



THE RURAL HITCH

SECOND QUARTER 2013

**A publication of
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April Second Alarm in Alexandria

*From Retired Chief Fran
Butler, Alexandria*

On April 29, 2013, the Alexandria Volunteer Fire Department fought a second-alarm blaze at a vacation home on Cass Mill Road. There were no injuries and the fire marshal was investigating the cause. 🚒



For Lack of Command Experience

By Kenneth L. Erickson, Fire Chief, City of Laconia

For the past few years it seems that the fire service has placed bigger (and more stressful) burdens on our company level officers, especially in smaller and mid-size departments. It is not uncommon to see a company officer operating in the position of command for a fairly large operation. When this happens, the officer's crew is now operating unsupervised or they've been assigned to another officer, who now becomes overloaded with too many direct reports. And many times the company officer is not ready for the command assignment, be it for lack of experience or training.

The National Institute for Occupational Safety and Health (NIOSH) has analyzed and documented numerous firefighter deaths and injuries. One of the leading contributing factors to firefighter deaths and injuries is a lack of command and control. NIOSH further identifies other issues such as: Lack of accountability, lack of tactical control, lack of staff for critical tasks, officers not directly supervising crews, and exceeding the span of control — all contributing to death and injury. The root of many of these problems is officers not directly supervising their firefighters. However, it is not the officer's fault.

In his book *Fireground Command Decision Making*, Dr. Richard Gas-saway, a retired fire chief, cites the number one challenge, which creates a lack of situational awareness for command, is lack of staff available to do the necessary work. In addition, he states that stress from incident over-load (cognitive saturation) and workload management are major issues for commanders. He says that multi-tasking, working multiple command roles, and lack of command aides all lead to lack of situational awareness, which leads to firefighters getting into trouble. Multiple command roles usually mean you are trying to be command, safety, accountability, and supervise a crew or division. Multi-tasking is a similar situation, where officers are supervising and also trying to perform other functions, such as pulling hose, raising ladders or acting in command.

Medical research indicates the human brain can only focus on three major items or tasks simultaneously. Therefore, when we ask company officers to supervise their crews *and* be command, we are placing the officers in a situation where they are almost guaranteed to fail due to over-load. When we assign crews from one officer to another officer, we place that officer on overload. Forcing officers to multi-task is forcing them to not be able to focus on critical issues. When we have command officers also handling accountability, or water supply, or safety, we are putting the officer into overload. Most fires have a handful of critical issues we must

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From the Chief...

By Chief James R. Hayes

Spring has flown by and here we are halfway through 2013 and what has happened?

Emergency activity throughout the mutual aid system is pretty much on the normal pace we expect. There have been some significant events, such as the boat storage building fire in Ashland, a five-alarm brush fire in Laconia, and a four-alarm building fire in Strafford. Aside from the emergency activity, there is a tremendous amount of activity occurring in the LRMFA system. Jeff Tobine has resigned from his position as a dispatcher to pursue a self-employment venture and I wish him the greatest success. Erin Hannafin, who has been a part-time dispatcher for several years, has been hired to fill that vacancy.

The communications system upgrade projects continue to move forward. As of the writing, the CAD project is a week or two from being online. The system is up and operational and the dispatchers have all received training on it. Some final updates of the map data need to be installed before the changeover to the new system. The Simulcast project is continuing with all of the equipment having been ordered and we await delivery. Once the components are delivered, the equipment for each site will be assembled and the sites brought online one at a time. We have determined that this will require some reprogramming of mobile and portable radios but we will keep you all posted.

Throughout the spring, we have experienced some radio signal issues from the Mount Belknap site. However, these were not unexpected as we had moved the communications tower, changed its height, and changed the location of the primary transmitter antenna. In addition, we identified and corrected some other equipment issues.

If departments are continuing to experience radio reception problems, please make sure your Chief is made aware so he/she can contact either Deputy Beland or me.

The Task Force Committee has been working on enhancing LRMFA's ability to deploy a disaster task force as part of the NH Statewide Fire & All Hazards Mobilization Plan. Many of you participated in the workshops that were conducted during February and early March. A table-top exercise for the Task Force/Strike Team Leaders in our system was held on March 28th. A full-scale exercise was held on June 30th at the Gilford Fire Department training site. A separate article about this exercise is included in this issue of the *Rural Hitch* and is posted on the LRMFA website. Those of you who participated in any part of this, THANK YOU, your involvement is what helps us as a mutual aid system be better prepared to handle these types of out-of-the-ordinary events.

I encourage you to keep checking the LRMFA website as it is continually being updated and new things are being added. The Central NH Hazardous Material Team is now part of our website and there is a lot of information about upcoming training on the site.

