



**A Tradition of
Excellence
in Public Safety
Since 1872**

Richard A. Hoppes
Fire Chief

John W. Tull
Deputy Fire Chief

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Salisbury Fire Department Newsletter

Volume I, Issue I

2nd Quarter - FY 2014

From the Desk of the Fire Chief

“The End of Another Great Year...the Beginning of a Better One”

2013 was yet another busy year for the Department. We responded to 11,794 calls for Emergency Services – 2,985 calls for Fire-related events (up 6%), and 8,809 calls for EMS-related events (up 6.3%). We have seen many improvements to our performance over the past year. Improvements have been made to our operations that have allowed us to meet the increased demand for our services. The most important of these is the enhancement to our career and volunteer staffing. The career services of the department gained a huge boost



with the addition of grant funded positions. The volunteer services section continues to bring in new members and prepare them for the rigors of volunteer service in their community. Over the past year the volunteer services section has saved the community in excess of \$8.1M in cost avoidance from their provision of services to the community. Our response to fires has been improved as evidenced by our statistical performance measures. In 2014 we will continue to receive the benefit of the additional staffing and the improvements to service delivery that comes in and through their service.

In the very near future the department will present a plan to Council to formally create a new division in the SFD called the Fire Prevention and Code Enforcement Division. If approved this initiative will codify years of involvement and grow the division to meet the demands for prevention and code enforcement by adding the position of Fire Marshal to our ranks and will add civilian inspector positions as needed. This is a very important enterprise for the SFD that enables the department to formally steer the community's risk from fire and life safety in a more positive direction.

Continued...

From the Desk of the Fire Chief (continued)

In the coming months the executive staff of the department will meet to conduct strategic planning and goal setting to make short, medium, and long range plans for facing the opportunities and threats that challenge the success of the SFD. The purpose of this exercise is to develop plans for how the SFD reaches its ultimate goal of becoming a truly integrated combination Fire, EMS, and Rescue services organization.

I remain confident in the effort the members of the department put into their profession. The hours of training and preparation continue to show through on the scenes of the emergencies we handle on a daily basis. The members of the SFD continue to face the challenges of emergency service delivery with great energy and enthusiasm. The department continues to focus on the mission of the SFD to “ensure the health, safety, and well-being of our community by providing prevention and mitigation of fire and life safety hazards in an effective and efficient manner.” At times when moments of reflection take place, I am truly amazed at all we have accomplished. Certainly, the members of the Salisbury Fire Department deserve all of the credit for our short-term achievements and successes.



In closing, the men and women of the Salisbury Fire Department are proud to provide a tradition of excellent public safety service to the residents of the Salisbury Fire District. Thank you for your continued support and please know that your service is valued and much appreciated. As we look forward to another great year, we will continue to remain focused on the mission, core values, and vision for our department. I look forward, with great confidence that we will ultimately be a truly integrated combination fire service that provides the very best in public safety.

Respectfully Yours in Service,

Richard A. Hoppes, BS

Chief of the Department

A Word from the Deputy Chief of Operations

It is hard to believe that the holiday season is over and we are now heading into 2014. The Department continues to be extremely busy handling what seems like a never-ending myriad of projects. Ongoing training, and commercial building inspections, in addition to the numerous calls for service, ensure that we have little down time. A big thank you goes out to all of the dedicated men and women of our department who successfully balance this endless list of tasks.



As we enter into this New Year, the Department is looking forward to another productive year and is excited about the future. We will continue to analyze our statistical data and measure our performance to ensure that we are providing the highest level of service available. In addition to the numerous other activities occurring, the Department is looking forward to accomplishing several projects over this next quarter which include:

- **Full implementation and utilization of the mobile data terminals, to include push-button communications.**
- **Transitioning to an Enhanced Dispatch Procedure (Box Alarm System) that will change the way we are dispatched, and respond, to emergency calls.**
- **Developing and completing the bid specifications for a new Command Vehicle.**

The Department is extremely excited about the creation and utilization of our social media accounts. These social media accounts have assisted in promoting the positive image of the Department by providing information to the community about incidents, fire safety tips, press releases, personnel and other Department events. Please continue to follow us at the below sites:

- **Official Department Website – www.salisburyfd.com**
- **Facebook – Salisbury Fire Department**
- **Twitter - @SalisburyFD**
- **Instagram - salisburysbravest**
- **You Tube**

Thanks to each and every member who has helped the Department achieve success this year.

