



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

Richard A. Hoppes
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Salisbury Fire Department Newsletter

Volume V, Issue I

1st Quarter - 2018

From the Desk of the Chief

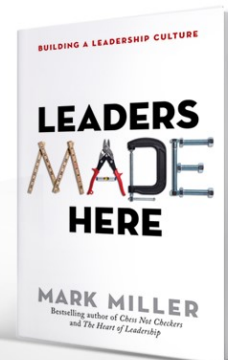
“Always Bet on Leadership”

I have just completed a book titled, “Leaders Made Here” by Mark Miller. It was a short read but was packed with great information on building a leadership culture in an organization. I must admit that I am not a big reader, but this book was given to me by Mayor Jacob Day and it is currently being used as a course of study for the executive leadership team of the City. At each staff meeting we are reviewing one of the chapters and discussing how the principles apply to our culture or how implementing them could help us in the future. One of those principles is “Always Bet on Leadership”.



In the book, the main character is facing a tragic accident that occurred on the first day of work as the newly appointed C.E.O. of a large company. There was loss of life and significant damage to the facility. He was having a bad day. Everyone was now looking to him to lead them out of this challenging time. He sought guidance from his mentor and coach. When his mentor asked him what he was going to do (emphasis on the mentor not telling him what to do but leading him to solve it for himself), he outlined his plan. The mentor agreed and encouraged him to move forward and that he would be successful. He said, “I hope so.” This response elicited a quick response from the mentor... “Hope is not a strategy!” In this brief exchange we can learn so much about effective leadership. The mentor continued to teach by offering four guiding principles that work in any situation: 1) Bet on Leadership, 2) Act as One, 3) Win the Hearts, and 4) Excel in Execution.

**The best leaders
are *always* learners.**



From the Desk of the Chief (continued)

Each of these principles completely relate to emergency services. In each I see our department excel every day. We have leaders at every level that strive to lead by example and be a servant to those they lead either formally or informally. When we are called on to handle some emergency we do so as one team with one objective. Every day we strive to develop positive relationships with those whom we work with and for those we serve. Every day should be a day we strive to excel in execution both internally and externally. As the leader of this great department, I have been able to see many great and awe-inspiring things come to pass, things that have helped us arrive at this point in our history. I have tried to reflect on the many accomplishments that we have been able to achieve, but I often come up short in listing all of them because the list is too long. In every case, the accomplishments are because of great leaders who have worked to make them happen.

I am proud of what we have accomplished and the foundation that has been laid for moving forward into a very bright future. As always, I leave you with this...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. 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.



Emergency Medical Services

Lieutenant Chris Truitt

Am I Ready If I Need To Call 9-1-1?

When an ambulance is called for service, there are three main areas of concern the emergency medical services providers will look/ask for, alongside the reason for the current complaint/injury. While a fair amount of this information may have been given to the 911 center, our providers will still need to ask questions to make sure they know how best to treat the patient.

The first is the medical history, meaning any chronic illnesses (high blood pressure, heart conditions, etc.) to include anything the patient is begin treated by a doctor for. The second and third items go hand in hand with one another; is the patient allergic to any medications (any medication that caused a rash, swelling, or breathing trouble in the past) as well as the patient's current medications, both over the counter and prescribed by a physician. These items can be documented on the "[Letter of Life](#)" located on the Fire Department section of the City website (www.salisbury.md) and can be printed off and kept on the refrigerator and/or the back side of the entry door to your residence.

While no one is ever truly "ready" to call for an ambulance, these steps can help in preparing for the possibility. We encourage all of our citizens to take a few moments time and have this sheet ready, as the adage goes "an ounce of prevention is worth a pound of cure." If we can assist you any further, or there are other questions you may have, feel free to contact the EMS office at our Headquarters location. Thank you and have a safe and healthy autumn.