Stay safe and let us know if we can assist your department in any way. 🚒



THE RURAL HITCH

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Lakes Region
Mutual Fire Aid Association

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Featured department...

Andover Fire Department



Chief Rene Lefebvre
Andover
Fire Department

Due to the recent merger of the Andover and East Andover Departments, there isn't a patch. Currently, it is being designed.

Address: PO Box 61
Andover NH 03231

Officers: Deputy Chief Chuck Ellis
Deputy Chief Stephen Barton
Captain Jacob Johnson
Captain Darren Gove
Lieut. Mark Perry
Lieut. Scott Davis
Lieut. Zachary Barton
Lieut. John Bridgmon
Engineer Glenn Haley
Engineer Tim Eltzroth

Apparatus: 3 Engines
1 Rescue Truck
1 Tanker
1 Forestry 4X4

1 Gator
1 Boat
1 Snowmobile

Andover has had two separate fire departments since 1936. The town is spread out and, at that time, it seemed the best way to handle the distances. Trucks were slower and it made sense to position apparatus in sites that would reduce travel time when possible. Prior to 1936, there was only one department. After the trucks were housed in two stations, the department broke into two separate entities. The separation often made for duplication of efforts, especially when it came to training. At times the petty rivalries led to hard feelings. It was not a healthy situation.

Chief Rene Lefebvre feels the recent merger has been a good thing. "We're doing the right thing," he said. "The department now has combined training exercises and a single mission. Our new team has shown very positive effort and performance. As a result, Andover will receive better service, with no duplication of effort."

Andover Fire Department is just one of three distinct entities within the town: Fire/Andover Precinct, Fire/East Andover Precinct, and a water precinct. The two fire departments are working to have a combined budget, something that has to be taken up at town meeting first. The fire department will then

be governed by a single Board of Fire Commissioners.

Currently, the Chief reports to two Boards of Fire Commissioners, which means two budgets and two managers. The goal is to have a board composed of five fire commissioners, two from each of the former fire precincts and one at-large member. The Chief would then be dealing with one set of managers rather than two, and the fire commissioners would be able to concentrate on one department. This is what the department is looking forward to in the near future.

As mentioned, the combining of the two fire precincts must be voted on at town meeting, hopefully in March, 2014. Taxpayers currently see four lines on their tax bills: the town portion, state portion, state education portion, and a fire portion, which may be different depending on what part of town they live in. The precinct division is Mountain Brook — a boundary that is no longer recognized by the fire department. This change came about when Lakes Region Mutual Fire Aid Communications Center installed its new CAD system. Once the precincts are combined, that tax line will be the same number for everyone.

Emergency medical services will remain separate from the fire department and will continue to use the identifying number of 32, while the "new" department will keep 31.

The combined department is working out very well. Now, when mutual aid is requested, the first-due engine, Engine 2, comes out of the east station. If the fire is on west side of town, Engine 2 drives west, picks up the rest of crew at the west station, and goes to the fire. Confusion has been reduced by using an alarm schedule based on apparatus, not geography.

Andover's fire departments are well equipped due to good planning on the part of the departments, which have capital reserve funds in place and due



Andover Station

to the fact that the taxpayers are generous and support the department. The Chief keeps the public well informed about department plans so there are no surprises at town meeting. He writes an article each month in local paper on topics such as safety, what's happening in the department, etc. The department is very careful not to ask for items beyond its budget unless it is really necessary.

COMMUNITY DEMOGRAPHICS

Andover covers an area of 41.3 square miles. Unlike a great many of the LRMFA communities, the town only has .9 square miles of water. It borders Ragged Mountain, the Blackwater River, and the northern slopes of Mount Kearsarge. It is comprised of several "villages": East Andover, West Andover, Cilleyville, and Potter Place.

It is a bedroom community for New London, Concord, and Franklin, with a year round population is approximately 2,100 people. Proctor Academy, a private coeducational prep school, is the largest employer in town with about 300 employees. Other than Proctor Academy, not many people are employed in town.

Each year, one or two Proctor Academy students join the junior program at the fire department. They've been a big help with forestry work. Some have been excellent firefighters and have gone on to fulltime fire service.

"GREAT COMMUNITY..."

Chief Lefebvre said, "It's a great community." He loves the area and has lived here all his life.

He's been with department since 1976-77. He's been the Chief since 1982! He's offered to step down several times in order to give the department a change but folks like the position of deputy chief. Politicking and "schmoozing" are an absolutely essential component of the fire chief and lots of people are not fond of that part of the job!

