



# THE RURAL HITCH

FOURTH QUARTER 2010

A publication of  
Lakes Region  
Mutual Fire Aid  
Association

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## Christie Fritz, Center Harbor, Honored

On October 20, 2010, Christie Fritz, left, with Center Harbor Chief John Schlemmer, was honored by the NH Fire, Police and EMS Foundation for her service to the Center Harbor Fire Department and the communities

it serves. The award was presented by Gov. John Lynch at the Foundation's Annual Banquet. The mission of the Foundation is: "To be a resource for the needs of Police, Fire and EMS personnel and their families in dealing with crisis or catastrophes not covered by insurance or employing agencies and/or workers compensation funds."



## The Mutual-Aid Chief Officer's Role at Structure Fires

*This article has been reprinted with permission of Fire Engineering, August 2005 and the author, David C. Comstock, Jr. It will be run as several installments in upcoming issues of **The Rural Hitch**. The content of this article reflects the opinion of the author and not the Lakes Region Mutual Fire Aid Association.*

Arriving at the address given by the dispatcher, you notice fire blowing out two windows of a second-floor residential structure. Although it is midmorning and the occupants should be awake and out of the house, the cars in the driveway cause your heart to skip a beat. As first-due chief, you again review the tactical assignments you will be giving to the incoming companies. You think about the staffing you will need for fire attack, forcible entry, search and rescue, laddering, ventilation, rapid intervention, water supply, and pump operations.<sup>1</sup> You also think about other non-suppression tasks that must be addressed — accountability, safety, staging and communication.

However, unless you are in charge of a large suburban or metropolitan department, it is unlikely that you will have the 20 or more firefighters needed to complete the tactical assignments, especially during daylight working hours. With staffing shortages, you can't even begin to worry about "command staff" or general staff positions since the fire must be put out! To accomplish your suppression goals, you call for additional companies or departments to assist in battling this fire. These additional companies will usually be directed by a company officer or senior firefighter and may be accompanied by a battalion chief or chief officer who will assist in coordinating the efforts of his own department's firefighters.

**From the Chief...**

## **A Look Back – A Look Ahead**



*By Chief Douglas M. Aiken*

2010 is behind us. Lakes Region Mutual Fire Aid had many successes during the past year. Our Training and Education Division presented Fire-fighter Level I and Level II classes, five crew level task force training sessions, a task force leader program, two swift water programs, and two emergency procedures presentations covering Mayday, Fireground Accountability and Rapid Intervention Crew (RIC). We had one task force deployment in 2010 to Hampton Beach in February.

The LRMFA Board of Directors approved a new EMS Committee that is charged with reviewing emergency medical service system wide and finding ways to improve service, enhance training and assist member departments. The Incident Management Assistance Team (IMAT) work group was also formed in 2010 and it is preparing to present a plan to the Board at the first quarter meeting in February to develop a Type 4 IMAT.

We conducted a Beta test of a pre-alerting system involving nine member departments. The pre-alert is an attempt to reduce the response time to emergency incidents by transmitting a “heads up” signal to departments letting them know that the Communication Center is processing an incoming request for assistance. Early indications are that this system is well

**FROM THE CHIEF – CONT. ON PAGE 3**

An advertisement featuring a firefighter in full protective gear, including a helmet and oxygen tank, working in a smoky environment. The text "We are Bergeron Protective Clothing Your New England Globe Dealer" is overlaid in red and blue. The Bergeron Protective Clothing logo is in the bottom left, and the New England Globe logo with the tagline "Turning out the world's best" is in the bottom right.

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*Gilmanton*

Deputy Chief Joe

Hempel

*Groton*

Chief Roger Thompson

## FROM THE CHIEF – CONT. FROM PAGE 2

received and the Board will consider implementing it system wide during the first quarter of 2011.

Our new deputy coordinator, Jim Hayes, began his duties in July; our newest dispatcher, Chris Reynolds came on board in December; and our full time operations staff completed a national Public Safety Telecommunicator certification program during the year. We added a new radio base station site on Pegwood Hill in Campton and we decommissioned our site on Mt. Tecumseh.

As we enter 2011 we will continue work on the projects listed above and begin new initiatives. A new Firefighter II class will begin in February. We will be launching a fully updated field operations/communications program for member departments. We plan to provide a new Mayday training program this year. The Training and Education Division is planning a one day Fire School for mid April and they are working on a Fire Officer Development Program.

