



THE SECOND ALARM

APRIL 2019

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A Department Without Limits

CHIEF'S TOPIC OF THE MONTH



You Cannot Have One, Without The Other, "Customer Service."

By: Training Lieutenant Justin Ply

Customer Service cannot be found in the dictionary together. What is Customer Service? A "customer" is defined as the one who purchases a commodity or service. A "service" is defined as the occupation or function of serving, employment as a servant or the work performed by one that serves.

In the fire service, we provide the community with a service. Our customers rely on us to respond in the event they have an emergency. Our customers are the ones who pay their taxes which contribute to our salaries, and they expect quality service for their hard-earned money just like you, and I do. Our customers expect prompt service from us no matter the time of day or night or how minor the emergency seems — their distress quickly transitions to our crisis when they dial 911. We signed up for this job to help our customers in their time of need.

The service that we provide should be just like what you expect when you are the customer. It should be prompt, excellent, and should produce an excellent outcome for our citizens. Firefighting is your specialty; it's not theirs. Citizens call us because of the services that we provide to the customers- "our community."

We are merely known as "The Fixers." We are called often during their worst days, but it allows us to be there as a servant and perform our job duties to the best of our abilities. There are times when our all-out efforts will not make a difference. We cannot control those situations. However, we can minimize those situations by enhancing the customer service that we provide.

We can improve our customer service by being kind to our customers. This is possibly their worst day so let's make it better for them. As those providing a service, we can be prompt by having a sense of urgency when getting to the apparatus. Our next steps include knowing where we are going and our response areas. The best way to provide our customers with the best customer service is by training, training, and more training. Our customers expect a well-trained firefighter to provide a service when they make that call to 911. So be that well-trained firefighter, ready to provide a service when you show up. Firefighting is your area of expertise, so perform like it when you get there.



Freddie D. Brown

In January of this year, a Monroe County Firefighter responded to his own house for a reported structure fire. The one who provides a service found himself placed in a difficult situation. When he arrived, he found out that his son was still inside the home. He was able to rescue his son because of his promptness, excellent service, and his training. As a service provider, is your apparatus and equipment ready? Do you know where you're going? Do you have a sense of urgency and have you trained today?

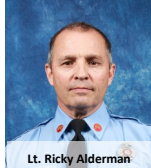
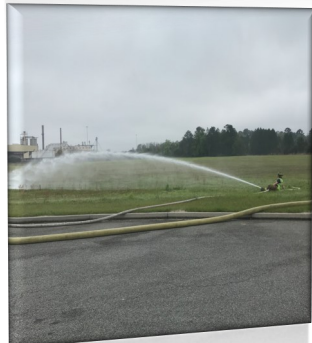
Although "customer service" cannot be found together in the dictionary it is defined as our expectation any time we are on the receiving end of a service. It's just like taking your car to the mechanic. You want someone that is good at what they do and provides a quality service promptly. If they don't provide that expected service, then as the customer, you expect to be refunded your money or for the problem to be resolved. Think about this, the next time the alarm rings and you are expected to provide service to our customers- "our community."



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City Employee of the Month Nomination

A special thanks to the following VFD Employees for volunteering to teach the 80 hour Pilot NPQ Apparatus Driver Operator Course. The program was a success and now we have members in the department that are certified and highly trained as Apparatus Driver Operators.



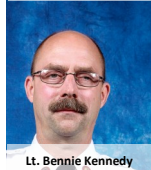
Lt. Ricky Alderman



FF. Caleb Clark



FF. Chad Eason



Lt. Bennie Kennedy



Sgt. Trey Cothron

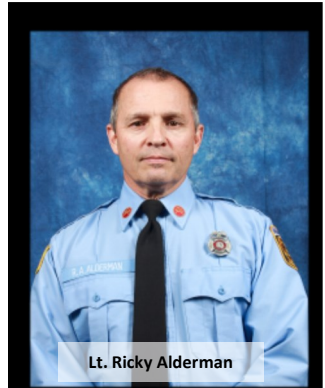
On Friday, March 8, 2019 at 1849 hours Paramedic Nicole Pendleton along with E.M.T.-I Bruce Phelps were radio dispatched to a code blue at the old Gander Mountain store located off of Norman Drive in Valdosta, GA.

Valdosta Fire Department Station 6, B-Shift responded with Squad-5. Upon arrival to the scene, a male was discovered lying on his back on the floor of a motor home. He was unresponsive, had no pulse and was not breathing.

Lieutenant Ricky Alderman, Sergeant Scott Garren and Firefighter Daniel Carder assisted SQ-5 in successfully resuscitating the patient who was transported to SGMC emergency room for treatment.