Respectfully Yours in Service,

John W. Tull

Deputy Fire Chief of Operations

Emergency Medical Services

Captain David Insley



Many providers do not appreciate the varied and critical purposes served by their patient care documentation. A full appreciation for the importance of EMS documentation comes from a deeper understanding of its uses and applications in five critical areas: clinical, operational, legal, financial and compliance.

First and foremost, EMS documentation serves a vital clinical purpose. It is the record of your assessment and care of patients. An effective EMS chart informs subsequent caregivers of the patient's presenting signs and symptoms, the caregiver's assessment of the patient's condition, attempted EMS interventions, successful EMS interventions and the patient's response to those interventions.

Documentation forms the backbone of many operational issues in the delivery of EMS. For instance, times documented on PCR's are necessary to track important performance measurements such as response times, call-to-intervention times, on-scene times, transport times and other such assessments.

From the legal perspective, EMS documentation should also be thought of as the provider's "substituted memory." Memories can fade quickly though, and recollections of patients can blend together—especially after a few hundred calls. A well-written and descriptive PCR that creates a clear picture of the patient can trigger your memory of other important details of the call that are not documented on the chart.

From the financial perspective, EMS documentation must include everything necessary to making proper billing determinations. For instance, the patient's signature, or that of an authorized signer on the patient's behalf, as well as a detailed narrative.

Compliance in this context essentially means that the organization is operating in adherence with all applicable state protocols and laws, such as response time standards or staffing requirements.

Drug of the Quarter

Acting Lieutenant Chris Truitt



Naloxone is an opioid antagonist, but what does that really mean, other than it stops the opioid's effects? Let's look at this in a simpler example. Let's say you are sitting on a bench, when another person sits right beside you and begins to hug you. They are now "bound" to you and causing a reaction (good or bad depending on the person!). Now your buddy comes along and moves the "hugger" away from you and just sits next to you; the hugger can no longer get to you, and your buddy is just sitting in the space not touching you. Your buddy is acting as the antagonist- blocking the site but not doing anything to get a reaction from you.

Naloxone has a duration between 1-4 hours (depends on the amount/concentration of the opioid it is blocking), but some opioids have a longer duration (Darvon, Lomitil, and Methadone are just a few). Patients with these higher level overdoses typically

Drug of the Quarter

Continued

require a longer dosage of Narcan. This doesn't mean a larger loading dose, it just means more maintenance doses (so take your 2 mg and spread it over the transport to maintain the respiratory rate). Once in the hospital setting, the patient will most likely get a Narcan drip.

So for us Marylanders, we are going to give a patient with SUSPECTED narcotic overdose 0.4-2.0 mg Narcan IV/IM/Nasal adult, or 0.1 mg/kg (max of 2 mg) pediatric, to bring the respiratory rate within the normal range (>8 per minute for the adult, >12 for pediatrics). Don't forget that we have the nasal route available now, so split your dose between the nostrils. The next time you are treating the patient with constricted pupils, decreased respiratory effort, and a history of narcotic use, you'll have a better understanding of how our little miracle drug works!

Knowing Your First Due

FF/PM Donald Messick, Jr.

The door pictured below, is located in an alley off of Calvert Street.



What type of door do you see? What kind of challenge does this door present? What tools do you need to force this door? Will this door take time to force or will it be fairly easy? How will you tackle the task of forcing this door?

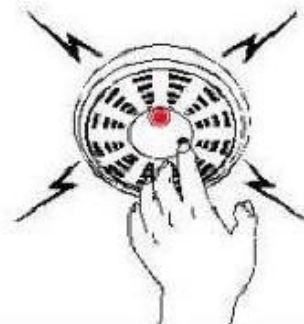
Below, is the inside of the same door.



Note that the upper lock does not have the bolt in it, neither did the bottom lock. Now knowing the inside construction of the door and the locking mechanisms, how would you alter your forcible entry task?

