

ON SCENE



FOR AND ABOUT THE EMPLOYEES OF THE JACKSONVILLE FIRE AND RESCUE DEPARTMENT

January 2011



Your Health and Safety



DEAR FELLOW FIREFIGHTERS

In the last couple of months, I have been visiting stations to share my priorities and expectations for JFRD and its members. These are not casual visits. I am listening to and learning from each of you. The interaction has been abundant and meaningful.

Station visits are a high priority for me, and so are improving customer service and ensuring that we are doing the very best we can with existing resources. Restoring what JFRD has lost to budget cuts is another priority, and there has been good progress on that front.

I also have some specific expectations of JFRD personnel. They are easy to meet if we all strive to elevate JFRD's level of professionalism. The majority of you already are focused on carrying out your jobs as professionals, and you can be proud. But if we truly desire to consider ourselves as one of the best departments in the profession, then all of us must continuously operate as professionals.

When everybody gets on the same page, doing his or her part, then we're moving toward being the best professionals possible. This means coming to the station prepared to work, adhering to procedures and guidelines, completing reports in a timely manner, and wearing your uniform properly. It also means respecting the citizens we serve and realizing that they, too, have expectations to be treated in a professional manner.

Professionalism also means respecting your officers, each other, yourselves and respecting the Jacksonville Fire and Rescue Department. Many of you have told me that you agree and hold the same expectations mentioned above and are disappointed when they are not met. I am, too, especially when all of these expectations can be met without costing the department any additional monetary expenses. And when we do fall short of these expectations, it costs us all.

I firmly believe that the more often we operate as top notch professionals, the more successful we will be during difficult times. A good example is the recent restoration of brush trucks, Command Van and the staffing on Engine 7. As professionals, you clearly demonstrated the purpose and value of these assets, and City Hall took notice, especially our Chief Administrative Officer, Mrs. Kerri Stewart. I am grateful for her attention.

I am also grateful for the opportunity to visit stations. With more than 50 facilities across the county, it will take me through early spring to make personal contact at each location. In general, I am scheduling visits on the Station Captain's shift, and I will continue to give these Captains advance notice. However, I might also just drop by to say hello from time to time. Even if my visit doesn't happen on your shift, you are more than welcome to attend the scheduled discussion. And please know that you can always feel free to call or e-mail me with your ideas and concerns. I look forward to seeing you and hearing from you!

Sincerely,

Dr. Charles E. Moreland
Director/Fire Chief

Cover: The Beach Boulevard Flea Market burns on Jan. 7. The contents of approximately 80 storage units burned and smoldered for hours. Incident command called a second alarm and rotated crews numerous times, and JFRD's Health and Safety Officer oversaw firefighter rehab during the extended operational period.



Over the last year, Rescue 5's Capt. Mike Perryman has relied upon JFRD's Health and Safety Officers such as Capt. Ken Middleton as Perryman has recovered from a cardiac event and surgery and dealt with details of workers compensation.

HSOs Delve Deep into Details

Their 24-Hour Shift Includes Caring for Personnel and Responding to Various Emergencies

JFRD's personnel reported nearly 400 on-the-job injuries last year. Each case has plenty of details.

Whether it was a sprained ankle, exposure, a cardiac event, or some other injury, the department's three Health and Safety Officers helped guide personnel through the process of recovery, rehab, doctor visits, documentation, and in most cases, reassignment to field duty. They also communicate with the city's Risk Management Division. Sometimes, the HSO response and intervention keeps firefighters on regular duty, as opposed to light duty. HSOs have also made plenty of hospital visits, house calls, and managed the administrative details of returning personnel to a 56-hour work week.

Last year marked the first full year of the new HSO structure, where one rescue captain is assigned to each 24-hour shift. The new system is making its mark in the field and with the city's Risk Management Division.

"It's definitely an improvement," said Rescue 5's Capt. **Mike Perryman**. "Especially the round-the-clock coverage."

Perryman experienced high blood pressure in late 2009, and entered the HSO process when there was just one HSO covering the department's 1,200-plus staff.