IN CASE OF
EMERGENCY
CALL 9-1-1

Hot Shots



Historical Corner

Assistant Chief Bryan W. Records

G.A. Bounds Mill Fire

One of the largest fires in the City's history struck on May 17, 1941, directly across the street from the Eastside Fire Co. No. 2 at the G.A. Bounds Mill. The massive facility was the former C.R. Disharoon Mill which also burned to the ground in 1929. The plant mainly manufactured crates, baskets and hampers for produce along with other lines for local farmers. The fire broke out at 12:35 pm when Milford Twilley, owner of the adjacent concrete block company first saw the blaze at the west end of the plant. Within minutes the entire end of the plant was engulfed in flames. The East Side Fire Co. No. 2 was alerted and the fire spread unchecked despite having an up to date sprinkler system throughout the mill. A general alarm was sent out requesting Headquarters Company, Delmar, Laurel, Pittsville, Hebron, Princess Anne, Willards, Fruitland and Parsonsburg. By now the fire had become a conflagration and the mill was doomed. Over and over flames jumped over Naylor, Brown and Baker Streets and ignited residential and business properties. The sky was filled with flying embers carried by the strong winds. Firefighters were able to stop most of the homes and businesses from suffering serious damage with the exception of one home on Church Street two blocks away. The roof and second floor of the home of James Agnew burned away before firefighters could arrive. By now the fire could be seen as far away as Seaford and Princess Anne.



Historical Corner (continued)

Firefighters waged a war against the flames that lasted into the evening. The battle had been more about exposure protection than saving the mill which was clearly doomed. The plant was full of products ready to be shipped out for strawberry season in another week and the losses were in the hundreds of thousands of dollars. All of the company's records were lost in the fire and it was one of the largest employers in the city. G.A. Bounds also operates a large plant in Hebron and some of the employees moved to that plant. One of the bright spots of the fire was the city's water system stood up to the test. Thirteen hydrants were utilized to flow over 800,000 gallons of water and never affected the normal supply or appreciable effect on the reserve. Firefighters worked together to prevent a massive conflagration from burning down their own fire station as well as the surrounding neighborhood. The founding fathers of East Side Co. No 2 must have had an event like this in mind when they founded the station in 1930. It certainly proved to be a wise decision on that day.



Fire Prevention & Public Education

Assistant Chief James E. Gladwell

The summer has kept the SFD and its members very busy with regard to community service/public education. Tons of summer camps, Third Friday events, and other community activities keep us moving and in the eyes of the public. With school out and folks going on vacation, one may think that we “slow down” with all the requests for apparatus displays, fire safety talks, and public education. Not so.

The summer’s largest event, by far, is National Night Out. The community-based event originally slated to bring PD and the public closer together, has become one of the SFD’s largest yearly events. The event certainly does as intended; bring PD and the local community closer together. However, the SFD has become one of the biggest attractions and attendees crowd the fire prevention “goodies” / literature table, the engine display, and flock to the interactive activities that the crews put together for everyone to participate in.

This year, the SFD did not utilize the safety trailer that its borrowed over the last several years. However, we did utilize some new fire/EMS “cut outs” (purchased by the Station 16 Volunteers) that people of all ages had their pictures taken with. We also set up small diameter hose lines and allowed the little ones to spray water. This was a huge hit and the SFD was inundated throughout the event with patrons. Great job by all members who participated. Everyone had a great time.

For the quarter encompassing 1 July 2017 through 30 September 2017 and based on data retrieved from the SFD’s Firehouse Reporting System:

- We participated in 28 community service/public education events.
- We completed one Home Fire Safety Inspection and installed 21 smoke alarms.
- Members of the department expended 282.5 hours to get the job done and had a positive interaction with 3,008 adults and 1,967 children.

Strong work for a relatively small department! And it couldn’t be accomplished without the hard work and dedication of all those who put the time in to keep the department in a positive light with our constituents. The next quarter will include Fire Prevention Week and many community holiday requests. Thanks, in advance, for all the upcoming hard work!