Send your answers/comments to dmessick@salisburyfd.com

**TEST YOUR
ALARM MONTHLY**



Hot Shots



Hazmat

Acting Lieutenant Ron Wismer



The second most important tool in our hazmat toolbox is our monitoring devices. The most important tool is our brain. If we are not able to interpret

what the meter is telling us, we might as well be holding a Game Boy. Gas meter technology, in the last ten years, has made gigantic strides to make them more user-friendly, however do not count on the manufacturer to solve all our problems for us. Lucky for us, people much smarter than I, have developed some short cuts to help us out.

We should all be familiar with correction factors and their importance in making hazmat decisions. For example if we are responding to an Toluene emergency, if we are using an LEL meter and put it in service it might be reading 5% LEL, which tells us there is something in the air but we haven't reached our action level. If we use the correction factor though we find that we actually could be at 10.5% LEL, which is beyond our action levels. So how do we figure out these correction factors?

First, you need to know your meters. Some of the meters on the market today, such as the Mx6, have a built in correction factor function. This is preprogrammed by the manufacturer and with a push of a couple of buttons; you are receiving the correct information. Many of the gas meters sold to fire departments, especially the lower end ones, do not have this feature. In this case it is your responsibility to have a list of the correction factors available at all times. Every

manufacturer publishes the correction factors for their meters and they are usually manufacturer specific. So do not use, for example, MSA factors with RAE meters. If you have this correction factor, what do you do with it? The conversion formula is actually fairly simple. $\text{Meter reading} \times \text{Correction Factor} = \text{Corrected Meter Reading}$. So in our example above, I used Toluene's correction factor of 2.1 to go from 5% LEL to 10.5% LEL.

Next issue we will be discussing more on meter reading and how to determine a correct PPM reading.

For our Chemical of the Quarter, let's use our example of Toluene. Above or below the line? Also, I'd like each work group to hit the books and research the chemical and tell me all of the physical and chemical properties of Toluene. Please cite your sources.

Volunteer Corner

Lieutenant Ben Waples

The Salisbury Fire Department is going to be resuming the fire academy program for the volunteer members. Deputy Chief Smith has reached out to contact each of the volunteer corporations to provide a list of names of new members that are interested in completing the academy programs.

We will be providing these new members with the following classes:

- Firefighter I
- HazMat Operations
- NIMS 100
- NIMS 200
- NIMS 700
- NIMS 800

Volunteer Corner

Continued

In addition to these classes members will also be provided the annual mandatory training on CPR, AED, and Blood Borne Pathogens. The first class and orientation will be Tuesday, February 4th, at 1900 hours at station 16.

The Firefighter I class will be starting on Saturday, February 15th and will be completed in the middle of May. We have reached out to numerous members of the department to instruct these new members.

We are extremely excited and look forward to providing a quality fire training experience to these new members.

Fire Prevention

Assistant Chief James Gladwell



The Salisbury Fire Department has a very active Community Service Outreach Program and provides Fire Prevention and Public Education services throughout its fire/rescue/EMS district. Members, both volunteer and career, offer static apparatus displays, set up public educational tables at various community events, visit local schools and businesses, provide tours, and attend numerous other requests for service throughout the year.

Typically, the last portion of the calendar year is the busiest for the Department. This year, October through December was no different. The annual Fire Prevention program was held Monday 7 October through Friday 11 October. Assistant Chief Gladwell, A/L Zak Bridges, FFEMTB Steve Mizell, FFEMTP Josh Engle and FFEMTB Taylor Harrison were assigned to deliver the department's safety message throughout the week, with assistance on several days from FFEMTB Laura Evans and FFEMTB David Cooper.

Children were taught fire safety principles with a strong emphasis on prevention. Other topics of interest were Stop, Drop, and Roll, safety around lighters and matches, escape plans, smoke detector safety, and the proper use of the 9-1-1 System. Ronald McDonald made his annual pilgrimage to Salisbury to assist as well and was a huge hit with the children! Numerous other community service events were attended as well in an effort ensure the fire prevention message was spread to as many as possible. In all, the department attended 33 events, made positive contact with just over 3,000 children and approximately 440 adults, and documented 545 staff hours.

