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in Public Safety  
Since 1872**

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# *Salisbury Fire Department Newsletter*

**Volume IV, Issue II**

**2nd Quarter - 2017**

## **From the Desk of the Chief**

### **“Can We All Get Along?”**

In a recent article in IAFC “On Scene” newsletter with the same title, Fire Chief Drew Smith of the Prospect Heights (IL) Fire District asked the question “Why can’t we all get along?” I would like to discuss this very salient topic for the SFD and for every organization in society. While the SFD is a family with its share of challenges (just like all families), it is our responsibility to evaluate this “Us” versus “Them” mentality that lies at the very heart of every disagreement we encounter. The question, correctly posed by Chief Smith, who is the “Us” and who is the “Them”. Let’s discuss some of the possible “Us” versus “Them” situations.



- Career versus Volunteer?
- Station X versus Station Y?
- Shift X versus Shift Y?
- Operations versus Administration?
- Labor versus Management?

The list is endless. However, before we can address any situation where we encounter disagreement we must identify the party’s involved. Once we have clearly identified each side, we must then find the true cause for the contention. Often we identify the symptoms because they are the manifestations of the problem/s. However, if we are truly going to resolve any issue we must get past the symptoms and identify the real issue/s. When we have correctly identified the real problem we can begin to reach some form of resolution. In each situation we should begin with an introspective examination of our role in the conflict. Chief Smith provided seven question for starting the process of self-evaluation.

## From the Desk of the Chief (continued)

1. What is my role in the organization and the matter at hand?
2. What is my interest in this matter?
3. Am I more important than the mission?
4. Why is it important for "Them" to be like us?
5. Is winning the most important thing?
6. Is my goal to save face, feel important, get what I want?
7. What does the organization need to succeed?

Please notice that all of these questions focus on the "Us" part of the equation. The references are for "I", "Me", and "My". There are two important areas that this introspective analysis addresses:

1. There is a focus on the mission first and
2. Then attention on the individual ("Us") to identify our position and how that position affects the mission.

These are critical in resolving our conflicts/problems. Please note that at no point has the focus been to fix "Them" or identify "Their" roles in the matter. That problem will come when, and only when, we identify our own motivations and/or needs. If both sides went through this exercise then each would be able to come together in a more amicable way with a resolve to end the conflict.

I must confess here that emotions play a huge role in this whole process and that I am guilty of allowing my emotions to get the best of me at times. And yes this article could simply be instruction directed at me (for it truly is for me as well). However, once we get our emotions out of the way, real progress can be made. In our department there are very real issues that we must address in order for the department to continue to move forward and progress. We must be emotionally mature enough (me included) to deal with our problems in an adult way. This is to discuss them openly and honestly even when the topic may be sensitive or potentially elicit a negative response. We must not let the fear of upsetting someone stop us from having real, adult conversations to resolve unsettled conflict at any level in the organization.

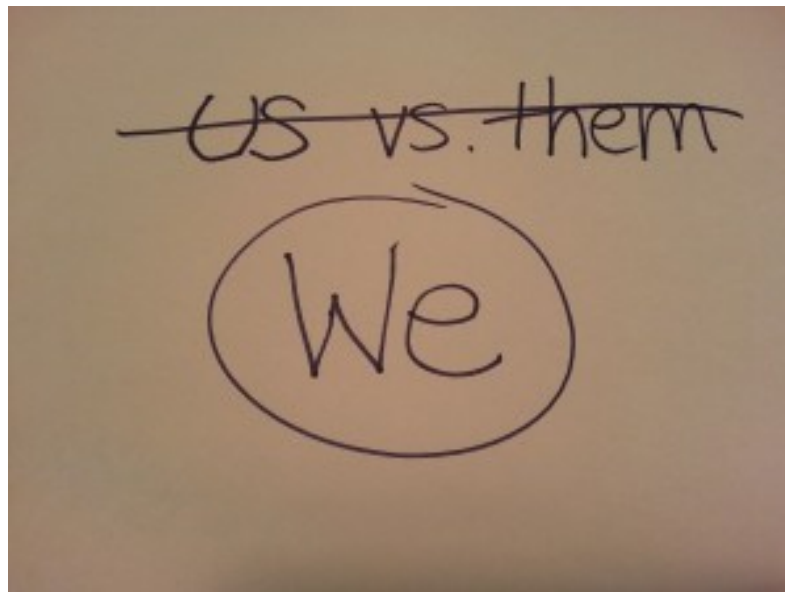
Now I know that many reading this may think that the Fire Chief cannot be talked to or reasoned with...he is in charge...it is his way or the highway...he will always get his way...or whatever you have heard or thought of to avoid facing the conflict. What I can honestly say to this is that I have consistently provided an open door policy whereby any member of the department can come in and express themselves and their grievances. I have consistently demonstrated that you can vehemently disagree with me and we may even simply never agree on a topic. You may even say that I have aggressively defended my position at times. But what you cannot say is that I have ever punished or retaliated against any individual or group because we disagree or because you voiced your concerns. While there have been some who were disciplined for being insubordinate in a public forum, there has been no discipline for those who have engaged in adult, professional conversation.