We have submitted grant applications for two major upgrades to our communications infrastructure in 2011 and hopefully we will be successful. We will conduct a grant funded communications based table top exercise, involving eight agencies, in March.

We look forward to the new year, improving our services and serving our member communities. 



November 11, 2010 fire in Holderness, Little Squam Lake.

## THE RURAL HITCH

is published quarterly by  
Lakes Region  
Mutual Fire Aid Association

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## Featured department...

# New Durham Fire Department



Chief Peter Varney  
New Durham Fire Department

## 16 — New Durham Fire Department

**Fire Chief:** Peter Varney

**Address:** 6 Main St.  
P.O. Box 207  
New Durham, NH  
03855  
603-859-FIRE (3473)  
[ndfd@worldpath.net](mailto:ndfd@worldpath.net)  
[www.ndfd.org](http://www.ndfd.org)

**Office Hours:** Monday 10:30–17:00  
Wednesday 10:30–15:30

**Officers:** Deputy Chief Mike Davenport  
Capt. Leon Smith  
Capt./Warden David Stuart  
Lt. Kevin Ruel  
Lt. Marc Behr  
Lt. Jonathan Roy  
Lt. Kevin Jenckes

**Apparatus:** 1 Engine  
1 Rescue  
1 Ladder  
1 Ambulance  
2 Utilities  
1 Forestry  
1 Boat  
1 Command Vehicle

New Durham is a small town, with a year-round population of about 2,500. During the summer, the population rises to about 3,800, not nearly as much as other towns in the Lakes Region. Recreation opportunities abound here. The town is home to Merrymeeting Lake, two main snowmobile corridors, and a network of ATV trails. It is mainly a bedroom community and only has a few commercial enterprises in town, the largest being Powerspan, a company that develops pollution control technology for the electric power industry.

If the economy turns around, the town stands to grow exponentially because of several large housing development plans as well as a business development plan. One housing development could contain as many as 1,000 homes!

The town has two distinct fire coverage areas — most of the town can be covered by the Main Street Station. However, there is one corner of the town that follows the “you can’t get there from here” premise! This area can only be reached by driving through Alton and Wolfeboro first. It is a 36-mile round trip from the station. Consequently, until a second fire station is built, Wolfeboro is considered first responder for that section of New Durham, the King’s Highway area. So far, this plan has worked well but, at some point in the future, New Durham’s current chief, Peter Varney, knows things will have to change.

The New Durham department was founded in 1931. Its early history is sketchy as it seems no one has ever written it down! The first



station was one bay that was on the right-hand end of the current station as you look at the front. In 1980, the large four-bay section was added. In 2008–2009 the meeting room and commercial kitchen were built using some town funding. The bulk of the work was done by department volunteers.

It is believed the first fire truck was a Model A. The first new truck was a 1953 Chevy. During the early years, one of the worst fires was the Allen-Rogers fire. This company made wood-turned products. After it was destroyed by fire in New Durham, the company relocated to downtown Laconia. It later went out of business and condos were developed in the old brick buildings.

During the late 1970s, a former Abington, MA firefighter by the name of Rod Nelson moved into the area. He spent a number of years building up the department and retired not long ago. He still visits the station on a regular basis.

The New Durham department has 32 active members that handle an average of 325 calls per year. They make almost 100% of their own runs, seldom relying on mutual



**New Durham Fire Department**

aid to handle their calls. This keeps skill levels sharp and interest high.

When asked what their worst fire or accident in recent memory was, Lt. Roy responded that their worst time period was a four-day span in July 2010 when they had 21+ calls! The department was busy with a house fire, a bad motor vehicle accident, mutual aid at the Mt. Major fire, and mutual aid at a barn fire in Gilmanton, along with numerous other smaller events — all within four days! By the end of the month of July the department had logged 47 incidents!

Chief Peter Varney has been in the fire service for 28 years. His father and brother were both police officers so, as a young man, he was familiar with public service occupations. However, early on he decided he didn't want to be in law enforcement so he became a firefighter. His first experience was with the New Durham Department. He later was on the Farmington Fire Department as well as the Alton Fire Department. In 2008, he returned to New Durham, becoming Chief. New Durham has no full-timers — all are call personnel. Chief Varney has his own business, Applied Technical Services, which designs and

builds fiber optic testing equipment for undersea cables.