The department continued its dedication to the community by utilizing social media to send out safety snippets relating to Halloween, Thanksgiving, and Christmas. Short messages are developed and sent via Facebook, Twitter, and Instagram to remind readers to utilize common sense safety practices during the holiday season, and throughout the year.

Members of the department also spent numerous hours ringing the bell as part of the Red Kettle Campaign in order to assist in raising money for the Salvation Army.

Inspections

Lieutenant Eric Cramer

Building Inventory



Since May of 2013 the Inspection Division has been working on a “commercial occupancy” inventory of all commercial occupancies within the city. In that time period over 1,800 occupancies have been entered in FIREHOUSE Software©. This data is essential for managing a complete fire prevention program. The data will be used to create an inspection model, track trends in emergency response based on occupancy characteristics/locations, and provide a reference of Fire Department activity for each occupancy/building for its complete life.

Entering the data into the system was the easy part, although it didn’t seem so at the time; managing the data and keeping it up to date will take the effort of all the workgroups. I am asking all of the officers to assist in managing the data base. In the near future all officers will be visited and shown how you can assist in keeping the data current and correct.



Summary	2nd Qtr.	FY14 YTD
Fire Inspections/Preplans	24	68
Plan Reviews	13	24
Smoke Alarms Distributed	20	40
Smoke Alarms Installed	4	4
Public Education Events		
a. Adults in Attendance	1,502	10,057
b. Children in Attendance	2,778	7,637
Commercial Pre-Plans Completed	24	68
Commercial Plan Reviews	13	24

Special Operations



ResQmax/Line Gun

The Salisbury Fire Department Special Operations Team currently has a ResQmax/Line Gun in service and located on Dive I. The ResQmax Kit 412 is the Water/Messenger Line thrower supplied with two payloads and all the accessories required to operate the ResQmax.

This line can be used to tow larger, stronger ropes across a river or other fast moving

Special Operations

Continued

bodies of water. The Polyspectra Line has a test strength of 2,200lbs/998 kg and is intended to be used in water-based operations which require the line to float. This line, when coupled with the Sling Projectile, becomes an effective way to assist a distressed swimmer who may be caught in strong currents by delivering the ResQmax Sling within seconds.

The Auto-inflating Sling has a mechanism which inflates the sling on contact with water. The ResQmax Streamline Filler Hose facilitates charging the Projectiles with compressed air from an Air Compressor, an SCBA Tank, or a SCUBA Tank. The service pressure of these Projectiles is 3,000psi/207 BAR. This kit comes complete with spares and a Kit Carry Bag for easy carrying. Optional accessories include the ResQmax Tool Kit and a Rigid Transport/Storage Case.

Additional projectiles and lines are available with all of the ResQmax Kits.

Training

Acting Lieutenant Tony Webster

Greetings from the Training Division.

The recertification training for EMT- B, E.M.T.-P, and ACLS are now complete. CPR training was completed on all shifts over the past two months. Annual SCBA Training went very well thanks to the help of Capt. Jester, A/Lt. Haines , Asst. Chief Gladwell, Deputy Chief Tull, Lt. Morris, and Asst. Chief Records. Without their support, it would have been nearly impossible to complete.

Our monthly training for the month of January was Rescue Company Operations. We are now in the planning stages of coordinating a joint city/county training night, due to the successful cooperative training that we had this past year with some of our neighboring companies.

I would also like to thank Lt. Morris for the wonderful job he did seeing the FADO process through to completion. With that, all of our mandatory training and certifications are complete.

We will now focus on new projects in training, and gearing up for the summer Training Rodeo.

October through December 2013

Training	Classes	Attendees	Hours
Administrative	22	192	136.07
Engine Co. Ops	22	139	243.75
EMS	37	296	366.25
Driver Operator	82	338	487.51
General	43	278	358.79
Incident Command	4	23	34.66
Rescue Company Ops	19	129	242
Special Ops	27	246	463.24
Truck Company Ops	23	145	195.5
Totals	279	1786	2527.77



