



The Siren



News and announcements from the Emergency Squad

January 2017

From the Desk of the Chief

Hello Sun City Center Emergency Squad. Happy New Year! Thank you Team 8 for volunteering the last day of the year and Team 1 for New Year's Day. 2016 is officially over. We made it through another year of service to our community and they showed it with contributions, letters, and just stopping us and saying "Thank You." Now it is time to look forward to 2017 and what needs to be done. Here is a recap so far:

1. Volunteer Recruitment: in 2016, recruitment went down for EMRs and EMR/ drivers. EMTs went up and everything else was just right. So, 2017 will have a new strategy. A committee has been started by the Board and they are researching how to reach a new era of residents while switching the responsibility from the PR department to the HR department. We need fresh volunteers to keep going.
 2. Internal Communications: This year we have revamped the email system and put in a monitor in the Squad room to pass on info. Also, information is being put out at the Captain's meeting and the Assistant Chief's meetings to be passed on. This year we need to work on ensuring information makes it all our members and not just the leadership.
 3. Chain of Command: We have worked hard on ensuring everyone understands their jobs and who is responsible for what. Also, I have empowered leadership roles so they can be effective in their roles. A leadership class has been started to help our future leaders.
 4. Safety Program: Tom Murphy started the program and Mike Albanese has brought it to a fully functioning Department. Thank you both for your hard work.
- Public Relations: This year we have grown in leaps and bounds with the community. We were nominated as the Sun City Center Chamber of Commerce Non Profit of the Year. January 16th is the results.

A new list of Goals and Objectives will be approved by the Board of Directors and we will work hard on passing the info to everyone and work to get them done in 2017.

Seems that this holiday season brought the flu with it. We are having a lot of runs to flu-like symptoms. To protect ourselves when we're out in the community, we need to remember to use required body substance isolation measures. Getting the flu shot if you haven't had one, will help as well.

The Board of Directors is losing 3 members this year from finishing their term and we need to fill those positions. Job descriptions are being sent out and applications are being accepted in the Squad room back table until January 23rd, 2017 @ 1700.

Rumors: Personal emails are being obtained from the Squad email system to other sites, like LINKEDIN. TRUTH: When a squad member registers on one of these social media sites like LINKEDIN, the site sends a request to everyone in your email address book. Everybody gets the email request from your squad group email. That is, it is sent to the Squad as an "all" group email (like dispatchers, front desk, EMR, etc...). Everyone in the group will be sent an email but at no time are your personal emails compromised, only the Squad group email is. When IT learns of these sites sending to our group emails, they are blocking them from having access to our group emails. So, no one, except IT, can see these emails.

I am looking forward to all we can do this year. Let's start it off with a smile on our faces and a cheery attitude. We have a whole year ahead of us and I want every day to be a wonderful day. Let's work together as a team and remember always, we are "Neighbors Helping Neighbors."



Chief Robert Leonard

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Managing your Volunteer Time

We are so fortunate to have you all as dedicated volunteers. Most of us take on our volunteer roles and get tremendous satisfaction from helping others. Because of that joy and satisfaction, we often find ourselves volunteering for other teams and other jobs, and sometimes taking on additional roles. And we are grateful to all who do.

But we also want to make sure that our volunteers avoid burn-out. Burn-out occurs when you feel over-worked or stressed. If you find that you are no longer feeling the same satisfaction, feel tired, feel disengaged from what we do, procrastinate, or have other stress symptoms such as headaches or depression, you may be suffering from burn-out.

When you feel you are on the road to burning out, please take some time for yourself. Let your captain know you need to pull back for a while so that he or she can find replacements for you. Here's a brief list of steps you might consider:

1. Set some boundaries: learn to say no
2. Re-evaluate your priorities
3. Set aside time to relax and find activities you enjoy
4. Get plenty of sleep and exercise
5. Talk with friends or family about what's going on.

All of you are important to us and we want each of you to enjoy being part of our Squad family, for a long time. Managing our time with the Squad, is something each of us needs to cognizant of in order to avoid burnout.

Finding balance in our life is the key to an enduring, happy volunteer experience.