## From the Desk of the Chief (continued)

I would like to end with this...if we could all embrace open dialog and focus on the mission, then we could transform the SFD into a progressive, vibrant organization that is able to resolve conflict in an open, adult and constructive manner. I encourage shunning the “victim” mentality and grasp the personal accountability it takes to achieve self-actualization. This will be hard for some, but I guarantee the results to be positive. What will not work is continued entrenchment and attacks on “Them” with an expectation that by winning you will be better off. The author Steven Covey provided the best course of action to be “think win-win”. For in a win-win, everyone achieves greater success.

There are still a lot more things going on in the SFD and I am happy to report that there is still work to do as we progress to becoming a best in-class emergency services organization. I continue to be amazed at the efforts of our dedicated members. My confidence is high in the men and women of the department and their dedication to excellence. As we work toward our goals, I can state with unwavering certainty that the members of the Salisbury Fire Department deserve all of the credit for our 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. On behalf of the citizens we are sworn to protect, I thank them for their continued support and want them to know that their service is valued and much appreciated. 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.



## Emergency Medical Services

Acting Lieutenant Chris Truitt

**One of the most common EMS calls during snow and winter weather are motor vehicle calls. Please see the tips from Maryland.gov below, and have a safe winter!**

### **Tips in the Event of Snow**

- When a snow emergency is declared, make every effort to avoid driving or allow extra time to get where you are going. Keep in mind that when roadways are icy or snow covered, you should never expect to drive as you would during clear weather or on dry road surfaces.
- Four-wheel drive vehicles are just as vulnerable to slipping on ice as regular two-wheel drive vehicles.
- Should your car begin to skid, remember not to panic or slam on your brakes. Take your foot off the gas pedal and immediately steer in the direction of the skid.
- Increase following distance between your vehicle and others on the road, especially snowplows. Packed snow and ice may create a smooth, glass-like surface beneath your tires making it difficult to control your vehicle.
- Remember bridges and ramps freeze first and may be especially difficult to navigate.
- *"Don't Crowd the Plow"* – Never pass a snow plow or salt truck especially a plow train! Plow trains are groups of trucks which form a line across the lanes to clear snow. Operators may not see you or your car may get caught on a snow-covered plow edge. In addition, driving will be much easier if you stay at least 25 feet, or three car lengths, behind the snow emergency vehicle.
- Do not abandon your vehicle. The safest place to wait for help is in your car. If your car breaks down, move your vehicle as far off the roadway as possible and lift the hood. Try to leave a distress signal, such as a scarf, hanging from the window. Please remember, when you abandon your vehicle, it may be subject to towing, ticketing and a fine.
- Check your car's antifreeze, oil, battery, defroster, heater, wipers and washer fluid level.
- Travel with plenty of gas in the tank.
- Inspect the tires to be sure there is adequate tread, check air pressure to ensure proper inflation. Use radials or chains during snow emergencies.
- If you must travel, prepare to leave early and allow plenty of time to reach your destination.

### **And Finally:**

Take time to remove all ice and snow from your car, concentrating on the windows, wipers, mirrors and lights. To reduce the chance of snow flying off your vehicle while driving, remove snow and ice from the front grill, hood and roof. Good visibility is essential for a safe journey. You need to see and be seen by others.



## Hot Shots





## Historical Corner

Assistant Chief Bryan W. Records

### Benjamin's Fire 1979

Salisbury's commercial district has been the scene of some of the largest fires in the city's history around the Main Street corridor. In 1860 and 1886 the entire commercial district was destroyed by fire. Fortunately building codes were changed after the second devastating fire in 1886 that utilized brick and mortar with increased setbacks. Those changes prevented the city from being completely destroyed, but it didn't stop the threat of a large commercial building fire. Notable fires that struck downtown were The Peninsula Hotel in 1929, The Arcade Theater in 1947, The Ulman Theater in 1963, and Berger's Variety store on multiple occasions. The Salisbury Fire Department had saved the City and the block on numerous occasions, but not without challenges.

