I will make a bold prediction: The Governor's executive order is due to expire next week Thursday, April 30th. I predict we will know something by then 😊

As for CAFMA, based on this week's COVID-19 staff meeting we see no reason to change our approach. We may see a slight spike in numbers over the weekend or the beginning of next week, but that is a timing issue. Keep in mind, Yavapai County encompasses approximately 8128 sq miles with an estimated population of 235,000. Out of that we have confirmed 76 cases of COVID-19 with one fatality as of this writing. In all, our numbers are certainly not exorbitant, but that still does not mean we should throw caution to the wind and invade each other's personal space. COVID-19 can make some people seriously ill, but it seems most have mild to no symptoms and recover without issue.

Remember, use caution and not panic as a guide. Take a break from the news and social media to do something with your family or friends. Do not fall prey to the headlines. For example: "Florida Opens Beaches Leading to 1400 New Cases Overnight." Ummmm, no, no it didn't. Think critically and ask questions. Finally, understand that some people in our community truly need to take precautions. To that end, offer to help a neighbor, friend, or family member by picking up groceries or medications. Look out for each other, and continue to reassure those you come into contact with that we will get through this together. Not just through COVID, but through the economic hardships caused by the closure of businesses. If you can help someone in need, please do. Donate where you can, and understand that thousands are struggling, not with being sick, but with the financial hardship of being without a job.