He first got into the fire service when in college. He was home for summer break. His brothers were all in military service, and he wanted to do something besides go to college. While home, he heard a radio story about firefighting. It sounded interesting. Rene met Jim Dion, a Franklin Fire Department captain and almost imme-

diately joined that department. He received excellent training from the officers there, who were mostly WWII veterans.

It was a dramatic shift when he went from Franklin to East Andover. Franklin was fulltime city fire department and East Andover was very rural. This created a few problems and required some adjustment on Lefebvre's part. East Andover did go to some huge fires as mutual aid for Franklin, including several Grevior Furniture fires. These fires pointed out the need for Andover to become more professional and get more rigorous training.

Chief Lefebvre said one of the things that forced modernization of the department was the state's updated training requirements. Franklin Fire Department Deputy Andy Nadeau offered 100 hours of training, which allowed Andover members to become certified. Now everyone has to be certified, which is what the fire service needs.

The Andover and East Andover Departments average 125 medical calls and 40 fire/accident calls each year.

The Departments have had the unfortunate experience of several fatal fires. About 20 years ago, a husband and wife failed to get out of a burning home in time. The mother had gotten the daughter out and gone back in for her son who, unknown to her, had already gotten out. Almost 20 years to the day from that fire, another couple died in a house fire. The man, who was the school custodian and well known by many in town, had gone back into the building to get his son out. The son was already out. His wife was in kitchen and she didn't make it out. The fire began as a chimney fire, which then expanded into the structure. It

East Andover Station



was a big blow to the firefighters who had known both people.

Chief Lefebvre eventually finished college. He's never been a fulltime firefighter but works fulltime as a facilities/maintenance manager at Freudenburg/NOK. The company is excellent about letting him leave for calls as necessary. The Chief has an excellent fire team he's very confident in and doesn't feel he needs to micro-manage them by attending every fire call. "The officers are very good, they do just fine without me."

He was born and brought up in Franklin, where he went to high school, met his wife, and married in 1974. He later moved to Andover, raising his two daughters there, Martha, 33, and Amy, 30. He and his wife, Sharon, will have been married 39 years on July 6.

The Chief's hopes for the fire department is to see it combine with EMS and have a single town entity. The department will continue to work toward being more well-rounded and try to attract more young people, who are the future of the fire service. He's worried about the future of small volunteer departments. He doesn't feel Andover needs to become a fulltime paid department because it changes the whole tone of a department. He does, however, feel that EMS needs to be full-time during the day and paid a good wage so it can attract good EMTs

The department meets every Monday and alternates between meetings and trainings. It attends local area trainings with Kearsarge Mutual and LRMFA. Andover Fire Department has lots of activities planned for the town's July 4 Celebration including raffles, snow cones, and CPR machine demonstrations. The department is also active in the town-wide chicken barbecue, held the last Saturday in July. 🚒

Ed Consentino Retires After 30 Years With Alton Fire Department



After 30 years of service, Ed Consentino, Deputy Chief in Alton, decided to retire. This past January, he suffered serious injuries at Gunstock Ski Area after being run into by a snow boarder. He broke two ribs, had a collapsed lung, dislocated shoulder, concussion, etc. and spent five days in Dartmouth Hitchcock Medical Center. He was forced to work limited duty at the fire station and decided it was time to hang up his helmet.

So what does a man who has spent a good portion of his life in the fire service do when he retires? Well, Ed and his wife are moving to a small town in Virginia to be closer to his family and grandchildren. And you can almost bet he'll find a fire department down there that could use a little extra help!

Ed started with Alton Fire Department in October 1983. At that time, it was an all-volunteer department, with volunteers receiving a small stipend at the end of the year. Through the years, he came up through the ranks: He was a Lieutenant for several years, a Captain for five, and then became Assistant Chief about five years ago, when Scott Williams was hired as the chief. He also a member of the Alton Volunteer Volunteer Ambulance Service until it became part of the Alton Fire Department.

In 1984 he and his wife began operating a motel at the Alton traffic circle. After three years, he bought the 5 & 10 in town from another firefighter. In 2004, he sold it and it became an

Aubuchon. Since then, he has come to the department almost every day.

He's seen big changes since he came into fire service, the biggest of which is the level of training. Now, when someone wants to join the department they need to take Fire-fighter I. The day of the untrained volunteer is pretty much gone.

Ed feels Alton is lucky because it's small and there haven't been a lot of major building projects. They also haven't had a lot of house fires although the Alton Bay Christian Conference Center fire was an exception. Fortunately, the department had done a lot of training on that site, which paid off during the Easter Sunday fire.