Statistics - July through September 2017

| Fire Incident Type | 1st Qtr. | FY18 YTD | % of Quarter |
|----------------------|------------|------------|--------------|
| Structure Fires | 8 | 8 | 1% |
| Cooking fire | 4 | 4 | 0% |
| Vehicle Fires | 9 | 9 | 1% |
| Natural Cover/Brush | 9 | 9 | 1% |
| Trash/Dumpster | 11 | 11 | 1% |
| Fire, Other | 5 | 5 | 1% |
| Medical | 352 | 352 | 40% |
| Vehicle Accidents | 148 | 148 | 17% |
| Rescue Calls | 15 | 15 | 2% |
| Hazardous Conditions | 49 | 49 | 6% |
| Service Calls | 63 | 63 | 7% |
| Good Intent Calls | 69 | 69 | 8% |
| False Alarms | 140 | 140 | 16% |
| Other Incident Type | 8 | 8 | 1% |
| Totals | 890 | 890 | |

| Workers Compensation Summary | 1st Qtr. | FY18 YTD |
|--------------------------------------|----------|----------|
| 1-Electric shock, 1-Left arm & torso | 2 | 2 |
| Hours lost due to Injuries | 0 | 0 |

| Fire Incidents by Fire Station | 1st Qtr. | FY18 YTD | % of Quarter |
|--------------------------------|----------|----------|--------------|
| Station 1 | 296 | 296 | 33% |
| Station 2 | 124 | 124 | 14% |
| Station 16 | 470 | 470 | 53% |

| Fire Loss Data | 1st Qtr. | FY18 YTD | % of Quarter |
|--------------------|-------------|-------------|--------------|
| Property Value | \$4,224,687 | \$4,224,687 | N/A |
| Property Destroyed | \$205,233 | \$205,233 | 5% |
| Property Saved | \$4,019,454 | \$4,019,454 | 95% |

| Fire Prevention Summary | 1st Qtr. | FY18 YTD |
|---------------------------|----------|----------|
| Fire Inspections/Preplans | 8 | 8 |
| Plan Reviews | 8 | 8 |
| Smoke Alarms Distributed | 7 | 7 |
| Smoke Alarms Installed | 0 | 0 |
| Public Education Events | | |
| a. Adults in Attendance | 3008 | 3008 |
| b. Children in Attendance | 1967 | 1967 |

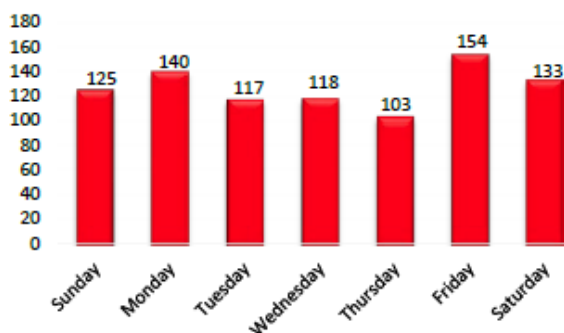
| Medical Chief Complaints | 1st Qtr. | FY18 YTD | % of Quarter |
|--------------------------------|-------------|-------------|--------------|
| Abdominal Pain/GI Problem | 139 | 139 | 5.47% |
| Allergic Reaction/Bites/Stings | 10 | 10 | 0.39% |
| Altered Level of Consciousness | 33 | 33 | 1.30% |
| Behavioral/Psychiatric | 43 | 43 | 1.69% |
| Breathing Problem | 58 | 58 | 2.28% |
| Burns/Smoke Inhalation | 4 | 4 | 0.16% |
| Cardiac/Respiratory Arrest/DOA | 46 | 46 | 1.81% |
| Cardiac Problems | 170 | 170 | 6.69% |
| Choking/Airway Obstruction | 3 | 3 | 0.12% |
| Diabetic Problem | 62 | 62 | 2.44% |
| Drug/Alcohol | 76 | 76 | 2.99% |
| Nausea/Vomiting | 44 | 44 | 1.73% |
| No Apparent Injury | 125 | 125 | 4.92% |
| OB/GYN/Pregnancy/Childbirth | 17 | 17 | 0.67% |
| Other | 1112 | 1112 | 43.76% |
| Respiratory Distress | 79 | 79 | 3.11% |
| Seizure/Convulsions | 60 | 60 | 2.36% |
| Sick Person/Flu-like | 97 | 97 | 3.82% |
| Stroke/CVA/TIA | 28 | 28 | 1.10% |
| Syncope/Fainting | 52 | 52 | 2.05% |
| Traumatic Injury | 124 | 124 | 4.88% |
| Unconscious | 28 | 28 | 1.10% |
| Weakness | 131 | 131 | 5.16% |
| Totals | 2541 | 2541 | |