Chief Varney attributes some of the department's success to the fact that he encourages his members to become members in other departments too. This allows people to keep their skill levels sharp and to learn new ways of doing things. He feels the New Durham Department and other departments have great ideas to offer and by working together, everyone benefits.

The Chief thinks the department will need to have full-time personnel in five or ten years. It has seen a lot of changes throughout the recent past, having gone from offering BLS ambulance service to ALS.

Much of the apparatus has been upgraded and a plan is in place to replace apparatus on a regular basis using money from Capital Reserve Funds. In the meantime, given the current economy, the Chief plans to just "keep going"! He faces the same financial constraints as other departments in this difficult financial time.

The department meets the first Monday of the month at 7 p.m. During the year the department holds a turkey raffle fundraiser; the Association hosts a senior dinner offering a free Christmas meal to folks 60 and older; and they hold a yard sale in the summer that anyone can donate items to. 🚒

## **SEND YOUR DEPARTMENT NEWS TO [debbie@lrmfa.org](mailto:debbie@lrmfa.org)**

**Please send information and photos of new employees, promotions, retirements and general personnel news.**

**If you have an idea for an article or would like to send an article about something of general interest, please feel free to do so. Articles will be published as space allows.**

**Photos are also welcome.**

But is this traditional use of the mutual-aid chief the best practice? And what if you do have enough firefighters in your own department to accomplish the suppression tasks? Do you also have a sufficient number of chiefs within your own department to address the needed command functions? Does your department fill these command positions by pulling company officers away from the firefighters they ordinarily supervise to assign a safety or an accountability officer?<sup>2</sup> Too often, incident commanders ignore the resources of their neighboring communities when filling the command staff positions.

## USING COMPANY OFFICERS

The volunteer fire service is subject to the provisions of National Fire Protection Association (NFPA) 1720, *Standard for the Organization and Deployment of Fire Suppression Emergency Medical Operations, and Special Operations to the Public by Volunteer Departments*. NFPA 1720 specifies minimum standards for the delivery of effective and efficient volunteer public fire suppression (NFPA 1720, Section 1.2.).

NFPA 1720 – like its counterpart for career departments, NFPA 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments* – requires that “personnel responding to fires and other emergencies shall be organized into company units or response teams and shall have appropriate apparatus and equipment” (Section 4.1.4.). In addition, this same standard also requires that orders addressed to individual members of the department (particularly verbal orders) at incident scenes be transmitted through the company officer (NFPA 1720, Section 4.2.1.6.).<sup>3</sup>

Company officers are usually (or should be) in a position of leader-

ship because of their fire service knowledge, experience, training, and education. The company officer’s job is to complete the assigned task while looking out for the safety of the firefighters assigned to his individual company. If the chief pulls a company officer away from the troops to fill one of the command or general staff functions, the company is deprived of the officer’s knowledge and experience. The company also loses an extra pair of eyes and ears that should be focused on fire conditions and scene hazards. Removing a company officer from the engine or truck crew, in an effort to improve accountability and safety staffing, could actually have the opposite result of placing the individual company at greater risk.

## MUTUAL-AID CHIEF OFFICER

The answer to this dilemma is found in the mutual-aid chief officer (MACO). Incident commanders (ICs) must request a sufficient number of chief officers to the scene to cover the command positions present at every fire or emergency incident. Dispatching of the MACOs may be done automatically, on notification that a specific fire condition exists (such as a working fire), or only at the request of the incident commander at the scene. However, it is unlikely that a chief faced with emergency conditions will consider the immediate need of the command and general staff functions, since the chief will be too busy “just putting the fire out.” Instead, the dispatchers’ standard operating guidelines or procedures should require that MACOs be dispatched on determining that a working fire or other special emergency condition exists. This procedure will reduce the delay in receiving the needed assistance because of time and distance considerations.

## STAFF FUNCTIONS

You have now realized, as the IC, that you need help, but you cannot

strip your companies of their officers. Having decided to use your MACOs for command or staff positions, you must decide which positions you will fill. Because of a single IC’s ability to safely supervise all operating companies at smaller incidents and first-alarm assignments on larger incidents, the staff functions of safety, accountability, and senior advisor may be filled first.