He is a big advocate of residential sprinkler systems because he's seen the benefits first hand: last year's fire in The Pavilion was contained by the sprinkler system. There was a lot of water damage but it could have been a lot worse. He's also been instrumental in creating a database that will help with building inspections, he's mapped potential water draft sites, and he's gotten a grant from the state to develop those sites.

Ed now plans to do some camping and traveling with his fifth wheel. His sister moved to North Carolina so they can see her more. There are lots of places to explore in the area but he'll miss NH, "It's a beautiful state." He's travelled a LOT here.

He's met a lot of great people in the fire service and has enjoyed being part of the mutual aid system. He knows many of the chiefs and has worked with a lot of them. In addition, he's been active with the ski patrol at Gunstock for 20 years, where he worked with Sanbornton's Asst. Chief Scott Taylor and LRMFA's former Chief Coordinator Doug Aiken. He's also instructed part-time at the NH Fire Academy and attended the National Fire Academy.

He will miss all of it but it's time to move on. Retirement is a big challenge! LRMFA is like a big family with departments working together frequently. Without mutual aid most departments wouldn't have the manpower coverage, especially during the day. 🚒

Alton Fire Department Bids 1C2 a Fond Farewell

In a ceremony held at the Alton Central fire station and attended by family, freinds, fellow department members and members from through out the Lakes Region Mutual Fire Aid System and beyond, a fine farewell was given to Deputy Constantino. After a spectacular dinner given by the members of the Alton Fire Department, several speakers past and present, with pencils tucked tightly onto the ear, rose to toast and roast the retiring Deputy.

Led by Chief Scott Williams all speakers spoke on a common theme, which was to honor Ed's deep dedication and passion for the Alton Fire Rescue Department, and his commitment to the citizens of the town he calls home. Es pecially moving was words spoken by Ed's wife telling of the sacrafice and the worry a firefighters wife and family endure while the firefighter is answering his or her call to duty.

Finally the man of honor rose to speak and to the surprise of all was rather mellow and humbled, certainly not the Ed, we all know and love! Seriously though, Ed spoke from the heart of his deep admiration for his brother and sister firefighter/EMT's he has worked with for so long. Ed had been considering retirement for sometime but hadn't had the courage to pull the plug, until he feel victim to a serious injury while on ski patrol at Gunstock. During his long recovery Ed had plenty of time to think making the decision to retire and move closer to his son and grandchildren in Virginia.

Wrapping up speeches Chief Williams once again thanked Deputy Constantino for a long and productive career serving the fire department and town. A long list of the Deputy's affiliations with professional organization devoted to public safety and welfare was read attesting to the many hat's

2013 EMS Awards Night

By Shawn Riley

the Deputy wore and how much he will be missed.

In typical Ed fashion he requested no gifts but rather attendees donate to the Alton Food Pantry which resulted in a mountain of food stacked neatly to benefit the pantry. However he didn't completely escape receiving gifts to take home. A proclamation by Govonor Hassan exhalting Ed's service was read by Chief Williams and presented to Ed.

Drawing chuckles from the crowd a letter and flag which was flown over the nations capital was given to to Ed by his "favorite" Senator Kelly Ayotte was presnted by Chief Williams.



From left to right: Tom Clairmont, LRGHealthcare CEO; Chief Brad Ober, Tilton-Northfield Fire Department; Steve Smith, the cardiac arrest survivor; Aleda Nichols, LRGHealthcare; Capt. Mike Hall, Tilton-Northfield Fire Department; and Shawn Riley, Deputy Chief Laconia Fire Department.

The 2013 EMS Awards Banquet was held Thursday, May 23 at the LRGH Cafeteria. Outstanding EMS providers were honored that evening. Show above is the presentation of a Unit Citation to the Tilton-Northfield Fire Department. Through their actions and the use of a new medical device called the Zoll AutoPulse, which delivers high-quality CPR, they were able to save the life of Steve Smith. Mr. Smith attended the banquet with his daughter and granddaughter and had the opportunity to thank the crew personally. A second Unit Citation was given to Gilford Fire Department for their lifesaving actions in saving a cardiac arrest victim.

Judy Weatherwax-Knight of BestCare Ambulance received "Provider of the Year." The LRGHealthcare Emergency Department Paramedics received "EMS Service of the Year." Franklin Fire Chief Kevin LaChapelle won the "Paul Racicot Award for Excellence" for his long-standing dedication to EMS in the Lakes Region. 🚒



And last but not least a beautiful gold plated firemens axe mounted on an oak plaque was presented to Deputy Constanino by the membership of the Alton Fire Rescue Department.