| Training | Classes | Attendees | Hours |
|-----------------------------|------------|-------------|----------------|
| Administrative | 25 | 121 | 153.25 |
| Engine Co. Ops | 13 | 68 | 102 |
| EMS | 57 | 273 | 476.58 |
| Driver Operator | 59 | 139 | 204.95 |
| General | 16 | 85 | 125.75 |
| Incident Command | 6 | 42 | 76.5 |
| Rescue Company Ops | 19 | 123 | 149.75 |
| Special Ops | 25 | 129 | 215.5 |
| Truck Company Ops | 19 | 93 | 131 |
| Totals - 1st Quarter | 239 | 1073 | 1635.28 |
| FY18 YTD Totals | 239 | 1073 | 1635.28 |

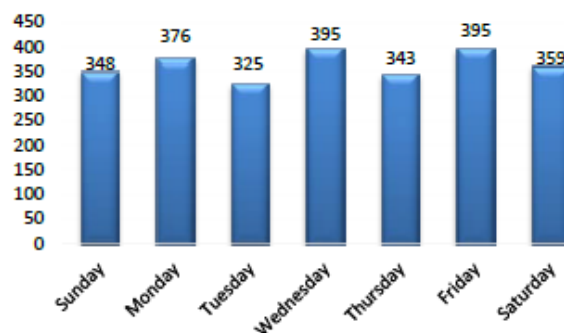
| Department Aid Summary | 1st Qtr. | FY18 YTD |
|------------------------|----------|----------|
| Mutual Aid Given | 15 | 15 |
| Mutual Aid Received | 34 | 34 |

Statistics - July through September 2017

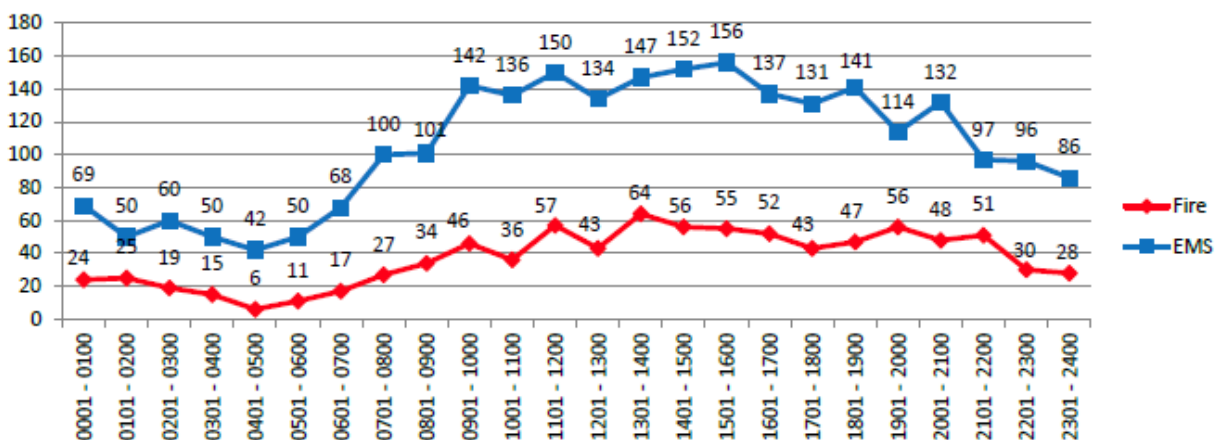
Fire Call Volume Day of Week



EMS Call Volume by Day of Week



Fire & EMS Call Volume by Hour



Fire Containment 1st Quarter FY18

Beyond the Building of Origin

Building of Origin

Floor of Origin

Room of Origin

0 0.5 1 1.5 2 2.5

Correspondence from the Community

We sincerely thank you for loaning us the Fire Department's large cooler. It was a tremendous event & the cooler helped us to be able to pass out many cold waters to our city!

Sincerely,
EWC Staff & Pastor Al Butler

DEAR MR. HOPPES.

I WANT TO THANK YOU FOR BRINGING A FIRE TRUCK TO THE PECAN SQUARE AUTO SHOW. THIS SURE DID GIVE A LOT OF FOLKS AN UP CLOSE VIEW OF THIS TRUCK.

THANK YOU AGAIN
TOM STEVENSON

Please distribute this message to all involved departments.