Perryman ultimately had surgery to clear some arterial blockage and has toggled between field duty and light duty for about a year. Perryman understands how busy case management could be for one HSO covering a department the size of JFRD, and said he is grateful that there are now more HSOs to address the field's needs.

"Captain Middleton and the others were always right there when I needed them," Perryman said, describing everything from hospital visits to follow-up phone calls.

Several firefighters who have depended upon HSOs dur-

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HSOs

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ing recuperation have echoed what Perryman shared, including increased access.

“People appreciate that,” said HSO Captain **Jim Rogers**. “We’ve gotten good feedback over the last year.”

NFPA 1521 defines the functions of Health and Safety Officers as well as Incident Safety Officers and dates back to 1977. Rogers easily summed it up for JFRD: “Our job is to bridge the gap between firefighters and Risk Management.”

That’s not all. HSOs are based at Station 33 and divide their time between the field, Headquarters and responding to 911 calls like any

other in-service unit. HSOs are equipped with bunker gear and SCBAs and get called out to second alarms, GSWs, MCIs, extrications, cardiac arrests and more.

During prolonged events, they are an intricate part of the on-scene rehab process for firefighters and, of course, they address injuries, including those that happen in the station or those of a more chronic nature that flare up from time to time.

It wasn’t the number of injury cases that led Director/Fire Chief Dr. **Charles E. Moreland** to propose changing the HSO model, it was ensuring that personnel got what they needed in a more timely manner.

“Having three HSOs assigned to the field instead of just one officer has made our health and safety program far more effective in terms of case management and initial response,” said Moreland. “The previous method had one person assigned to cover more than 1,200 people 24/7. It was overwhelming. It would be for anybody.”

The program has also improved JFRD’s relationship with the city’s Risk Management Division.



Rogers

The field needs to be able to trust us and the process. If you have an issue, we don’t want you to shy away from us.

– HSO Capt. Ken Middleton

“Bottom line, the communication is better, and we’re trying to better understand each other,” said Jim Krahn, General Claims Manager for Risk Management.

In addition to the three HSOs’ regular interaction with Risk Management staff about injuries, Krahn said communication regarding the public liability side of Risk Management is also improving. For example, his claims adjusters have ridden with members of JFRD on emergency calls and eaten lunch in fire stations to become more familiar with field operations. Risk Management’s adjusters are also on call 24 hours, Krahn said, and are ready to respond should an apparatus have an accident.

Krahn also believes his staff’s first-hand experiences and direct contact with JFRD personnel help to build trust among all involved parties, and it helps the flow of information during the claims process.

“It’s an ongoing conversation. Inroads have been made,” Krahn said. “There have been multiple joint collaborative efforts to design and implement programs, resulting in better assistance and interaction between JFRD and Risk Management. They’re starting to understand that our job is to protect them.”

In addition to Rogers on the A-Shift, Captains **Ken Middleton** (B-Shift) and **Rob Mericle** (C-Shift) staff the HSO function. Administrative Aide **Diana Curlin**, who is based at Headquarters, assists with coordinating light duty assignments, entering the firefighters’ time and attendance, which can become complicated with doctor’s appointments and rehab sessions. She also ensures that the injured personnel’s medical bills are reviewed and processed through Risk Management. Curlin routinely fields case-related questions from doctors, the Office of General Counsel and Risk Management.



Mericle

“She’s as much a part of this team as anybody,” said Middleton.

One of the most critical parts of the HSO process is confidentiality. Beyond medical issues and HIPAA compliance, the HSOs encounter a variety of sensitive details. Ensuring privacy is not only essential from a legal perspective, but also for the program’s effectiveness.

“The field needs to be able to trust us and the process,” said Middleton. “If you have an issue, we don’t want you to shy away from us.”

Collectively, the HSO Captains bring nearly 60 years of JFRD field experience to the function. They said they have enjoyed learning the administrative side of employee care, but there remains plenty of opportunity for the personal touch, too.

“It’s similar to being on the street, but now you’re caring for your family,” said Mericle, who has nearly 20 years of field experience, including busy units like Rescue 31 and Rescue 50.