**Join Alexandria Volunteer Fire Department
on July 20 To Celebrate 50 Years of
"Serving Friends and Neighbors"!
Parade • Pig Roast**

EMS Update

AEMT Transition Progress and Pitfalls

Shawn Riley, EMS Deputy Chief, Laconia Fire



The EMT-Intermediate (I85) to AEMT transition process is just in its beginning stages and we are already seeing a mixed bag of results.

LRGHealthcare has held three pilot AEMT transition programs and analyzed the results. Classes were held in Laconia, Franklin, and Gilford. A big “tip of the helmet” to Franklin Fire Department for their 100% first-time pass rate. However, this is not in line with the state or national success rate.

At last measure, the State of New Hampshire had a 62% first-time pass rate. This is actually higher than the national average. According to Bill Brown, the outgoing executive director of the National Registry of EMTs who spoke at a recent webinar, the national first-time pass rate for AEMT candidates is 52%. The highest state boast a 71% pass rate while the lowest was at 41%. Brown also stated the “AEMT is an important level and it is here to stay.” He recommends instructors find better methods of teaching the material.

It should also be noted that several Lakes Region departments, including Plymouth and Tilton-Northfield, have had very good success self-studying by using an on-line exam site. One such site is www.emtprep.com. They have given us a discount code. If you are interested in purchasing their program, type in “NHBRIDGE” on the website for \$7 off the price.

There is no doubt that this is not your grandfather’s national registry EMT-I exam. The questions are validated and meet all contemporary testing methodology standards but they are difficult. This doesn’t mean it is unobtainable. This means we must attack it with a new strategic approach. It will take more studying and a good deal of work. The philosophy of the new AEMT is that you are a “clinician” not a “technician” and that is how you must think when taking the exam.

I have created a four-hour “study session” where I try to change your way of thinking to be more in line with what the new national standard dictates. I welcome any department willing to host a session to contact me.

DISPEL THE RUMORS

There have been several folks in our area who have heard you might not have to take the AEMT exam to convert. Let me assure you *this is not the case*. If you are currently an EMT-I and you do not take and pass the AEMT exam, the National Registry will drop you back to the level of EMT.

WHAT IS THE PROCESS FOR THE AEMT TRANSITION?

Every current NH EMT-I has one “free” shot at the National Registry AEMT exam. The state will give you a voucher and you have one opportunity to pass the exam without having to take the 36-hour “AEMT RTP with Transition” course. If you fail the first attempt, you must then take the “AEMT RTP with

transition” and then you have five more attempts at the exam at a cost of \$70 each. If you fail all 6 attempts you will have to take an entire AEMT course or drop back to EMT.

If your National Registry EMT-I expired in 2013, you have until March 31, 2015 to convert. If your National Registry EMT-I expires in 2014, you have until March 31, 2016 to convert. *It is not recommended that you wait until the last minute.* If you have specific questions please contact me and I will do my best to answer them for you.

THE TEST

Currently the test is a computer-based “linear” exam with 135 questions. The National Registry switches a percentage of the questions every time 400 people have taken the exam. It should also be noted that only 100 questions count. There are 35 questions the National Registry is “test driving,” which do not count for or against your final score. You don’t know which questions are real and which ones are being “tested” for future use. (My instructions to folks has been “if you get a really tough question, do your best and then tell yourself it was probably one of the 35 that don’t count!”)

Unlike the other National Registry exams this exam is “linear” not “Adaptive.” After 16,000 people take the AEMT, it will likely become adaptive as well. According to Brown this may not be until 2016.

AT A GLANCE:

If you want to “challenge” the National Registry AEMT Exam:

- Register on the NREMT.org site
- Contact your local NHBEMS Training Coordinator for a free voucher code for your first exam only. (Ours NHBEMS contact is Karen Louis. Note: each individual has to contact NHBEMS personally. NHBEMS will not give a voucher code to your supervisor or chief. Only the provider may request this voucher code.)
- Go back to NREMT.org to request an exam
- You will be notified of your approval and directed to go to the person view website to schedule your exam. Our closest centers are Concord and Littleton. The state has just been approved to have “mobile testing units.” These will be scheduled as needed by EMT-I/C’s. Also, many folks are reporting that the Littleton exam site is much easier to work with.
- Take your exam. If you pass your new card will come in the mail. If you fail you must take the prescribed 36 hour RTP with transition before you can use the remaining five attempts at the exam.
- When you get your new National Registry card in the mail you must apply for a new NHBEMS provider’s card showing your new provider level. 🚒

focus on — getting the first hose in the proper place, backing up the first hose, getting good water, starting a search, venting a building — all essential tasks in the early stages of the job. The purpose of ICS and delegating is to limit or control our focus on the important issues.