Salisbury firefighters would meet one of the greatest challenges of the Century on July 19, 1979. A fire alarm was received in mid-morning for The Gourmet Shack on the Downtown Plaza. The first engine arrived under the command on Jim Beauchamp on side A with smoke showing. Engine 210 arrived in the rear on W. Church Street with the same conditions. The fire had originated in the rear of the building where the Gourmet Shack prepared most of their food. This presented a problem since the business sat below ground level in the rear. Soon after crews began their attack a Backdraft or smoke explosion occurred. Three members of Engine 210 were hurled through the air into the street and received burns to any exposed area. The crew entering the front were tossed around the room and their line was cut when the front glass shattered. It was several minutes before Command could regroup and replace the injured firefighters to attack the fire. The fire grew in intensity and every company in Wicomico County was alerted to assist. Mutual Aid was received from Ocean City and Seaford Delaware for their Tower Ladders and manpower.



## Historical Corner (continued)



The fire had now grown and gained headway to the upper floors. The fire threatened to extend to and burn Benjamin's Department store to the right and Edyth's Dress Shop to the left. Crews worked feverishly to keep the fire within the main structure as Assistant Chief Norman Conway lead crews on the interior of Benjamin's and Assistant Chief George Sullivan directed roof operations. Numerous renovations had been made over the years and breaches were made in the solid brick walls to connect what had been four separate buildings originally. Crews success-

fully achieved a roof vent hole and were able to control the lateral spread of fire left and right to the top floors. The fire continued to burn until it was brought under control at 2:15 p.m. The fire had originated under a rear interior stairwell where paper products were stored near an electrical panel.

Once again the members of the department had saved the City and the block from a serious fire. Several things were learned that day that would shape our present department. Two of them were the importance of large diameter supply lines and effective use of Tower Ladders with elevated master streams. In 1980 William Higgins came to Salisbury as the Deputy Chief. Chief Higgins had responded that day with the Seaford Fire Department who already had both a Tower Ladder and 5 inch supply hose. Chief Higgins quickly secured 2000 feet of 5 inch supply hose for the department and made it the standard on all of today's apparatus. Fortunately Tower 16 arrived in 2009 along with Trucks 1 and 2. The third lesson learned that day was the importance of a fire boat for adequate water supply. The fire boat Datum quietly and unceremoniously pumped a continuous water supply from the river that day. When the city water system was taxed to its limit, the Datum never missed a beat. Today; 37 years later, the department is equipped to handle a large incident of this type if it were to strike again.



## Fire Prevention & Public Education

Assistant Chief James E. Gladwell

The last calendar quarter of every year is always the department's busiest. We get heavily involved with Fire Prevention Week, followed by Thanksgiving, and then Christmas sneaks up on us very quickly. The changing season brings cooler temps causing people to have to turn on their heat. Some folks do a great job of maintenance and taking excellent care of their HVAC systems, while unfortunately, others don't. Couple that with indoor/outdoor holiday decorations, too many items plugged into outlets or on a single circuit, too many inappropriately rated extension cords (often run under rugs) being utilized, inexperienced people utilizing oil-filled turkey fryers, and dry Christmas trees and you get a recipe for bad things to happen.

The department kicks off the quarter with Fire Prevention Week activities. The Fire Prevention Task Force heads out on its annual pilgrimage to local public and private elementary schools to deliver its safety message to literally thousands of children and adults during the week. The Shifts get assigned local daycare centers and generally provide static apparatus displays and pass out "goodies" to the little ones to help them understand to not be afraid of firefighters. School, or daycare, the week is very busy and both children and adults have an enjoyable time interacting with their firefighters.

Ronald McDonald normally visits the area on the Tuesday of Fire Prevention Week. With the silliness of the "clown scare" this year, Corporate McDonald's held Ronald and Ms. Deb back, which is a sad thing if you've ever watched or participated in Ronald's show. Not only do 2<sup>nd</sup> graders throughout the area lose an incredible educational opportunity, we adults who have worked with Ronald and Ms. Deb for over a decade lose an opportunity to catch up and chat with two of the planet's finest individuals. Hopefully, next year will see the return of Ronald and Ms. Deb to the area.