## SAFETY OFFICER

The incident safety officer (ISO) is one of the most important positions to fill at any emergency scene. The ISO is responsible (with the IC) for the overall safety of firefighters operating at the emergency scene. Among other duties, the ISO supervises personnel accountability for all firefighters within the hazard zone; develops, implements, and revises an incident safety plan; corrects safety problems; develops a firefighter rescue plan; and appoints additional safety sector officers as needed.

The ISO must be part of the incident management system (IMS) and is included within the current National Incident Management System (NIMS) standard. The ISO may also provide technical assistance to the IC and may serve as a liaison to federal, state, or local agencies or companies on safety issues, such as the termination of utilities.

A chief officer is ideal to serve as the ISO for many reasons, among them the years of experience and training that typically come with serving as a chief officer and an IC. In addition, “a chief officer responsible for safety at the command post also brings a higher level of influence on decision making. A chief-to-chief relationship eliminates the awkward situation of a company officer’s acting as a safety officer and challenging the IC.”<sup>4</sup>

This very situation occurred in a nearby department when a junior company officer demanded that the IC not undertake a specific course of action on the fireground because

of safety considerations and concerns. An argument ensued over rank and responsibility. The challenge by the junior officer ultimately led to a major split within the department. This situation would not have arisen if a department policy stipulated that a chief from a mutual-aid department provide critical assistance to the IC.

### **ACCOUNTABILITY OFFICER**

Accountability must be employed at every incident. Firefighter safety depends on an organized and well-run accountability system. At the very least, an accountability system requires that the IC (or his specific delegate) account for all personnel on the scene, the officers maintain awareness of all assigned members' positions and functions on-scene, and individuals entering and leaving the structure be specifically tracked.<sup>5</sup>

In most fire scenarios, the IC will not have time to track all firefighters

on the scene. Likewise, a safety officer will be busy ensuring that continual risk assessment of ongoing fire operations is provided, that the IC is assessing and accounting for all potential hazards, that rapid intervention teams are in place, and that an accountability system is initiated. The ISO will not have time to track every fire company operating on the scene, and it is even less likely that the ISO will have the mindset to track individual accountability without making this task a major part of this job. It makes much more sense to assign a MACO as accountability officer to track individual companies and to require the periodic accounting of all personnel on the scene using a personnel accountability report (PAR).

### **SENIOR ADVISOR**

This position is used most often in certain larger metropolitan departments. As the title implies, the senior advisor provides advice

to the IC regarding strategy, safety, or other critical issues at the emergency scene. This seldom-filled position should be used to lighten the IC's load and stress level by filtering information sent to the IC or to oversee and address certain strategies that have not been accomplished. The senior advisor can also assist in many critical decisions by serving as a sounding board. The senior advisor, if used, may also serve as a coach and can lead to both the IC and senior advisor learning from each other and from the incident itself.<sup>6</sup>

### **ENDNOTES**

<sup>1</sup>For staffing standards on fire attack, see NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*, and NFPA 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations,*

OFFICER'S ROLE – CONT. ON PAGE 8

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# Gilford Fire Training Center Coming to Life

By Chief John Beland, Gilford Fire Department

Gilford Fire-Rescue members have been hard at work over the past several months bringing to life what was at this time last year an idea being tossed around the firehouse kitchen table.

As a result of LRMFA member donations, private grants and donations as well as several successful fund raising efforts, construction of the Gilford Fire-Rescue Fire Training facility is well ahead of schedule.

Currently the connex containers are in place, forming a 24' X 48' floor plan that resembles a single-family dwelling. The majority of the structure is two stories, with one section being three stories. Windows, doors, interior stairs and room partitions are in place. This past week the roof was constructed. The next phase will include upgrading the access road, apparatus parking pad and the "yard" (perimeter around the building). Plans are also under way to install a 10,000 gallon water storage tank which will feed a hydrant donated by Franklin Fire Department.

The approaching Winter will move our efforts indoors, where walls will be completed and inte-



grated training props will be constructed and installed. Administrative details will also be hammered out over the winter months.

A Spring 2011 "Grand Opening" is planned. It is the intent of the Gilford Fire-Rescue Department to make this facility available to LRMFA fire departments. At the grassroots level it is our vision that this facility will provide the opportunity for firefighters from across the mutual aid system to come together and train on "the fire they went to last night, or the one they will go to tomorrow night." We look forward to training with our fellow LRMFA fire-

fighters in the common goal of providing safe, effective, efficient service to the citizens we serve.