The US Military, especially the Army and Marines, has conducted extensive research relating to span of control. Both branches currently use the rule of three. They believe the best span of control in a hostile environment is three to one. Larger fire departments use this basic concept of three firefighters supervised by a company officer. In the military, the lowest level of work is performed by the fire team. A fire team consists of three soldiers or marines and a supervisor. Two or three fire teams then report to a squad leader (squad leaders are usually sergeants). Three squad leaders then report to a platoon leader (a lieutenant). Through trial and error, the military has found that a ratio greater than three to one is too high and results in death and injury. We should follow the military's lead and tighten our controls.

The fire service, in general, accepts a span of control ranging from of three to seven people to one supervisor, with five people considered ideal. This concept is reinforced in supervisory manuals and under the Incident Management Systems. I think five to seven is a good number during routine work environment. I also believe five to seven works well once a good management system is in place, which usually happens well into an operation. We reinforce the five to one concept in our procedures: Five divisions/groups report to command, after that we add an Operations Section; five crews report to a division/sector leader; five crews to a strike team; and so it goes. I truly believe that a span of control of five to seven is dangerous during hostile and dangerous operations.

In our business, captains and lieutenants supervise companies and crews, and sometimes shifts or platoons; the terms are somewhat interchangeable. Fire officers at this level

are responsible for the safety and well-being of their firefighters. Their main job is to lead their firefighters into battle, and after battle to prepare their firefighters for the next assignment — supervise and train. Captains and lieutenants many times must operate in a command capacity; however, this should be a very short period of time. A higher ranking officer should take command and then let the captains and lieutenants do their primary job: Lead their crews. In our current world of firefighting we lack experience at every level. Our company officers need time to become skilled at their basic job before we let them take command roles for large or complex incidents. Officers today want to be in command. I admire that initiative, but their responsibility is to their crew. Our own studies in Laconia indicate that one of the leading causes of injuries is supervisors not directly supervising their crews — they are multi-tasking (in command *and* trying to supervise their crew), or in many cases not working as supervisors (pulling hose, operating nozzles, searching). This is not a reflection on the part of the officers — it is a reflection of how we staff our department.

Today's less experienced firefighters need their company officers more than ever before. Company officers should focus on guiding and supervising, as well as helping get the job done. But they shouldn't get so involved in the work that they lose sight of what is happening around their crew. Officers need to monitor progress, call for resources, monitor smoke and heat levels, monitor air supply, watch for fatigue, push firefighters when warranted, and pull them back as well. The officers need to coordinate their actions with other crews (if left alone the back-up crew will very likely pass by the attack crew) and enforce standard operating procedures. The best accountability system is good company officers. Tags and boards will never replace good supervision.

Larger departments assign an officer to every truck and send a chief officer to every significant alarm. Multiple chief officers are assigned to multiple alarms. Smaller departments need to

have a system to ensure that more officers of all ranks are responding to potentially serious events. This may mean recalls of off-duty officers, on-call status for chief officers or automatic mutual aid. This needs to be as automatic as possible. The first-in company officer may have to take command, but this should be for just a few minutes. For many of us, the company officer is the second or third person on the attack hose line. The crew cannot function properly if the officer is not with them. If the company officer is command then the crew is working in a hazardous environment with no one watching over them. This is a recipe for disaster.

We owe it to all our firefighters — and their families — to ensure that competent people are watching over them, especially during dangerous assignments. We should seriously think about the military concept of three to one. In a very dangerous environment — cutting a roof, searching an upper floor, and advancing a hose line — we should tighten the span of control. You cannot realistically expect one officer to supervise the "Interior Sector."

We will probably never have enough staff to do it as safely as we would like, but we should work to make the incident scene as safe as possible. If things go bad, you will be desperate for chief officers.

So the next time you have a working fire, assign your company officers to their crews. They can supervise a small area of the fire such as the second floor. If you have more than three crews in an area, assign a division supervisor. Utilize incoming off-duty officers to fill in as needed. Get your neighboring chief officers to respond and assist with command functions. Get a set of eyes to areas that you cannot see. If the incident is escalating, assign the mutual aid chiefs to outside divisions. Neighboring chief officers should not feel embarrassed or underutilized. We need to teach all officers the fine art of fire ground command and decision making. But let's do it safely. The safety and welfare of your firefighters depends on not getting overwhelmed or distracted. 🚒



Training Division News

Company Officer Development Series Presented

These programs are all free and walk-in registrations are welcome. Sessions begin at 6:30 p.m.

TUESDAY AUGUST 6TH. COMMERCIAL BUILDING FIRES: WHY DO THEY KILL FIREFIGHTERS?