After witnessing the local response to Canal Woods' Saturday, August 12, 2017 flooding, I want to share first hand that Salisbury's emergency responders are exemplary, well-trained professionals who get the job done; no matter what the circumstance.

Julia, observing our water rising and torrential rain not abating, I called Council President Jack Heath. He immediately contacted the Mayor's office with this reporting. Early and first responders Saturday morning, Police Officer Schrlau, Badge 5150, Tom Messick from Public Works, and Chief Rick Hoppes from the Fire Department began immediately assessing our problem. Aaron Colegrove with the Fire Department, additional Police Officers, staff from Public Works, Salisbury Neighborhood Housing, Delmarva Power and Red Cross later arrived and worked tirelessly with the residents and our flooding issue into Canal Woods I Condominium.

Residents would like to also voice their appreciation to Mayor Jake Day, City Administrator Julia Glanz and Council President Jack Heath. Their leadership, timely response and support did not go unnoticed.

It is truly the hard work and dedication of City staff that makes Salisbury a hallmark model for other municipalities.

Sincerely,
Louise Smith, President
Canal Woods Community Board

Just a small token of gratitude for your help with getting us all of the ice for NNO! And we also appreciate you letting us borrow your large cooler. It was a great event & your help contributed to that.

Sincerely,
EWC Staff & Pastor Al Butler

July 3, 2017
Salisbury Fire Department
325 Cypress Street
Salisbury, MD 21801
RE: Logan Helmuth and Timothy Jones, EMS

Dear Chief Hoppes:

I made the 4:19 AM call that your EMS received on July 1.

Honestly, I was so scared I didn't remember the names of the two kind gentlemen who responded, or the name on the side of the ambulance. I had to call a friend at PRMC who called a friend who called a friend to check their file and contact us with confirmation. It was such a blur, but despite the panic, I will never forget the faces of Logan Helmuth and Timothy Jones, or the fact that they saved my husband's life. They were both so absolutely kind to the core. I had no idea what to do, and they just came in and calmly took over, somehow without scaring our children at all, and never once acted like they were judging what I am sure was my total meltdown behavior. To those who have the abilities that your responders have, it probably sounds really ridiculous, but for someone who had used up all the things I knew to do and was descending into panic, it was truly like having superheroes appear out of nowhere. They made sure my kids (one is a teenager and friends were on the way, it was okay) were locked inside, somehow my pets were totally calmed by them and stayed inside, and I have zero doubt that a loving husband and father and professor would have been lost without their intervention. In fact, they provided such good care that by the time we got to the ER and were seen, the ER doctor wasn't sure he'd even had a heart attack - which his blood tests, heart catheter, and now-stented left artery blockage later proved he had. Your two EMS workers had done such a fast, effective, and efficient job, his heart attack was basically over by the time the hospital saw us - and he was still alive. I can't even wrap my head around the miracle that is.

I also want to note that they are both so very young. They are saving lives in such an early chapter of their own lives. What a remarkable example that is for absolutely everyone. Thank

you, thank you, thank you for choosing to do something so generous at such a young age. I hope my own children grow up to be as kind and selfless young adults as the two who appeared at my door.

Please tell them that I thank them, my husband thanks them, our children thank them, and our community is so ridiculously lucky to have them. Thank you seems pretty small, but I can't come up with words worthy of praising them. How do you begin to acknowledge someone for saving your husband's life, for preserving your whole family?

Please also tell them - our son, who is my husband's stepson, lost his biological father two years ago, also in July, when he had a stroke and the responders were unable to revive him. He was standing at our glass storm door waiting for the ambulance, paralyzed with the fear that he was going to lose another father. He told me later that as soon as that first gentleman arrived, he just knew it was okay. That gentleman will never know how life-alteringly important that was, both for my son and for me. I don't know if responders realize that they not only save the lives of the patients they treat, but also have a lasting impact that reaches far beyond. They really save a piece of the lives of everyone their patients know.

Thank you to Mr. Helmuth and Mr. Jones for being our guardian angels. I just hope every possible good thing in the world for them and for all of the emergency personnel who do superhuman things for our community every single day. What you give to the world is beyond words.

All my thanks,

Andie Davis

Andie Davis