Valdosta Fire Department, Station 6 are great team players and always go above and beyond the call of duty when asked to help.

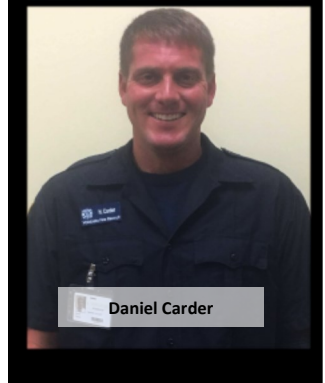
It truly takes a team effort when your back is against the wall to make a difference & by working together VFD and SGMC EMS saved a life.



Lt. Ricky Alderman



Sgt. Scott Garren



Daniel Carder

POINTS OF INTEREST

- Submission to the newsletter should occur before the 20th of each month
- Feel Free to submit photos with your submissions
- Have a strong opinion about a topic of concern to our fire department? Feel free to submit a piece for review and possible publication in the newsletter.





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Open Letters to the Chief

Valdosta Fire Department,

Thank you for everything you do to make our community a safer place to live, work, and play. We appreciate your commitment to excellence.

Thank you!

Angie Crawford
State Farm Insurance



Angie Crawford from State Farm also donated 30 tickets to provide Annual Kosher Corn Beef Sandwich to the Firefighters working on Friday, March 22, 2019

CFAA MONTHLY NEWSLETTER

VOL. 4 April 2019

CFAA Reminders / Upcoming Events:

- ◆ Fire Alarm Prep-Door Hanger Distribution
Saturday, April 13 (TBA)
- ◆ CFAA General Meeting
Tuesday, April 16 @ Fire Station 1
Conference Room (6:00 p.m.)
- ◆ Fire Alarm Blitz
Saturday, April 27 @ Vallotton Park (off Woodlawn)
(8:00 a.m. –5:00 p.m.) *Instruction to be given at 8:00 a.m.*
- ◆ CFAA General Meeting
Tuesday, May 21 @ Fire Station 1
Conference Room (6:00 p.m.)

Events must be presented at general meetings and approved to be added to the calendar or by special request through the Chief and the VFD.

Need the 411?

If you are not receiving updates and emails or if your contact information has change, make sure to send an email to: cfaavaldosta@gmail.com

Include your name, your contact information and CFA Class #.

You can also sign up for Remind 101 and receive text reminders by:

Texting this message
@vfdc
To this number:
81010

Also, if you have not connected on Facebook, visit here: <https://www.facebook.com/VFDCFA/>

*If you missed the last CFAA newsletter, check the Group Facebook Page or send an email to:
cfaavaldostagmail.com*

Our Mission

"Our mission is to contribute to the functions of the Valdosta Fire Department while supporting service projects and fostering positive relationships among the community."

CFAA Volunteers Needed:

Volunteers Needed for the Fire Alarm Blitz!!!

Part 1: Fire Alarm Prep Day! Volunteers will be needed on Saturday, April 13 to help notify and inform the selected community about the Blitz event. It should only take about an hour or two to complete. More details will be sent out closer to the date, but please hold this open.

Part 2: Fire Alarm Blitz Day!

Volunteers will need to meet on Saturday at Vallotton Park (off of Woodlawn). Time of the blitz is from 8:00a.m. until 5:00p.m. Full instructions will be given at 8:00 a.m. and then we will be placed into groups so it will be important to be on time.



If you are interested in serving in any or all of the above, please email: cfaavaldosta@gmail.com

NEW! The Recognition Box

{Do you have someone you would like to recognize?}

" I would personally like to thank Bobby Flowers for stepping up to be the very first CFAA President. Its difficult starting a new group, and Bobby was willing to take and run with it, so thanks Bobby for leading the way and helping to keep it on track—Sarah L."

Please send in your submissions to the cfaavaldosta@gmail.com OR drop off your words of affirmation into the "Recognition Box" at the next CFAA General Meetings.

The Citizens Fire Academy Alumni (CFAA) are citizens whom have completed the Citizens Fire Academy (CFA) through the Valdosta Fire Department. If you are interested in signing up for the next CFA course, please email Tangela Rowe with the Valdosta Fire Department at: TROWE@VALDOSTACITY.COM

If you have completed a CFA course and would like to receive more information on the alumni, email: CFAAVALDOSTA@GMAIL.COM

CFAA MONTHLY NEWSLETTER

VOL. 4 April 2019

CFAA RECRUITMENT RALLY KICK-OFF !!! COMING SOON

Recruitment Rally

What better way to support our Valdosta Fire Department than by encouraging more citizens to participate in the Citizens Fire Academy Course. After all it is why we are all here.