Location: Lakes Region Mutual Fire Aid

This program will look at understanding the problems associated with non-residential building fires. How to develop your incident action plan to include sound safety measures while operating in commercial buildings will be a major focus of this program.

Instructor: Laconia Fire Chief Erickson is a 32-year veteran of the fire service. He has served as a Chief Officer in four departments, ranging in sizes from 24 to 40 firefighters, both combination and career. He has been a Fire Chief since 1994. Chief Erickson holds a BS in Fire Administration and an AS in Fire Science. He is a graduate of the UMASS Chief Fire Officer Management Training Program, UMD Staff and Command School, NFA, and

numerous seminars. He has taught numerous classes to firefighters, college students, and at seminars.

TUESDAY SEPTEMBER 3RD. BE THE LEADER YOU'D WANT TO FOLLOW

Location: Barnstead Fire Department

This training explores what really motivates employees to achieve the best they can, not because they *have* to, but because they *want* to. We will focus on what it really means to value people as much as the "product" and how, when we do, the "product" benefits greatly both in quality and quantity. Simply, we will look at how to become the leader you would want to follow day in and day out.

Instructor: Bob Christensen is the Administrative Manager for the NH Department of Safety's Division of Emergency Service's and Communication. He was formerly Toll Manager for the NH Department of Transportation's Bureau of Turnpikes; Town Administrator, Weare, NH; Headmaster of Boxford Academy, Boxford MA; and senior pastor of Christ Community Church, Weare NH. Additionally, Bob is a college professor teaching various humanities and leadership studies at both the graduate and undergraduate levels.

Bob is currently working on a Doctor of Arts in Leadership Studies degree at Franklin Pierce University, holds a Certificate of Advanced Graduate Studies degree in educational leadership from Plymouth State University, a Bachelor of Science in general studies from Liberty University, a post graduate of theology degree from Boston Baptist College, and is a Certified Public Manager and HR-certified through the State of NH.

Please complete the LRMFA General Application Form available under forms at www.lrmfa.org and fax to DC Beland at 528-5989, or e-mail to jbeland@lrmfa.org, or mail to: 62 Communications Drive, Laconia NH 03246.

Coming in September: Firefighter I

NHFA and LRMFA will offer a Certified Firefighter I program in September at the Gilmanton Fire Department. Please watch the NHFA and LRMFA web site for further information. 🚒

Scenes From Water Supply Drill in Meredith

Any LRMFA member department may host a water supply drill coordinated by LRMFA. If your department is interested, or you would like data from this drill, please contact Deputy Chief John Beland at 528-9111 or email him at jbeland@lrmfa.org. 🚒



New Apparatus, Retirements, Promotions, Etc.



NEW HIRE
Lakes Region Mutual Fire Aid.
New dispatcher
Erin Hannafin



MOVED ON
Dispatcher Jeff Tobine
Left for self-employment at
property maintenance business

NEW APPARATUS
Sanbornton Fire Department.
19-Tanker-1

2012 International E-One Tanker
with a 1500 gpm Hale Pump, 1900
gal. tank capacity, 10" swivel quick
dump valve on the rear and a 2100
gal. port-a-tank.



NEW CAD SYSTEM
LRMFA Communications Center.

The new CAD system is up and
running at this time. It is currently
operating next to the previous
system as there are still minor
adjustments to be made.



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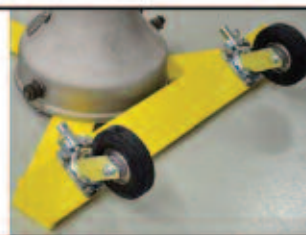
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Mobilization Drill/Disaster Task Force Exercise



LRMFA Training Division has been gearing up for a Mobilization Drill/Disaster Task Force Deployment since the beginning of 2013. Workshops were held in February and March and a tabletop exercise was held at the end of March. All of this led up to the actual deployment exercise, which was held at the Gilford Fire Department's training facility on Kimball Road on Sunday, June 30, 2013.

Seventy-five fire/rescue personnel from member communities, including Andover, Belmont, Franklin, Gilford, Laconia, Meredith, Tilton-Northfield, Alton, Ashland, and Gilmanton, participated in the exercise.


The objective of the exercise was to evaluate the ability of the task force to respond, organize, and safely operate while handling rescues and recoveries in a disaster environment. The scenario involved a tornado touching down in an urban area and destroying buildings that included a nursing home. Rescuers were faced with a variety of issues including a pancake collapse of a wood-framed structure, overturned vehicles in a parking lot, and the pancake collapse of a concrete building, along with a wide area search for victims.

