



THE REVIEW

Central Arizona Fire and Medical - 8603 E. Eastridge Dr., Prescott Valley, AZ 86314 – July 30, 2021

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“Be like a tree. Stay grounded. Connect with your roots. Turn over a new leaf. Bend before you break. Enjoy your unique natural beauty. Keep growing”
– Joanne Rapits



The Chief's Desk

Planes, trains, and automobiles. For those that know the movie reference, you can guess how my travel went from Phoenix to North Carolina. Fortunately, no trains, but everything else was spot on. Really though, I always wanted to see the airport in Columbia, South Carolina – nope. It was, shall we say, a great opportunity to exercise patience, as well as to observe the response or reaction of others.

In short, weather diversion from Charlotte to Columbia. An extra hour in the air, and two hours on the tarmac before they let us off the plane. We then marched across the tarmac to the terminal where “a representative of American Airlines would be waiting to provide further information.” Arrive at the terminal to find no representative. We then wandered aimlessly through the airport down to the luggage carousels where we were told our luggage would arrive in 30 minutes. We did locate an American Airlines representative in the area who wondered who we all were and why we were there. As an aside, within American Airlines, 30 minutes is code for 2.5 hours. Finally, a police officer from Columbus took it upon himself to obtain and provide an update for us because he wasn't sure the airline would share the information.

I finally made it to a hotel at 1130 that evening, east coast time. I had left my house at 0600 that morning for Sky Harbor for a four-hour flight to the east coast. I was famished by the time I arrived. As you are likely aware, they do not provide food on the plane outside a small bag of pretzels. And, for their part, the Columbia, SC airport shuts down sometime just before they let us off the plane. Ultimately, I settled on hotel cuisine for a very late dinner.

Since American was unable to give us clear updates on our departure the next morning, I signed up for text alerts regarding our new flight. The first update was sent at 0740 the next morning stating that the plane was boarding. So much for a flight to Charlotte. Next up – Uber from Columbia, SC to Charlotte, NC. It was a very nice drive.

I decided to take my travel day as an opportunity to practice patience and understanding. I walked through the situation in my head. My first thought was, this will make for a cool travel story. Second, the airline does not control the weather. Third, our pilots did the best they could under the circumstances, and had me laughing more than once.

There was some frustration on my part at the lack of customer service provided by American Airlines, but letting that frustration take over and control my mood was not an option. Was it frustrating that the airline couldn't communicate logistics about the flight the next day? Absolutely. However, knowing that I really couldn't put all my faith in them, I had already planned an Uber ride as a back-up. Rental cars were a no go. Taking control of the situation myself played a role in reducing my stress level.

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Upcoming Events:

August 2: Senior Staff Meeting,
Conference call with YRMC
August 3: Labor Management,
Phoenix Fire Administration
award presentation, National
Night Out
August 4: Coaching session,
record Podcast, Special board
meeting
August 5: Visit stations

Board Meetings:

August 23 Administration
CAFMA – 1700-1830

Drawn by Fire: The Well-Oiled Machine

By: Shane Furuta

Passion (paSHən): NOUN – strong and barely controllable emotion.

Perhaps you have heard the phrase “Do what you love, and you’ll love what you do...” I believe what this is saying is to find your passion in life. Growing up I was taught that if you are going to do anything, do it well. This comes fairly easy when you are fueled by passion. If you are reading this, it is safe to say that you are probably 1. In the fire service, and 2. passionate about the job. All of us were rookies at one time in our career and if you were anything like me, you couldn’t wait to go to the firehouse, put on that uniform, checkout your equipment, catch a fire, or go to a call where you get to “practice your craft” and help your fellow neighbor. That feeling, the feeling you had your first shift on duty is what passion is all about... Hold on to it.

So how do we maintain that passion? Sometimes as we go further in our fire service careers, we lose that fire which burned so intensely in the past. There are many reasons for this, a lot of times it is a direct result of poor leadership within our organization. If you feel like you are no longer passionate about this amazing profession, perhaps we can help you rediscover and rekindle that fire deep within.

So, what can you do? Surround yourself with good people. I am sure that there is someone within your organization that is hungry to learn, untainted, and still enjoys “talking shop.” These are the people that feed passion. Passion is contagious, just being around like-minded people can rekindle those flames.