### Test Your Smoke Alarm



- Find a smoke alarm in your home.
- Push the smoke alarm button so you can hear the sound.
- Have your child tell you what he/she would do if the smoke alarm sounds. (Get outside and stay outside. Go to your outside family meeting place like a tree, a neighbor's porch or streetlight.)
- Practice how you and your child would get outside. Go to your family meeting place.
- Find all the smoke alarms in your home. Push the test button so your child can hear the sound and tell you what he/she would do if the smoke alarm sounds.
- Make sure there is a smoke alarm inside every bedroom in your home. A smoke alarm should be where you sleep.

Fire safety fun for families at [sparky.org](http://sparky.org)!





## Fire Prevention & Public Education (continued)

After Fire Prevention winds down, the SFD puts out several PSAs referencing Halloween safety. Then comes announcements and videos referencing Thanksgiving and how to make your Turkey Day both yummy, and safe. These are followed by numerous posts referencing holiday safety and cover topics from stringing holiday lights safely, to proper extension cord use, to how to maintain your natural/real Christmas tree, to shopping safety tips...and many others. The whole intent is to ensure that our community is as safe as possible during a time when many of us are so busy and distracted that we may take shortcuts with regard to safety.

For the quarter and based on data input into FH Software, the SFD participated in 30 Community Service Events, two (2) Home Safety Checks, four (4) After the Fire programs, and 46 Public Education events. During Fire Prevention Week, members visited 12 daycare facilities, 11 schools, and the Wicomico County Free Library twice. We had interaction with 1,486 adults and 3,240 children while expending 586 staffing hours to get the job done. Those are incredible numbers and everyone who participated is to be commended for your hard work and dedication. Your efforts truly do make a difference in our community.

The department expends a ton of effort throughout the year trying to ensure its constituents and the community all stay safe. The quarter encompassing 1 Oct through 31 December always seems to wear us out with all that we have going on, but our efforts are year round. It takes lots of effort throughout the entire year to deliver on one of the most important portions of our Mission Statement: fire prevention. Many won't have a grasp of exactly what those efforts are for each of you who participates in one, or many, of these events. Here's a brief synopsis of what you did in 2016:

You participated in 230 different events (over one event every day and a half), reached 5,453 adults and 6,562 children (over 12,000 total souls), and expended over 1200 staff hours to do it!!

Those are incredible statistics for any department, anywhere, and each of you who participated and had a hand in creating such high numbers should be very proud of your efforts. None of it could've been done without your dedication and hard work.

Stay safe and I look forward to working with each of you to make these numbers even better in 2017. Thanks for all that you do.



# Hazardous Materials

Acting Lieutenant Ron Wismer

As I was cleaning my basement the other day, I found a bleach bottle that had leaked out. This bleach then corroded my metal shelving and all of the items I stored below the bleach. This got me thinking about hazmat storage in the home. How can we make sure there aren't incidents with chemicals improperly stored in the home?

First, we need to follow the manufacturer's warnings. These warnings may include a temperature range and sunlight condition the bottle must be stored in. We do not think of the damage that sunlight can do to a bottle, but over time sunlight will degrade a bottle past its breaking point. Also, sunlight has the terrible habit of changing the temperature of a product. Some products react poorly to storage in extreme temperatures. Many products can also react poorly to constant temperature fluctuation. Most chemicals are going to do well if stored in a normal temperature environment that does not get below freezing and out of direct sunlight.

Secondly and maybe most importantly, keep the product in the original container. Do not transfer products to other containers except for small quantity use. Always store the chemical in its original container. Keep that chemical properly labelled. The label is important for prevention of accidents where we use the wrong product.

The last point of consideration is chemical storage with small children. Around 800,000 children are taken to the emergency room each year for accidental poisonings. Please store chemicals out of the reach of children. Where that is not feasible consider child proof locks.



## Statistics - October through December 2016

Fire Incident Type	2nd Qtr.	FY16 YTD	% of Quarter
Structure Fires	12	29	1%
Cooking fire	5	13	1%
Vehicle Fires	5	10	1%
Natural Cover/Brush	9	23	1%
Trash/Dumpster	11	18	1%
Fire, Other	7	17	1%
Medical	361	741	41%
Vehicle Accidents	156	298	18%
Rescue Calls	13	22	1%
Hazardous Conditions	43	88	5%
Service Calls	48	115	5%
Good Intent Calls	92	187	11%
False Alarms	109	231	12%
Other Incident Type	3	20	0%
<b>Totals</b>	<b>874</b>	<b>1812</b>	