In addition to the participating fire/rescue departments, members of the Lakes Region Incident Management Assistance Team and the Seacoast Incident Management Team were deployed to assist with the logistics and overall coordination of the rescue operations. Also participating in the exercise were representatives from the NH State Fire Marshall's Office, the NH Department of Safety Division of Homeland Security and Emergency Management, and the Capital Area Mutual Aid System, Twin State Fire Mutual Aid, and the Lakes Region Community Emergency Community Response Team.

LRMFA would like to publicly thank the following agencies for their donations in support of this drill: NH Electric Coop,



Rusty's and Camero Heaven, Al's Auto, Grevior Furniture, and Home Beautiful.

For further information, contact Chief Jim Hayes, Lakes Region Mutual Fire Aid Association at 603-528-9111 or jhayes@lrdfa.org. 

2013 Rural Hitch Deadlines

THIRD QUARTER (July/Aug/Sep):

Sept. 18, 2013

FOURTH QUARTER (Oct/Nov/Dec):

Dec. 18, 2013

Association Meetings

Meetings are the last Thursday of odd-numbered months. Dinner is at 6 (It's free!) followed by the business meeting at 7 p.m.

July 25: Franklin FD

September 26: Meredith FD • November 28: TBA

Check www.LRMFA.org for locations and updated information.

Training & Education Opportunities

- **Trauma Grand Rounds.** Last Friday of each month. 7:30 a.m. at either LRGH or FRH. 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.

Second Quarter Statistics...











From April 1, 2013 through June 30, 2013

Incidents Dispatched:	April 2013	1,549
	May 2013	1,798
	June 2013	1,922
	Total	5,314
	YTD Total	10,493

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 35 communities and 35 Fire and EMS Agencies.
-  Serves a population of 115,112 residents (2010 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 \$19.6 billion dollars of property (2010 Valuation).
-  Has an operating budget of \$1,059,880 (2012 budget).
-  Has 9 full-time and 10 part-time employees.
-  Dispatched 21,601 incidents during 2011 (59.18 calls per day).
-  Dispatched 21,413 incidents during 2010 (58.67 calls per day).
-  Dispatched 19,837 incidents during 2009 (54.35 calls per day).

LRMFA HEADQUARTERS, LACONIA, NH



PHOTO COURTESY BILL HEMMEL. LAKESREGIONAERIALS.COM ©2009

FUN FACTS

	2nd Qtr.	YTD
Number of Incidents	5,314	10,427
Radio Transmissions	57,711	114,764
Emergency Phones	7,036	13,685
Admin Phones	6,979	13,222

Second quarter statistics break down to 58 incidents per day and 11 radio transmissions for each incident, or 634 per day on average. Along with the emergency incidents, we answered/made 77 calls on the administrative lines per day.

LRGHealthcare

care. compassion. community.

Fall Paramedic RTP 2013

NHREMS Number 85-622

Dates:

ACLS group 1	9/6	Friday
ACLS group 2	9/11	Wednesday
PALS group 1	9/16	Monday
PALS group 2	9/25	Wednesday

Attend only one day of ACLS or PALS or must produce recent ACLS or PALS Certification

RTP Day 3	10/8	Tuesday
RTP Day 4	10/10	Thursday
RTP Day 5	10/15	Tuesday
RTP Day 6	10/17	Thursday

Where:

ACLS and PALS classes are held at the Healthlink Building at 575 Main Street Laconia (Please park in City Hall municipal parking lot or parking garage)
RTP Classes are held at the Taylor Community in the Woodside Room 435 Union Ave in Laconia

Time:

All six days are from 0800 to 1700hrs

Cost: \$450

If you work for an LRGHealthcare MRH service the fee is waived

*Seating for ACLS and PALS is limited so please register early

For questions please contact Shawn Riley at (603)524-6881 or sriley@lrgh.org

To sign up please email name, address, DOB, National Registry number, service affiliation, and ACLS/PALS group preference to kshastany@lrgh.org

LRGHealthcare

AL's Breakfast

Con-Ed for EMS and Nursing

Who the heck is AL?



2013 SCHEDULE

Wednesday	January 2th	Franklin
Wednesday	February 6th	Gilford
Wednesday	March 6th	Sanbornton
Wednesday	April 3th	Stewart's
Wednesday	May 1nd	Gilford
Wednesday	June 5th	Franklin
Enjoy your	July	Summer
Enjoy your	August	Summer
Wednesday	September 4th	Sanbornton
Watch for	Paramedic	RTP
Wednesday	November 6th	New Hampton *note change location
Wednesday	December 4th	Franklin

All Breakfasts will be from 0900-1100hrs



Any Question please contact Shawn Riley 524-6881 or Bruce Goldthwaite 934-2205



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

Photos From Second Alarm Fire in Alexandria