HSOs have assisted injured personnel right to the front doors of their homes, including helping firefighters up the stairs. At a recent structure fire, a firefighter wasn’t feeling well and needed his medication but didn’t have it with him. The HSO enlisted the help of JFRD’s Medical Director to fill a prescription, picked up the medicine, and brought it to the scene. Then the HSO drove the firefighter back to the station, where his condition improved once medicated. Ultimately, that kept the light duty scenario out of the picture.

There also are plenty of times when the HSO carries an injured or ill firefighter to the emergency room. And just like many transports, there can be a waiting period once at the hospital.

“I might take a firefighter there late at night, and they’ll say, ‘You don’t have to stay here,’” Mericle said. “I tell them, ‘I’m not going back to bed until I know what’s happening with you. That’s what I’m here for.’”

JFRD ON-THE-JOB INJURIES IN 2010

Sprains/Strains	160	41%
Cardiac	46	12%
Exposures	123	31%
Abrasions/ Lacerations	29	7%
Burns	13	3%
Other	28	6%



Sprained ankles were among the most commonly reported on the job injuries in JFRD last year.

Cardioprotective Foods

Consuming More of Them is Good for Your Heart

When it comes to delaying and preventing various health complications, including cardiovascular disease (CVD), the benefit of reducing dietary fat intake has gotten plenty of attention. But studies are also linking certain grains, fruits and vegetables to “cardioprotective” effects. Numerous polyphenolic compounds, such as flavonoids, have been identified as having strong antioxidant and anti-inflammatory properties. In addition to being one of the largest groups of antioxidant phytochemicals, flavonoids are also an integral part of the human diet as they are found in most fruits and vegetables. For example, cranberries are one of the most important sources of flavonoids with strong antioxidant and anti-inflammatory properties. So consumption of cranberries could be of importance not only in the maintenance of health but also in preventing CVD. There are plenty more cardioprotective foods to choose from on the adjacent list.



Cranberries are good for your heart!

Grains/ Starches

Oat bran
High fiber cereals
Cooked cereals
Sweet potatoes,
Yams, pumpkin
Popcorn

Vegetables

Artichokes, broccoli
Brussels Sprouts
Carrots, cauliflower
Eggplant, parsnips, beets
Spinach, garlic

Fruit

Berries
Oranges, tangerines
Plums, mangos
Apples, pears
Figs, prunes
Cranberries

Dairy

Nonfat, ½% or 1% milk
Nonfat plain yogurt
Dry nonfat milk

Protein/ Animal

Low-fat cottage cheese
Salmon, bluefish
Swordfish, trout
Mackerel, herring
Sardines, tuna
Oysters

Protein/ Plant

Garbanzo beans
Kidney beans
Lima beans
Pinto beans

Fat

Smart Balance®,
Benecol®, or Take
Control® spreads
Avocado
Canola, olive, flaxseed oil
Olives
Almonds, peanuts
Walnuts
Flaxseed
Nut butter
Pumpkin seeds

Feed for Speed

More than 80 firefighters attended the Feed for Speed Nutrition classes given at the Training Academy in January. The Power Point Presentation is now available on Target Safety. The PDF document is located in: Resource Center – Organization Resources – Health and Fitness – JFRD Nutrition. This is a new resource which will continue to offer fresh information on health and fitness topics relating to the fire service.

Call Volumes for 2010

Station 28, Fire 3 Busiest

ENGINES

E28	.4588
E30	.4007
E19	.3936
E31	.3915
E22	.3831
E10	.3648
E51	.3579
E21	.3527
E1	.3476
E152	.3413
E18	.3353
E25	.3282
E32	.3265
E36	.3120
E44	.3112
E9	.3107
E24	.3105
E20	.2960
E27	.2831
E34	.2756
E13	.2740
E42	.2724
E4	.2720
E17	.2719
E2	.2566
E150	.2558
E7	.2552
E135	.2274
E5	.2242
E58	.2178
E59	.2157
E154	.2135
E37	.2030
E55	.1902
E12	.1877
E14	.1755
E57	.1521
E29	.1515
E33	.1491