Workers Compensation Summary	2nd Qtr.	FY16 YTD
1 - Needle stick, 1 - Chest pain, 1 - Back	3	14
Hours lost due to Injuries	68.5	112.5

Fire Incidents by Fire Station	2nd Qtr.	FY16 YTD	% of Quarter
Station 1	198	439	23%
Station 2	200	436	23%
Station 16	476	937	54%

Fire Loss Data	2nd Qtr.	FY16 YTD	% of Quarter
Property Value	\$26,943,148	\$72,421,200	N/A
Property Destroyed	\$599,361	\$1,566,800	2%
Property Saved	\$26,343,787	\$70,854,400	98%

Fire Prevention Summary	2nd Qtr.	FY16 YTD
Fire Inspections/Preplans	17	25
Plan Reviews	6	9
Smoke Alarms Distributed	102	164
Smoke Alarms Installed	0	8
Public Education Events		
a. Adults in Attendance	1600	3936
b. Children in Attendance	3331	4485

Medical Chief Complaints	2nd Qtr.	FY16 YTD	% of Quarter
Abdominal Pain/GI Problem	140	283	5.89%
Allergic Reaction/Bites/Stings	12	24	0.50%
Altered Level of Consciousness	41	89	1.72%
Behavioral/Psychiatric	45	97	1.89%
Breathing Problem	46	82	1.94%
Burns/Smoke Inhalation	2	6	0.08%
Cardiac/Respiratory Arrest/DOA	29	62	1.22%
Cardiac Problems	153	302	6.44%
Choking/Airway Obstruction	1	4	0.04%
Diabetic Problem	52	112	2.19%
Drug/Alcohol	77	190	3.24%
Nausea/Vomiting	51	92	2.15%
No Apparent Injury	122	230	5.13%
OB/GYN/Pregnancy/Childbirth	14	32	0.59%
Other	1001	1978	42.11%
Respiratory Distress	73	139	3.07%
Seizure/Convulsions	65	139	2.73%
Sick Person/Flu-like	105	190	4.42%
Stroke/CVA/TIA	35	62	1.47%
Syncope/Fainting	42	90	1.77%
Traumatic Injury	149	307	6.27%
Unconscious	15	38	0.63%
Weakness	107	185	4.50%
<b>Totals</b>	<b>2377</b>	<b>4733</b>	

Training	Classes	Attendees	Hours
Administrative	47	156	246
Engine Co. Ops	22	122	232.5
EMS	28	114	1304.75
Driver Operator	29	156	312
General	13	51	84
Incident Command	12	52	99.98
Rescue Company Ops	15	86	124.75
Special Ops	22	97	178.25
Truck Company Ops	17	64	79.5
<b>Totals - 1st Quarter</b>	<b>205</b>	<b>898</b>	<b>2661.73</b>
<b>FY16 YTD Totals</b>	<b>436</b>	<b>1885</b>	<b>4275.65</b>

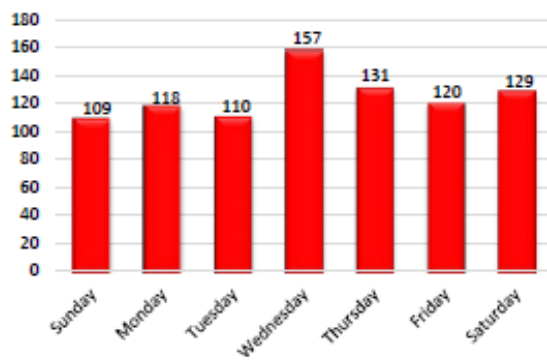
Department Aid Summary	2nd Qtr.	FY16 YTD
Mutual Aid Given	25	42
Mutual Aid Received	56	100



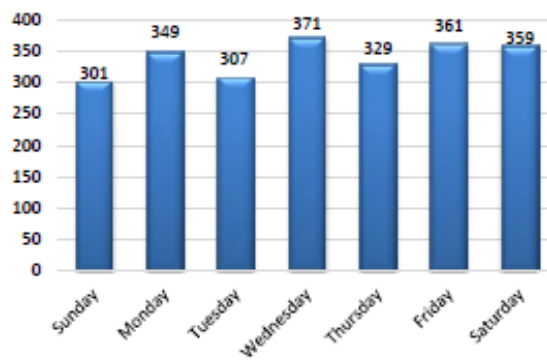
## Statistics - October through December 2016