Donations are still welcome and appreciated as we put on the finishing touches and continue with construction of additional props at the facility. Donations can be made to: Town of Gilford — Fire Training Facility, 39 Cherry Valley Road, Gilford NH 03249 Attn. Chief John Beland.

If you have questions or would like to tour the facility, contact Chief John Beland at 527-4758.

Thank you to all who have supported this effort. We look forward to seeing you in the Spring. 

## OFFICER'S ROLE – CONT. FROM PAGE 7

and Special Operations to the Public by Career Fire Departments.<sup>2</sup> NFPA 1710 requires that career supervising chief officers have staff aides deployed to them for the purposes of incident management, logistics, and accountability (see Sections 3.3.32 and 5.2.2.25). Staff aides in career departments are also referred to as "Field Incident Technicians, Staff Assistants, Battalion Firefighters, or Battalion Adjutants." (See NFPA 1710, A.3.3.32.). Also see Burton W. Phelps, "The Case for an

Aide at Multiple-Alarm Incidents," *Fire Engineering*, Aug. 2002, 107-108.

<sup>3</sup>Savia, Steven A., "NFPA 1720: The Forgotten Standard," *Fire Engineering*, Oct. 2001, 26-32.

<sup>4</sup>Morris, Gary, "Many Faces of Safety," *Fire Chief*, April 2001, 64.

<sup>5</sup>See NFPA 1500 and NFPA 1561, *Standard on Emergency Services Incident Management System*.

<sup>6</sup>Kelalas, James E. and Jonathan S. Smith, "A Coach for the Command Post," *Fire Chief*, April 1998, 52-56. 

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# Gilford Fire-Rescue Dept. Busy During the Fall

## THIRD ALARM STRUCTURE FIRE

By Deputy Chief Stephen Carrier,  
Gilford Fire Department

On October 9, 2010, Gilford and Laconia companies were toned at 6:04 p.m. to smoke coming from a building on Shore Drive. This location was quickly corrected to Belknap Point Road. Call Firefighter Marty Barrett arrived and reported a building well involved in fire. Gilford's Engine 2 requested a first alarm and then a second alarm upon arrival, reporting heavy fire showing. Command was established on Belknap Point Road and transferred from Lt. Andrews to DC Carrier upon his arrival. Master stream devices, large handlines and an elevated stream from Laconia's Ladder 2 were put into service and knocked the main body of fire down.

Water was drafted from Lake Winnipesaukee at the Belknap Point Motel, about 800' away. The third alarm was requested 20 minutes after the initial companies arrived to supplement water supply and manpower needs. Smaller handlines were used to overhaul and finish extinguishment. The Gilford fire boat was at the scene, but was not used. A secondary water source using tankers and fold-a-tanks was established at the Belknap Point Motel parking lot (above the fire – Div. C/D corner).

The building was not occupied at the time of the fire. It was a new residence under construction. The three-story, post and beam, open concept construction contributed to the rapid spread of the fire. Furthermore, energy efficient panels of Styrofoam sandwiched between plywood fueled the fire and proved to be difficult to overhaul. The second and third floors were severely dam-



aged by the fire, while the garage/basement area suffered water damage. Value of the home was at least \$1 million. There were no injuries to civilians or firefighters.

The cause of the fire is still being investigated by the Gilford Fire-Rescue, Gilford Police Department and the NH State Fire Marshal's Office. The cause officially remains undetermined at this time.

Apparatus was returned to service 0000 hrs.

Gilford Fire-Rescue companies were assisted at the scene by companies from Laconia, Meredith, Belmont, Tilton-Northfield, Alton, Center Harbor, Holderness, Franklin and New Hampton, while engines from Sanbornton and Gilmanston and an ambulance from Belmont covered the Gilford Station. 

## ANOTHER THIRD ALARM STRUCTURE FIRE IN GILFORD

By Chief John Beland, Gilford

On November 4, 2010 at 12:17 p.m. Gilford and Laconia companies were toned to a building fire at Fay's Boat Yard on Varney Point

Road. While enroute to the scene, companies observed a large column of smoke and requested a third alarm assignment. On arrival, a corrected address was given for a single-family residential building, fully involved in fire, directly across the street from Fay's Boat Yard. Command was established on Varney Point Road and water was drafted from a dry hydrant at Fay's Boat Yard approximately 200' away. Some third alarm companies were reassigned to cover vacant stations while the remainder of the third alarm was cancelled.

