



Tilton-Northfield Fire & EMS



www.tnfd.org

Week of 10/5/07

Phone: 286-4781

Vision

SAFETY

PROFESSIONALISM

**CUSTOMER
SERVICE**

Mission

DELIVER:

EFFICIENT,

PROFESSIONAL,

HIGH QUALITY,

COST EFFECTIVE,

AND TIMELY

**FIRE
SUPPRESSION,**

RESCUE,

**EMERGENCY
MEDICAL
SERVICES,**

FIRE PREVENTION,

**PUBLIC SAFETY
EDUCATION, AND**

**CODE
ENFORCEMENT.**

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Apparatus Maintenance

Do you want the good news or the bad news? How about both?

First, for the bad news (always finish with good if you have the opportunity). We are going to be over budget in our apparatus maintenance accounts for 2007. The good news is that we will be able to cover the overages with transfers from other lines. Of course, that impacts those other lines meaning we will go without something to cover these overages. But, the really good news is that we are keeping our apparatus in service and safe!

There have been some big ticket repairs just in the past few weeks: E1 needed new springs and shackles; E2 is getting new brakes; C1 has new ball joints and brakes; E3 needs new pump bearings; U1 needed a new battery; and R1 had an electrical problem.

Why all of the sudden, you might ask? Well, remember that September was state inspection month. Pump testing and service just finished up as well. When we can identify deficiencies we promptly take care of them. These pieces of apparatus are valuable assets to the district and valuable to our success operationally. We cannot afford to have them sit idle if they cannot perform or are not road-worthy. Furthermore, we cannot accept the liability of responding in a vehicle that has known deficiencies.

Another "good" is that we've been able to identify these problems through truck checks, inspections, and services. The process is working to keep us in business and keep us safe. Please continue to report any problems you may have with our apparatus and equipment. It is not enough to notice them and hope they go away. Be sure you report the deficiencies to the right person for follow up. Post-Incident truck checks are important. Please remember to fill out the books in the trucks after every call. This provides a hard copy record for us to use internally.

Also, remember to treat the apparatus with care. As mentioned, the trucks are very valuable assets to the District. Treat them as if they were your own. Drive them with care. Drive them like trucks, not like Subaru's. They are big and heavy and require a different set of driving skills than does your personal vehicle. They don't turn the same or stop the same. And, if you push them too hard they will break! New and seasoned drivers alike should be taking advantage of the driver training opportunities we have had recently. We will continue to try to develop additional drivers as it seems to be one of our greatest needs right now. Thanks to all those that have been willing to step up.

Chief's Message

Fall(?) in New England And Ducks and Eagles

....and I'm not talking about sports teams!

Where is fall? At least now the leaves are falling. But, today, it is going to be in the mid-eighties! Go figure!

Sorry about the lack of newsletters lately. Been busy—lot's of stuff going on. Fires to put out (figuratively, not literally). But that's a good segue into the Ducks and Eagles thing.

I recently listened to Dr Tom Bay—yes, the same Dr Bay that spoke about polishing the badge and not tarnishing it. Dr Bay said there are two types of people in the world. There are ducks and there are eagles. Before I describe the differences between the two, which one do you think you are?

Think about ducks for a minute. They waddle around and go, "quack, quack, quack".

Think about eagles. They soar above everything else, quietly, gracefully. And, when they decide to take action, they do so skillfully and precisely.

We all have choices. They begin as early as the day we are born. But, each and every day, we have a choice to be a duck that waddles around and mutters "quack, quack, quack" all day, or we can be an eagle that rises above and literally takes the high road.

Think about the workplace. Who would you rather work with? Duck or Eagle? Who would you rather have as a supervisor.

Look; we all get caught up in day-to-day negativity. It is human

nature to complain from time-to-time and to quack once in a while. But what if it becomes chronic. Nobody wants to be near a chronic quacker. Sometimes it becomes much easier to drown them out because the quacking just becomes background noise.

This can be true for our customers, too. Do you really think that they want to hear anything at all about what we perceive to be problems within our organization or communities? Even though some people thrive on that, most people want to hear that things are going well and that we appreciate the jobs we have and the support from the community. There is a time and place for quacking, for sure. But think about the impact you can have by being positive and nice. Soar instead of waddle.

The other day I received one of the greatest compliments I think I ever have had and it came from an unlikely source—an employee. I won't divulge the name because I'm sure that the firehouse kangaroo court would certainly label him or her as a complete suck up! But the compliment came after I had gone on a few calls with this employee because I was covering a shift. A couple of days later they said, "You were nice to everybody," that day. And they pointed out that it was very noticeable and different from what they were used to.

Now there's a lot to chew on in that last paragraph. But, basically what it comes down to for me is that we are in the helping and service business and we should be seen as helpers that provide service and we should be seen as the good guys and gals. Personally, I love what I'm doing and I love providing the service. I think it comes easily. Empathy

goes a long way as well. Put yourself in their shoes. For example, the lady that locked herself out of her house for the fourth or fifth time is probably embarrassed, but she knows she can call us for help and is grateful for that. A little humor and a reminder that we are there for her goes a long, long way.

The concerning part of this short story is that the employee indicated that he was not used to that demeanor. What's up with that? As a manager, now I'm thinking that maybe we aren't nice, right? Well, I don't think that is the way it really is. I get compliments about our employees regularly and any complaints are few and far between and usually associated with unique circumstances. I think it was the fact that I happened to be inserted into a position that was different and therefore my attitude and action was more noticeable.

Seriously, though, I was grateful for that compliment. Thank you. But I want to be able to hear the same compliments from all of our employees. Something to shoot for maybe.

So, when you are feeling like a duck, looking like a duck, and smelling like a duck—you are one! Perceptions are reality!!! In that case, pull yourself up and start thinking like an eagle. Each one of us has that ability, we just need to tap into it and take advantage of it. In fact, you're on your way to being an eagle by just being in this line of work.

I know that I want to work with eagles. And, if I start quacking, I hope somebody stops me before I start smelling like a duck!

Keep up the good work!

Chief Carrier

UPCOMING TRAINING OPPORTUNITIES

October 8, 2007	0900 hrs	Improving Organizational Performance: 1 Great Example Chief Carrier Center Street
October 8, 2007	Columbus Day	No Training!
October 9, 2007	0900 hrs	Improving Organizational Performance: 1 Great Example Chief Carrier Center Street
October 10, 2007	0900 hrs	Improving Organizational Performance: 1 Great Example Chief Carrier Center Street
October 10, 2007	1830 hrs	Fire Service Committee of Merit Awards Ceremony Capitol Center Concord
October 13, 2007	0700 hrs	Task Force Training Drill Lakes Region Task Force Comm. Details TBA
October 14, 2007	1200 hrs	Fallen Firefighter Memorial NHFA Concord
October 15, 2007	0900 hrs	10 Commandments of Intelligent And Safe Fireground Operations Chief Carrier Center Street
October 15, 2007	1800 hrs	Fitness 101 NH Local Gov. Center Center Street Spouses and Families Welcome!

Anyone Wishing to Supply Pictures or Write Articles for Future Newsletters Please forward your materials to Chief Carrier by Wednesday of each week!

The other night we had a medical call. There was a slight delay in reaching the patient due to a skunk being between the ambulance and the building. Thankfully, the call resulted in a non-transport and everybody returned to the station smelling the same as when they left!