Through the course we learned more about the Fire Department and further developed a desire to continue our efforts by supporting the Fire Department events and initiatives.

At the same time, who doesn't like a little healthy competition...

Now through the month of August...Recruit, Recruit, Recruit!!!

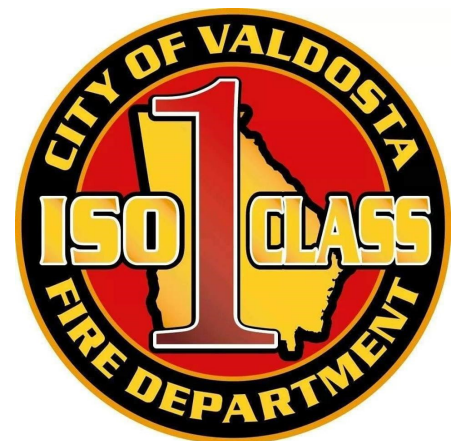
Invite friends, neighbors, family and co-workers to apply and participate in the next CFA Course. Class 6 is scheduled to begin August 27.

When applying the applicant will need to indicate their recruiter on the application form and attend majority of the course. It is a 9-week commitment. To receive credit the applicant will need to attend more than half.

The CFAA member with the highest number of recruits will earn bragging rights for the next year and the title of CFAA-Recruitment Champion.

Your name will be proudly displayed in the Fire Department Station 1 and you will have a trophy to display in your office or home for the next year (until someone else tries to take it from you in the following year)... We are looking to make this an annual event.

Acknowledgements and ceremony will be held during the CFAA's end of year /holiday event in December.





LET'S TALK FIRE SAFETY

Valdosta Fire Department

Volume 4, Issue 4

April 2019

Fire Safety at Your Home Away from Home

Fire Safety on Vacation:

Keep in mind that laws and codes change all of the time based on various situations, locations, and events. Be sure to independently research and ask questions about the laws and codes pertaining to your vacation rental

Safety Tips:

- Working smoke alarms are in every sleeping room. They are outside each separate sleeping area. They are on every level of the home/location.
- Working smoke alarms are interconnected, if possible. When one alarm sounds, they all sound.
- Portable fire extinguishers are in the home/location and are easy to reach.
- Working carbon monoxide alarms are outside each separate sleeping area. They are on every level of the home and in other locations as required by laws, codes, or standards.

- The owner has posted a floor plan. It notes all escape routes and exits and provides emergency contact information.



- Everyone knows the address of the location.
- Everyone staying at the location has identified two ways out of every room and how to escape in an emergency.
- All doors and windows that lead outside are able to be opened.
- An outside meeting place has been chosen. It is a safe distance away from the home.

- Everyone knows how to call 9-1-1 or the local emergency number from a cell phone from outside.
- If smoking is allowed, a smoking area has been designated and is well away from the structure. Deep, sturdy ashtrays have been provided.
- All pathways are free and clear of tripping hazards.
- Electrical outlets are free from multiple cords and adaptors.
- The stovetop is clear. Anything that can catch fire is not near the stovetop, such as curtains and towels

National Fire Protection Association

<https://www.nfpa.org/-/media/Files/Public-Education/Resources/Safety-tip-sheets/AirbnbSafetyTips.ashx>

Solve the Fire Wuzzles

WUZZLES are word puzzles consisting of combinations of words, letters, figures or symbols positioned to create disguised words, phrases, names, places, sayings, etc.

For example, the solution to NOON GOOD is "Good afternoon" and LINE READ LINE is "Read between the lines."

<u>No No No</u>	RISE
RIGHT	ME NT

Answers to last month's wuzzles are paradox and part-time job.

Fire Safety Quiz

- Each year, there are an estimated 3,900 hotel and motel fires that cause 15 deaths, 100 injuries, and \$100 million in property losses.
 - True
 - False
- _____ is the leading cause of hotel and motel fires.
 - Heating
 - Cooking
 - Smoking
 - Unattended candles

Answers to last month's quiz are 1. A. & 2. D.

A vacation is having nothing to do and all day to do it in. ~ Robert Orben

Peer-to-peer hospitality services, such as Airbnb, Vacation Rentals by Owner and other types of vacation rentals are not regulated in the same way as hotels.

Check online to see your travel destination's regulations for rental properties. Ask your host if the property meets the regulations. Discuss other safety concerns you may have.

Have a fire safety question you would like for the Fire Department to answer? Please contact Ms. Tangela Rowe at 229-333-1835 or you can send an email to: valdostafire@valdostacity.com



Freddie D. Broome, Fire Chief