Initial arriving medical personnel treated a female occupant suffering burns. The patient was transported to Lakes Region General Hospital and subsequently transferred to Mass General by ambulance.

First and second alarm companies deployed master stream devices and large volume handlines to knock down the main body of fire. Smaller handlines were used to overhaul and complete extinguishment.

The one-story home was severely damaged by the fire and is uninhabitable. Value of the home is estimated at \$125,000. A second home within close proximity of the

fire building suffered radiant heat damage.

The cause of the fire is being investigated by the Gilford Fire-Rescue Department and remains undetermined at this time. The fire is not considered to be suspicious.

Companies were released from the scene after extensive overhaul in the fire-damaged building. There were no injuries to firefighters.

Gilford Fire-Rescue companies were assisted at the scene by companies from Laconia, Belmont, Tilton-Northfield, Alton, Meredith, Sanbornton and Franklin, while Gilmanton provided station coverage. Companies were back in service at 3:34 p.m. 



## 2010 Statistics

DEPARTMENT	FIRE	M/E	M.V.A.	S/C	TOTAL
Alexandria	45	96	11	3	155
Alton	190	400	70	49	709
Andover	47	3	14	3	67
Andover Rescue	15	126	15	1	157
Ashland	106	243	60	11	420
Barnstead	184	356	49	40	629
Belmont	342	581	82	75	1,080
Bridgewater	41	81	6	5	133
Bristol	168	576	72	47	863
Campton-Thornton	177	366	66	39	648
Center Harbor	123	181	37	35	376
Danbury	35	56	13	11	115
East Andover	61	6	14	7	88
Franklin	347	934	71	118	1,470
Gilford	409	767	77	90	1,343
Gilmanton	212	227	40	50	529
Hebron	48	87	16	5	156
Hill	36	51	5	7	99
Holderness	99	150	24	8	281
Laconia	696	2,206	169	202	3,273
LRMFA	12	0	1	0	13
Meredith	215	21	83	20	339
Meredith E.M.S.	149	1,345	172	61	1,727
Moultonborough	201	412	63	83	759
New Durham	112	180	34	16	342
New Hampton	163	260	92	22	537
Plymouth	308	1,019	125	113	1,565
Rumney	60	149	26	3	238
Sanbornton	136	169	62	24	391
Sandwich	70	71	16	5	162
Strafford	121	169	19	22	331
Tilton-Northfield	400	1,035	156	159	1,750
Twin Rivers	0	9	1	0	10
Warren	44	5	14	3	66
Warren-Wentworth EMS	32	205	21	0	258
Waterville Valley	63	180	9	15	267
Wentworth	45	4	16	1	66
<b>System Total:</b>	<b>5,512</b>	<b>12,726</b>	<b>1,821</b>	<b>1,354</b>	<b>21,413</b>

## Association Meetings

Meetings are the last Thursday of odd numbered months.

**Jan. 27, 2011**

**March 31, 2011**

**May 26, 2011**

**July 28, 2011**

**Sept. 29, 2011**

**Nov. 17, 2011**

**Check [www.LRMFA.org](http://www.LRMFA.org) for locations.**

## EMS Update

# Coming to a Patient Near You: Winter Vomiting Illness aka Norovirus

Shawn Riley, EMS Deputy Chief, Laconia Fire Dept./LRGHealthcare



As Winter approaches, we are starting to see small outbreaks of what may be Norovirus here in the Lakes Region.

Norovirus was originally named Norwalk Virus or Norwalk-like illness. This name came from the area where the virus was first identified, Bronson Elementary School in Norwalk, OH, where a large number of students came down with gastrointestinal symptoms in November of 1968.

This bug is an RNA virus that is easily and most commonly transmitted by the oral-fecal route, contaminated food or water, person-to-person contact and via aerosolization of the virus onto surfaces. It causes severe nausea, vomiting, diarrhea and abdominal pain. In some cases it can cause loss of taste. It is also gotten a lot of press as the cause of ruining many expensive vacation cruises.