From the Back Room to the Front Desk

After 17 years of dispatching our ambulance and van crews,



Nancy Gray has moved UP! Up to the front desk to continue serving the residents of our community.

Nancy joined the Squad in January 2000 and has served continuously on Team 3 since then. Team 3 celebrated her 17 years as a dispatcher and her new endeavor at the front desk with a cake served *with gratitude!*

Thank you Nancy!

Run Report December 16

Monthly

Ambulance Runs	415
Van Runs	114
B/P	163
Falls	135
Heart/Chest Issues	27

Year to Date

Ambulance Runs	4851
Van Runs	1359
B/P	2401
Falls	1742
Heart/cardiac	345

Sick List

Roy Skinner -	IT
Frank Gatto	Team 3
Kathy Shaefer	Team 4
Mick Hebel	Team 4
Lynn Kjollesdahl	Team 5
Jan Kjollesdahl	Team 5
Bucky Devling	Team 5
Dan Johnson	Team 5
Joe O'Brien	Team 5
Sally Stamen	Team 5
Karen Crippen	Team 7
Beverly Beard	Team 7
Mary Soja	Team 7
Lois Lynch	Team 8

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January Birthdays

<u>Day</u>	<u>Name</u>
2	Julie Schneider
2	Aileen Engel
3	Thomas Leyden
4	Doug Gatchell
4	Ken Kleen
4	Elizabeth McDonald
5	Tom Burlage
6	Linda East
7	Gill Jessee
7	Jan Huber
7	Donna Ward
8	John Hargraves
9	Peggy Seagrave
10	Gary Krcil
10	Arleen Sanders
11	Linda Mascetti
15	Kay Taylor
15	Carol Zeller
16	Mary Borg
17	Rosalie Rochford
19	Christine Martin
19	Marcia McKee
20	Kathy Zdrodows
20	Mike Bardell
21	Ron Shackelford
23	Grace Ryan
24	Jane Foppe
24	Lou Balance
25	M.J. Ricketts
25	Mary Houston
25	Robert Leonard
26	Irene Arnio
27	Mike McClintic
30	Doris Ferron
30	Jeffrey Rein
31	Dick Schneider



Dispatcher's Corner by Shay Gomez

Did You Know?

The address that appears on the Monitor when an Emergency Call comes in may NOT be the address of the emergency. We receive calls from neighbors calling for their neighbors, adult children calling for their parents, etc. and often their address may vary from where the ambulance needs to go. In addition, we have calls from facilities that require verification of where the emergency is such as Sun Towers or Sun Terrace, Aston Gardens or Aston Gardens Court Yards. Dispatchers are trained to listen and to ask where the emergency is. When the caller gives the address, we repeat it back to them for verification that we have gotten it correctly.



Did You Know?

We like to keep our door open for visitors. When it's closed, it probably means we're having trouble hearing the caller. So when you hear a call coming in, use what Mom use to call your "inside voice" in the Ready Room so that the Dispatchers can accurately hear the caller's information. We want to serve our community and our fellow team members well by recording the emergency information correctly. Your team's EMT will get the white carbon copy not only with accurate information but also speedily when there is no interfering noise. Thanks!

Hoping Y'all had a wonderful Holiday Season.

Here are some reminders for starting off the New Year right:

- Lights and Sirens on all runs except for transport FROM Hospital to ...
- Complete set of vitals whenever you touch a patient including Blood Sugars on all falls and GCS. Vitals are to be taken every 15 minutes.
- All Falls require Head to toe exam (make sure that it is included in the narrative) and Blood Sugars. A fall is a fall and is a trauma alert.
- Health Care Facilities are not homes. The patient lives there but it is a Health Care Facility.
- Please include any valuables taken to the hospital Teeth, glasses, rings, watches phones (anything you would not want to lose.)
- HIPPA signatures can be signed for by anyone at the scene. PUTS (Patient Unable To Sign) is to be used if the patient is totally alone and no one can sign that the paper was left at the scene.



Thank you for all that you do. We saw some of the thanks from the community this Holiday season with bake goods, candies, cards and food. Y'all make a BIG difference in the lives of residents. Several of the cards stated although they didn't have to use our services they were thankful to know you are here--Or—"You took my Mom (or) my Dad to the hospital and we are grateful you were here from them." Great Job!