History & Heritage

Assistant Chief Bryan Records



It would be virtually impossible to tell the history of the Salisbury Fire Department without mentioning the Grier name. Fred Grier Sr. was a machinist by trade from Wilmington, Delaware. As a volunteer fireman with the Washington Hose Company 7, Grier Sr. had traveled to Salisbury several times to battle large fires. After helping to fight the Great Fire of 1886 he moved his family to Salisbury and started in business with his brother Robert. The business remains to this day, known as R.D. Grier & Sons. Grier Sr. served as Chief from 1889 to 1900 and was able to institute some of the first modern firefighting techniques of that era. Chief Grier's greatest mark in Salisbury history occurred on March 13, 1899 when a fire broke out in the Jackson's Mill on Mill St. The fire engulfed the mill and threatened to destroy Salisbury for a third time. Under the leadership of Chief Grier, the fire was stopped where the westbound lane of Route 50 now stands; neighboring homes were destroyed.

Fred Grier Jr. followed in his father's footsteps and joined the department in 1910. As the son of a machinist operating the department's Silsby steamer came naturally. He was quickly appointed to the rank of Assistant Engineer and then Chief Engineer in 1916. As Chief Engineer he was instrumental in purchasing the department's first motorized fire engine in 1916. Engine 2 was the first motorized fire apparatus on the entire Eastern Shore of Maryland. At the time of the purchase, Grier Jr. was the only person in Salisbury with a license to drive a motorized vehicle. In 1922 Grier Jr. became Fire Chief and would serve eight years as chief between 1922-1933. By the end of his first year as Chief, the department was completely motorized. In 1926 Chief Grier would help form the Wicomico County Volunteer Fireman's Association and serve as president for the first year.

History & Heritage

Continued

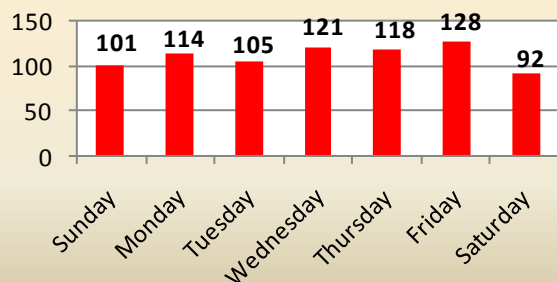
Chief Grier saw the need for a larger and more modern station to house a rapidly growing department. In 1928 a new Fire Headquarters opened on South Division Street and would serve the city well until 2008. Chief Grier oversaw the formation of the East Side Fire Company No. 2 in 1930. Several large mill fires had shown a need for fire protection on the city's East Side and Chief Grier provided the guidance and resources to form the city's second station. In 1939 Chief Grier secured the city's first ambulance with donations from the Salisbury Lions Club. In 1943 he helped form the Marine Firefighting Division of the department with the acquisition of its first fire boat. The department saw its great growth under the leadership of Chief Fred A. Grier Jr. Chief Grier had always been a strong proponent of fire prevention and inspections to eliminate the risk of fire. In 1945 Chief Grier would become the areas first Fire Marshal of The City of Salisbury and Wicomico County. A position he held well into the 1960's. Besides his service to the department, Chief Grier also served on the City Council from 1928 to 1934. Additionally, he served on the Salisbury Water and Sewer Commission from 1928 to 1946, in which the city's first water plant and sewer system was built. In 1943 he was appointed to the Salisbury-Wicomico Planning and Zoning Commission where he served as chairman.

In all; Fred A. Grier Jr. would give fifty-five years of dedicated service to the Salisbury Fire Department, The City of Salisbury, and Wicomico County. His record of loyal, faithful and dedicated service serves as an inspiration to members past, present and future. History will show Chiefs Fred A. Grier Sr. and Fred A. Grier Jr. as two of the most notable firefighters in the city's history. Today we reflect and realize a great part of the department's success can be traced to the vision, dedication and hard work of these two great men.