As contagious as Norovirus is and as bad as it makes you feel, it only kills approximately 300 people a year. Its victims are primarily the elderly, the young or the immune-suppressed. When fatal, the cause of death is mostly due to the dehydration. This is a very good reason to start IV therapy on your GI illness patients, especially if they are young, elderly or have underlying medical conditions.

As you can imagine, this illness thrives in close-quarter living areas such as cruise ships, jails, camps, dorms and, most importantly, nursing homes. When I was working in Concord, we had a significant outbreak at a local nursing home. Concord Fire would routinely respond to all medicals with a crew of five: The engine company and an ambulance crew. On one particular response, as we stood outside this facility, we knew of the virulent monster lurking within, so we decided only three of us would go in and the other two would remain outside. I lost the coin toss. The next day I and the other two attendants called out sick with miserable GI symptoms. During our day of illness our station was again summoned to the same nursing home. My two co-workers who

dodged the bullet the day before were pushed through the door by the over-time crew and the very next day awoke with dastardly diarrhea and vomiting. This is a nasty and unwanted bug.

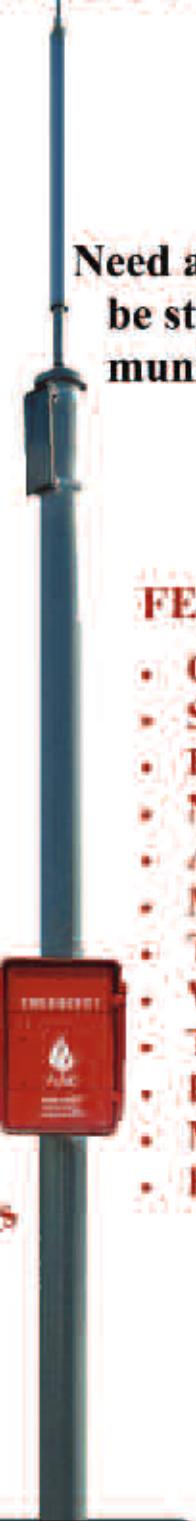
As I mentioned earlier, the most common method of transmission is oral-fecal. As any intelligent person would surmise "I don't eat poop, I should be OK." Well, the problem is hand washing. It has been said many times that hand washing is the best protection from disease...and it is. Think of people using the rest room, finishing up the "paperwork" and not washing their hands (or not washing them well). What's the next thing they touch? The door knob, the table you sit at, the telephone, the food in the kitchen as they are cooking it. Remember the Norovirus survives nicely on the surface. Think of all the surfaces you touch daily and then think of how many times you touch your face during the day. Think of how many foods you eat with your hands during the day. Norovirus has a super highway to your body. This is especially true in nursing home settings and if you don't wash your hands properly. Properly means with hot water, for a long enough time period (try the "happy birthday song") and using soap. Oh, and by the way, try not to touch anything a lesser-skilled hand washer may have touched. It's better to put on your gloves sooner than later.

My best advice is this: Norovirus is around, it's catching and it's miserable to have. Wash your hands often and wash them well, even if you don't think you need to. 🚒



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## New Employees, Promotions, Retirements, Etc.



Chris Reynolds  
Lakes Region Mutual Fire Aid  
New Fulltime Dispatcher



Lt. Lisa Baldini  
Laconia Fire Dept. –  
Promoted



Jason Griffin  
Laconia Fire Dept. –  
New Fulltime Firefighter



Heidi Beaulac  
Laconia Fire Dept. –  
New Fulltime Firefighter



Nancy Belair  
Laconia Fire Dept. –  
New Parttime Admin. Asst.



Cliff Dumont  
Franklin Fire Dept. –  
Probationary Call Firefighter



Steven Desrochers  
Franklin Fire Dept. –  
Probationary Call Firefighter



Kyle Boynton  
Franklin Fire Dept. –  
Probationary Call Firefighter



Matt Bowers  
Franklin Fire Dept. –  
Probationary Call Firefighter



Spencer Burbank  
Franklin Fire Dept. –  
Probationary Call Firefighter



Derrick Lamprey  
Franklin Fire Dept. –  
Probationary Call Firefighter



Lt. Steven Davis  
Franklin Fire Dept. –  
Promoted



Lt. Mike Shasteny  
Laconia Fire Dept. –  
Retired



FF Chris Conway  
Center Harbor Fire Dept. –  
2010 CHFD FF of the Year



Chief Brad Ober  
Tilton-Northfield Fire Dept. –  
New Chief

# Fourth Quarter Statistics...

**From Oct. 1, 2010 through Dec. 31, 2010**

<b>Incidents Dispatched:</b>	October 2010	1,736
	November 2010	1,618
	December 2010	1,634
	<b>Total</b>	<b>4,988</b>
	<b>Year End Total</b>	<b>21,400</b>