Where can I find these people? For myself it started back in 2006. I had the opportunity to attend my first fire conference. On that first day I had the great fortune to sit in some amazing lectures. These instructors captivated me and made me realize how much I love the fire service. Interestingly enough, the three instructors that made such a huge impression on me that day are still teaching and motivating others to be their best. These three instructors were Battalion Chief John Salka, Captain Mike Dugan, and Captain Mike Gagliano. They are extremely passionate about the fire service and continue to preach the good word. If you have the opportunity to attend a fire conference please do so. It is a time for us to be amongst like-minded people, charge our batteries, and fuel our passion for the year to come.

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Gilbert takes over ambulance service in town

By: Tom Blodgett

Gilbert residents requiring ambulance transportation are being served through the Gilbert Fire & Rescue Department starting this week.

The department fully opened its ambulance transportation division July 26, taking over service from private provider American Medical Response.

Gilbert Fire & Rescue Chief Jim Jobusch said in a release the town is in better position to serve the town this way as it grows.

“Providing ambulance transportation to our citizens during medical emergencies is a natural extension of our service delivery model,” Jobusch said. “The personnel assigned to the ambulances will receive the same medical training and follow the same protocols as our firefighters, which will ensure seamless operations and continuity of care for our patients.”

Having the town take control of the service from a private provider was challenged by some members on Gilbert Town Council, passing on a 5-2 vote last August with Council Members Aimee Yentes and Jared Taylor dissenting.

However, Jobusch and other town officials indicated an unhappiness with AMR in some aspects of response and in negotiations for a contract extension. They said at the time they believed the town was in better position to offer the service and to do so at less cost to residents.

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Chief's Desk Continued

I don't always remain as patient as I did in this situation. Admit it, none of us can contain our frustration 100% of the time. For me, I made a conscious decision to test myself and consider the things that were going well, and not let those things that were not going as planned dictate my mood. I saw and heard people heckling our flight crew as they were leaving the terminal on the way to their next destination. Why? The flight crew kept us safe, were pleasant to be around, and did everything they could to get the airline to act responsibly. They do not control corporate.

We all find ourselves in less than ideal situations from time to time, and there are times when we needlessly take out our frustrations on those trying to help us. Unfortunately, we are living in a time where businesses are short employees, and people are short tempered. For those who have chosen employment over unemployment, we should be thankful. Personally, I find myself tipping just a bit more even when the service is not the best. That is my way of thanking the person for showing up and putting forth the effort.

Tuesday evening, I went with Chief Chuck Ryan, Tucson FD, and a couple of Tucson FD Assistant Chiefs for dinner. It was tough to find an open restaurant in downtown. We ended up in an entertainment area within which a significant number of restaurants had closed their doors. Whether a result of COVID, or just an overall shortage of workforce, many businesses had shut down permanently. The establishment we ended up settling on warned us that the wait time would be long, and the service would be slow as a result of a limited number of staff. They were not kidding, but the service we did receive was really good, and the food as well as the beverages were fantastic. Once again, we all tipped a little extra knowing the additional work and stress the staff was under.

Patience is a virtue that I sometimes lack. That said, there are times when patience is necessary and times when pushing is advised. For example, patience with the airline or in a restaurant is important

both for you and their employees. Why let little things get in the way of enjoying your life. I'm afraid I'm all out of patience for DHS and their refusal to put our community's well-being ahead of AMR's profit margin. We will continue our efforts to make substantive change.

I'm probably not the best person to write about patience given my insistence in pushing to accomplish more, set bigger goals, and be better. There is definitely a balance somewhere, and one day I may even find it – although I'm not really looking.

For now, I feel pretty good about maintaining a positive outlook regarding my trip thus far, and I have another fun travel story.

Patty sent out the email this week with the names of the seven new recruits to whom we have made conditional offers. The ten candidates we interviewed did not make the decision easy as we felt all ten were likely hireable. I'd like to thank Patty, Chief Tharp, and Chief Davis for coming in on a Friday for the Chief's interviews. It was a long day, but worth the effort.

I believe we are scheduling chief interviews for Engineers next week Thursday, or at least we are trying to schedule for that day. I'm sure the candidates are looking forward to completing the process as it seems like it's been a while since the testing finished.

I'll be back in the office Monday after having been out most of July for conferences, surgery, and Pie's memorial service. That said, I will be heading to Phoenix on Tuesday to present Chief Kalkbrenner with her Lifetime Achievement Award from the Arizona Fire Chiefs. She was on vacation during the conference and unable to attend. It's an important award, not something you stick in a box and mail.

As a final note, I understand the CDC has changed their guidance once again. Just an interesting fun fact – carry on. What we've done throughout COVID has worked and continues to work so we are not making any changes.