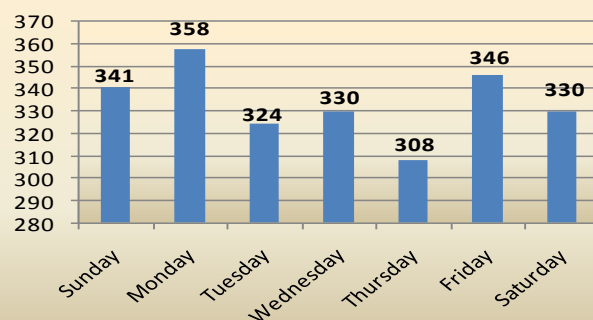


Statistics - October through December 2013

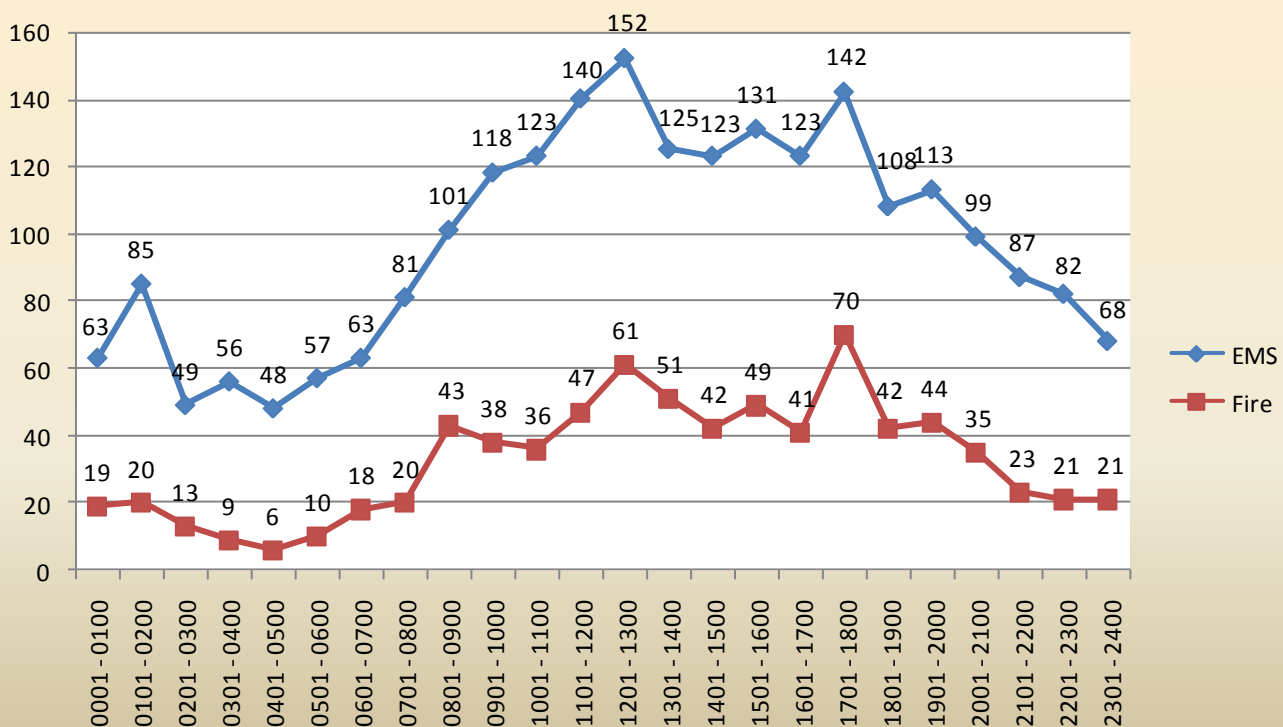
Fire Call Volume Day of Week



EMS Call Volume by Day of Week



Fire & EMS Call Volume by Hour



Statistics - October through December 2013 Continued

Medical Chief Complaints	2nd Qtr.	FY14 - YTD	% of Quarter
Abdominal Pain/GI Problem	137	250	5.86%
Abuse/Neglect	5	7	0.21%
Altered Level of Consciousness	53	101	2.27%
Allergic Reaction/Bites/Stings	11	25	0.47%
Assault / Sexual Assault	1	1	0.04%
Back Pain	47	87	2.01%
Behavioral/Psychiatric	40	74	1.71%
Breathing Problem	130	289	5.56%
Burns	4	5	0.17%
Cardiac/Respiratory Arrest	32	62	1.37%
Cardiac Problems	173	333	7.40%
Choking/Airway Obstruction	1	5	0.04%
CO Poisoning/Hazmat	2	2	0.09%
Dehydration	2	6	0.09%
Diabetic Problem	41	77	1.75%
Dizziness/Vertigo	40	74	1.71%
Drug/Alcohol	61	125	2.61%
Headache	39	74	1.67%
Heat/Cold Exposure	3	11	0.13%
Hypertension/Hypotension	20	49	0.86%
Ingestion/Poisoning	10	18	0.43%
Nausea/Vomiting	37	82	1.58%
No Apparent Injury	181	358	7.74%
Not Applicable	24	54	1.03%
OB/GYN/Pregnancy/Childbirth	25	44	1.07%
Other	140	281	5.99%
Pain	252	526	10.78%
Patient Assist	3	8	0.13%
Seizure/Convulsions	81	145	3.47%
Sepsis	10	19	0.43%
Sick Person/Flu-like	98	144	4.19%
Shock	1	1	0.04%
Stroke/CVA/TIA	40	77	1.71%
Syncope/Fainting/Unconscious	68	119	2.91%
Traumatic Injury	129	265	5.52%
Unknown Problem	330	574	14.12%
Weakness	66	151	2.82%
Totals	2337	4523	

Statistics - October through December 2013 Continued

Fire Incident Type	2nd Qtr.	FY14 YTD	% of Quarter
Structure Fires	19	29	2%
Vehicle Fires	6	16	1%
Natural Cover/Brush	10	15	1%
Trash/Dumpster	11	27	1%
Fire, Other	16	23	2%
Medical	328	662	42%
Vehicle Accidents	128	247	16%
Rescue Calls	10	18	1%
Hazardous Conditions	44	86	6%
Service Calls	50	96	6%
Good Intent Calls	53	115	7%
False Alarms	97	206	12%
Other Incident Type	7	8	1%
Totals	779	1548	

Fire Loss Data	2nd Qtr.	FY14 - YTD
Property Value	\$11,683,401	\$12,874,755
Property Destroyed	\$477,352	\$901,458
Property Saved	\$11,206,049	\$23,179,346

Fire Incidents by Fire Station	2nd Qtr.	FY14 YTD	% of Quarter
Station 1	189	365	25%
Station 2	249	486	32%
Station 16	341	697	44%