### Salisbury Fire Department Quarterly Report October - December 2016

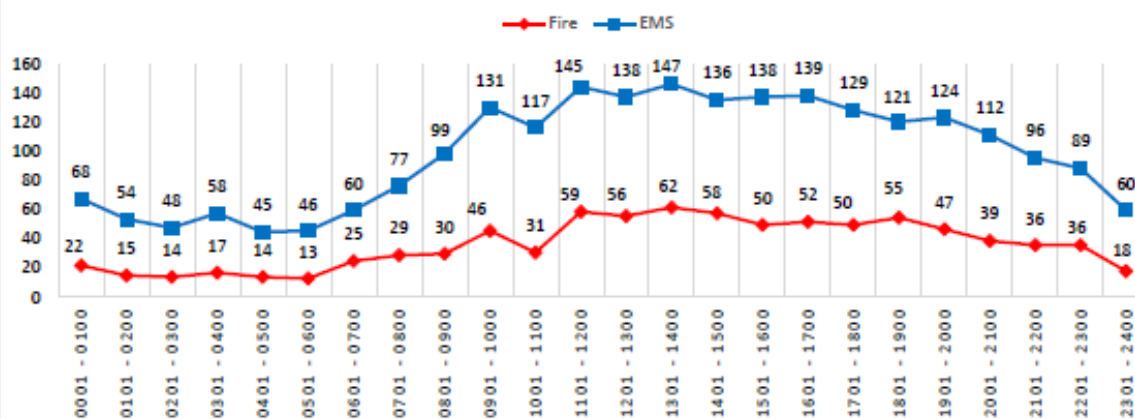
**Fire Call Volume Day of Week**



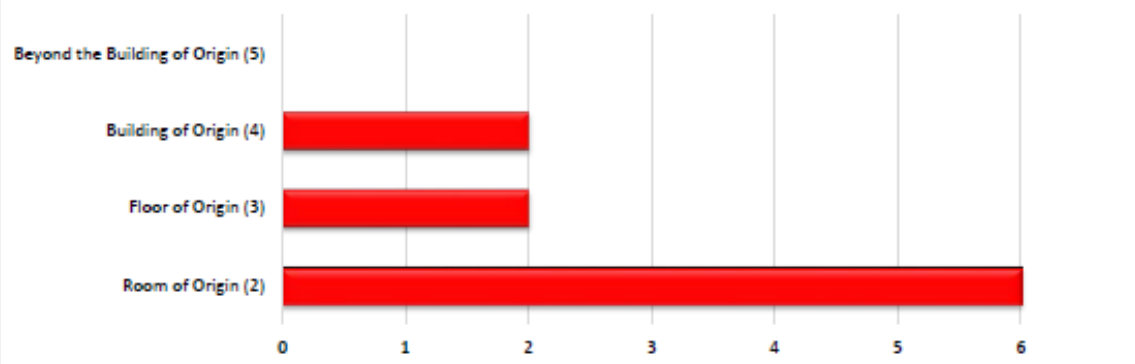
**EMS Call Volume Day of Week**



**FIRE & EMS CALL VOLUME BY HOUR**



**Fire Containment 2nd Quarter FY16**



# Correspondence from the Community



Salisbury Police Department  
699 West Salisbury Parkway  
Salisbury, Maryland  
21801

Salisbury Fire Department,

Thank you so much for  
your continued support of  
national night out!

Your generosity is greatly  
appreciated!

Sincerely,  
Christine Christoff  
Safe Streets Coordinator

## TWO CHURCHES



ONE PEOPLE OF FAITH

October 7, 2016  
Dear Firefighters at Station 16,  
We want to thank you all very much  
for being so generous with your ice  
machine during our carnival. We always  
try to buy alot of our own prior to our  
carnival but it never seems to be  
enough + then ours gets over worked!  
We truly appreciate your generosity!  
Sincerely,  
Kris Gentry, Helene Crick +  
Cora Carnival Committee

DEAR CHIEF HOPKINS AND SALISBURY FIRE  
DEPT,  
THANK YOU SO MUCH  
FOR THE YUMMY FRUIT BASKET  
THAT YOU HAD DELIVERED TO US  
DURING OUR LONG STAY IN THE  
HOSPITAL. MOMMY PARTICULARLY LIKED  
IT! IT HELPED SO MUCH TO  
KNOW PEOPLE WERE THINKING AND  
PRAYING FOR US! THANK YOU SO  
MUCH!  
Love and Thanks,  
Liz, Jake, Olivia, and Lilly