## Resources Available:

Engines	92	Tankers	15
Ladders	7	Rescues	23
Forestry	36	Ambulances	37
Utilities	5	Fire Boats	25
Towers	6	Air Units	5
ATVs	12	Command Vehicles	21

## Statistics:

- Began operations in September of 1971. Moved operations to our current facility in June of 2000.
- Dispatches Fire and Medical Emergencies for 36 communities and 36 Fire and EMS Agencies.
- Serves a population of 118,757 residents (2008 Estimate).
- Is spread over 5 NH Counties, covering a geographical area of 1,494 square miles (16% of the area of the State of NH – 1.5 times the size of the state of Rhode Island).
- Protects over \$21.7 billion dollars of property (2008 Valuation).
- Has an operating budget of \$1,032,817.00 (2010 budget).
- Has 9 full-time and 10 part-time employees.
- Dispatched 19,837 incidents during 2009 (54.35 calls per day).
- Dispatched 21,508 incidents during 2008 (58.92 calls per day).
- Dispatched 21,591 incidents during 2007 (59.2 calls per day).

LRMFA HEADQUARTERS, LACONIA, NH



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## Training Opportunities

- Trauma Grand Rounds.** First Thursday of each month. Noon–1 p.m. at LRGH, Conf. Room 1B and FRH, Board Room. Lunch provided. For information, contact Shawn Riley at 524-6881.
- ALS Breakfasts – Wednesdays. 0900–1100.** Nurses, EMTs, EMT-Is are all welcome to attend. Please contact Shawn Riley at 524-6881 or Bruce Goldthwaite at 934-2205 with questions. **Please note new time.**

January 5, Gilford	February 2, Franklin
March 2, Alton	April 6, Stewart's
May 4, Laconia	June 1, Sanbornton
July – August, no breakfast	Sept. 7, Franklin
Oct., watch for Paramedic RTP	Nov. 2, Gilford
December 7, Laconia	

## Association Meetings

Meetings are the last Thursday of odd numbered months.

Jan. 27, 2011  
March 31, 2011  
May 26, 2011  
July 28, 2011  
Sept. 29, 2011  
Nov. 17, 2011

## 2011 Rural Hitch Deadlines

First Quarter (Jan/Feb/Mar):	March 10, 2011
Second Quarter (Apr/May/Jun):	June 9, 2011
Third Quarter (Jul/Aug/Sep):	Sept. 8, 2011
Fourth Quarter (Oct/Nov/Dec):	Dec. 8, 2011

Check [www.LRMFA.org](http://www.LRMFA.org) for locations.

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**Lakes Region Mutual Fire Aid Association**  
62 Communications Drive  
Laconia, NH 03246

## **Employee Spotlight... Chris Reynolds**



Chris Reynolds is LRMFA's newest fulltime Dispatcher. He has worked parttime since 2007 and became a fulltime employee on December 1, 2010.

Originally from Fryeburg, ME, Chris moved to the Lakes Region in

1996. He became a member of the Center Harbor Fire Department where he first learned about LRMFA. Through the years, he'd stop in to see what was happening and gradually came to the decision that he'd like working here.

In the meantime, Chris's work at CHFD created an interest in becoming an EMT, so he obtained the necessary training and went on to work for local private ambulance companies. He spent six years at Speedway Ambulance Service, which gave him a taste of NASCAR! It was while working parttime for Best Care that he began working parttime here at LRMFA.

When asked what he liked best about his job as a Dispatcher, he

said he liked the feeling of being an "orchestra director" in that he would begin with multiple pieces of information and put it all together into something that made sense and helped others.

His least-favorite part of the job is working nights. He'd rather be in bed, but he also admitted that someone has to work nights and "it might as well be us."

He also admits to being a "technology junkie" and likes that part of the job too!

Chris and his wife, Mary, live here in Laconia now with their eight-year-old son Brady. The family enjoys outdoor fun including camping, hiking, traveling, snowmobiling and skiing. A small red icon of a person skiing.