Correspondence from the Community

October 14, 2013

Dear Asst Chief Gladwell,

I learned about preventing fires. I enjoyed when Taylor showed us the truck. Thank you for coming to visit. I like my bracelet. I didn't know that smoke is poisonous. I liked when Josh showed us the equipment. Thank you Zach for telling us about smoke alarms. Thank you Steve for telling us to stop drop and roll. Thank you for telling us about fire.

Your friend
Brianna

Salisbury Fire Department,

I would personally like to thank you on behalf of myself and the rest of the Loss Prevention Team here at Store # 01773 in Salisbury, MD for your participation in our annual Safety Weekend. We want to thank you for all the equipment and man power you brought out to the store for the event. We feel with the help of your presence it helped to make our weekend a huge success. I would appreciate it if you would please give a huge thank you to all the men and women who came out that day and helped. Thanks again from the whole Loss Prevention Team and please everyone stay safe out there!

Sincerely,

Jewell B. Franklin II

Loss Prevention Manager

Sears Store #01773

Rick Hoppes

From: Donna Haag <dhaag@citylivingsalisbury.com>
Sent: Friday, September 13, 2013 11:14 AM
To: Rick Hoppes
Subject: Compliment

I got a phone call to compliment your firefighters. A woman was driving on Beaglin Park Drive at about 8:40am today and saw one of the fire trucks pulled over and 3 of your guys out changing a tire on a car parked on the side of the road. She thought it was a great gesture and wanted to call to mention it ☺ Nice to hear good stuff!

Donna Haag
Executive Office Associate
Mayor's Office

City of Salisbury
125 North Division Street
Salisbury, MD 21801
410-548-3100

www.downtownsalisbury.org

FRIENDLY LETTER FORM

October 14, 2013

Dear Firefighter Gladwell,

I learned many important ways to prevent fires. I was glad to learn that smoke was poisonous. Now I know to touch a door with the back of my hand. I enjoyed the video of get out and stay out. It was fun looking at the fire truck. Thank you for the pencil and bracelet. Thank you for coming.

Sincerely,

Mariah Robertson