E41	.1367
E26	.1343
E23	.1278
E11	.1182
E49	.1130
E16	.982
E53	.833
HAZ7	.808
HAZ21	.709
E143	.667
E56	.578
E48	.544
AIR5	.489
HR4	.373
E40	.220
E45	.164

RESCUE UNITS

R28	.4010
R1	.3980
R30	.3939
R4	.3935
R22	.3928
R19	.3876
R2	.3825
R31	.3822
R36	.3821
R21	.3673
R20	.3668
R5	.3661
R17	.3649
R7	.3613
R34	.3554
R15	.3535
R24	.3462
R13	.3450
R32	.3200
R25	.3147
R51	.3085
R52	.3023
R35	.3009
R54	.2790

R27	.2749
R50	.2721
R58	.2566
R57	.2501
R42	.2437
R55	.2422
R23	.2394
R71	.2300
R59	.2127
R49	.1523

LADDERS

L28	.2227
L31	.1779
L30	.1763
L10	.1568
TL21	.1545
L44	.1388
L18	.1372
L32	.1325
L1	.1315
L34	.1278
L4	.1079
TL9	.1002

TANKERS

T28	.894
T52	.833
T31	.721
T42	.688
T44	.512
T34	.458
T29	.425
T33	.384
T57	.353
T49	.280
T43	.146
T45	.66
T40	.65

BRUSH TRUCKS

BR50	.874
BR32	.842

BR42	.777
BR31	.753
BR53	.597
BR43	.586
BR35	.505
BR49	.47
BR16	.22

FIELD CHIEFS

F3	.1457
R104	.1042
F6	.1010
F7	.925
F4	.859
F9	.856
R105	.797
R103	.789
F5	.714
F1	.664
F2	.631
F8	.619

MARINE UNITS

M3	.128
M1	.115

SAFETY/INVESTIGATION

SF1	.904
SF2	.902
Fire Investigations	.420

PLANS REVIEW

Plans Reviewed	.3900
Inspections	.3244

ANNUAL TOTALS FOR 2010

EMS	.91,507
FIRE	.18,706
NON EMR	.3,912

TOTAL: .114,125

Chief Peterson Goes Out

Laughing, Crying and Fighting - Fires



Photo provided by District Chief Brad Smith (Fire 6-A)

Division Chief **Larry Peterson** often spent his days out of the office, tending to JFRD's stations. He was out of the office plenty during his last week on the job, but for all practical purposes, he played the role of a firefighter. On Jan. 6, the day after a farewell party, he helped knock down a second alarm fire at the Beach Boulevard Flea Market. On Jan. 7, his last day after 30-plus years, he donned bunker gear at a W-3, went inside and fought fire for the last time. Peterson responded to numerous other incidents that week and described his last days as "icing on a cake with a candle on top."



Call Volumes December 2010

ENGINES (Top 30)

E28390
E30353
E31338
E19333
E10327
E152315
E22309
E51308
E18302
E21301
E24292
E1289
E32283
E9281
E25280
E36279
E34274
E27269
E44258
E20255
E42250
E2235
E17228
E150227
E7226

E4223
E13210
E135199
E154196
E14177

RESCUE (Top 25)

R1351
R19334
R4326
R17322
R30322
R2321
R22321
R28320
R21316
R7314
R34312
R36310
R31306
R24302
R20299
R15294
R5280
R25275
R52275

R32271
R13265
R27263
R51257
R35237
R54226

LADDERS

L28177
L31162
L10155
L30154
L18134
L32127
L44126
L34122
TL21119
L1112
L4101
TL986

TANKERS (Top 5)

T2886
T5273
T4270

T3162
T4449

BRUSH TRUCKS (Top 5)

BR3178
BR5076
BR4275
BR3273
BR4369

MARINE UNITS

M33
M32

PLANS REVIEW

Plans Reviewed	.348
Inspections	...273

SAFETY/INVESTIGATION

SF2107
SF189
Fire Investigations	45

FIELD CHIEFS

F3122
F696
F795
F990
F488
F578
F878
R10477
R10571
F167
F262
R10359

DECEMBER TOTALS

EMS7,601
FIRE1,962
NON EMR	...376
Total:9,417