Blessings to you and your Families!

Community Resources

We are incredibly fortunate to live in a community that not only has numerous resources to assist us as we age, but we also so many people who are willing to help. For all who are new to the Squad, please be aware that we maintain a list of local resources for people in the community who do not need our services, but still need assistance of some kind.

This list includes phone numbers support groups, food resources like meals on wheels or food pantries, transportation services, helplines for the Crisis Center, Disabled American Veterans and mental health resources. Copies of this list are kept on the ambulances and vans and should be available at the front desk as well.

If you have neighbors who need a little more assistance getting by, you might consider taking them a copy.

Sun City Center Community Resources	
<i>*Phone numbers are in 813 area code unless indicated.</i>	
FOR HELP with FOOD	
Meals on Wheels (meals delivered)	634-9283
St. Andrews Presbyterian Church	634-1252
<i>(Free Lunch - Wednesday 11:30 - 12:30)</i>	
Wimauma Senior Center	272-5250
<i>(Meals provided - Application required)</i>	
Ruskin Senior Center	272-5250
<i>(Meals provided - Application required)</i>	
Prince of Peace (food pantry)	634-2328
Good Samaritan Mission (food pantry)	634-7136
St. Anne (Ruskin) (food pantry)	645-1714
Our Lady of Guadalupe (food pantry)	741-2000
Mary Petro Fund (funds for food)	634-8306
FOR HELP with TRANSPORTATION	
SCC Ride	633-6111
<i>Provides transportation to doctor's appointments for ambulatory persons only.</i>	
Sun City Center Emergency Squad	633-1411
<i>Provides transportation to doctor's appointments for those in wheelchairs only.</i>	
FOR HELP with Funds	
Mary Petro Fund	634-8306
<i>Funding assistance for food and medications.</i>	
MORC.VIC.9	
Sun City Center Emergency Squad	
Non-Emergency	813-633-1411
Emergency	813-634-3800

A Busy Christmas Day

Our Christmas Day team was Team 2 and they were busy (14 calls) delivering our traditional TLC to our community all Christmas day. In fact, getting them together for a photo was nearly impossible!! After several attempts were made, to gather the crews, the following photo was taken!

Shown below are: Jan Huber, EMT, Cathy Zurek, Driver/EMR and Kathy Bizzano, Dispatcher.

Also working (very hard that day) were: Dennis Flo-to, Emily Gempler, Ted Adamczyk, Kent Marchuk, Suzanne McFayden, Valerie Cook, Judy Myette, Jim Smith, Lou Balance, Kay Taylor, Julie Wickersham, Pete Blair, Larry Lewis, Noreen Schramm, Jim Malanowski, Will Ammeraal, Gill Jessee, Patsy Monk, Joyce Moloney, Gert Affrayoux, Jim Kreydt, Linda Hughes, Bettie Peyton, Flo Jessee, Ginny Rottman, Glenda Burgess, Fay Kenna Dolores Whiteside and Betty Richner, serving as Captain of the day.



Dates to Remember

Jan. 10th—Flu Shots

Jan. 11th—Volunteer Recruiting meeting

Annual Awards Dinners

February 17th -Odd numbered teams

Feb. 18th—Even numbered teams
South Community Hall

January Anniversaries

Team	Name	Years
Team 8	Dave Zoerb	1
Team 8	Dolores Smith	1
Team 1	Daniel Zawacki	1
Team 5	Kay Taylor	1
Team 2	Theresa Snipe	1
Team 5	Thomas Leyden	1
Team 7	Robert Butenhoff	1
Maint.	Paul Bromberg	3
Team 6	Patricia McAdams	3
Team 8	Janice Churchill	5
Team 8	Don Churchill	5
Team 3	Peg Noeltner	10
Med. Dir.	Dr. Ghassan Ksaibati	10
Team 2	Joyce Moloney	10

Team Captains

Team 1—Bob Mulcahy

Team 2—Peter Gallagher

Team 3—Paul O'Connor

Team 4—Randy Anderson

Team 5—Ed Davis

Team 6—Dick Morrison

Team 7—George McInnes

Team 8—Jim Ryan

Thank you gentlemen for all your work!