

# Central Whidbey Island Fire Rescue

## **CWIFR** *Serving Coupeville, Greenbank, & Central Whidbey Island*



[www.cwfire.org](http://www.cwfire.org)

### News and Information for the Residents of Central Whidbey Island

## WI prevent

### *Working for a Safe and Healthy Community*

Central Whidbey Island Fire & Rescue (CWIFR) has worked with our partners across the Island to form a coalition that can address the major health and safety concerns facing our community. This coalition recently met and identified a clear vision for the future, mission, and identified an initial overarching goal to guide our work.

**Vision:** Safe and Healthy People in our Community

**Mission:** A Community Collaboration to Prevent Illness and Injury

**Overarching Goal:** Prevent Falls Among Older Adults in our Community

Coalition members including CWIFR, Whidbey General Hospital, South Whidbey Fire/EMS, Island County Public Health, and community members chose the name WI prevent (“we prevent”) to reflect our mission and vision. The purpose of WI prevent is to leverage our individual capabilities and strengths to the benefit of the community as a whole.

Our initial overarching goal was selected based on the frequency with which we respond to fall related incidents and the major, life changing impact on older adults who experience a fall.

Next steps for WI prevent is to develop a resource list of organizations and agencies that can help address fall related issues and to select a specific initiative to begin reducing the risk of falls among older adults in our community.

### Inside This Issue

- WI prevent
- Chief’s Fireside Chat
- Effectiveness & Efficiency
- 2014 Annual Report
- Fire Risk
- Volunteer Today
- Calendar of Events

**CWIFR Headquarters**  
**Fire Station 53**  
**1164 Race Road**  
**Coupeville, WA 98239**  
**(360) 678—3602**  
[www.cwfire.org](http://www.cwfire.org)

**WI prevent**  
 A community collaboration to prevent illness and injury

**ONE in THREE**  
 adults age 65 and older falls each year

Are you an older adult or a caregiver? Would you like assistance in reducing the risk of falls in your home? A CWIFR’s Home Safety Survey Program is a free service that can aid you in identifying ways to reduce the risk of falls and fires in your home. Call (360) 678-3602 or submit a request online at [www.cwfire.org](http://www.cwfire.org).



## The Chief's Fireside Chat

The key relationship for any fire and rescue service agency is the relationship between the citizen who called with a problem and the members of that agency who responded to solve the problem.

From time to time CWIFR receives feedback on our performance from people who we have served. Most of the time, our customers are happy with the service we have provided and less frequently we receive some criticism that our service fell short of what was expected. We value both! Positive feedback lets us know that we are on the right track and negative feedback points us towards areas in which we can improve.

Quality of service is always defined from the customer's point of view. For CWIFR this is expressed in our community value proposition developed in conjunction with a focus group of citizens during the process of strategic planning. In this process, we learned that our community expected our service to be timely, effective, efficient, and affordable. In addition, our staff are expected to be compassionate and present a positive and helpful perspective. How do we measure up?

One important way that we can assess our performance in meeting your expectations is to ask. To that end, we are implementing a customer survey process where we will mail each person that we serve a short, postcard sized customer service survey and ask for your feedback.

Striving towards our vision of providing *world class fire and rescue services* not only requires that we ask for your feedback, but that we use this information for continuous improvement. The results of our customer survey will be shared with our members and used to inform our training programs and process improvements. In addition, we will share the results of this survey with our community along with how we are using the information.

I look forward to this opportunity to further improve our performance and the quality of service to our community.

Chief Ed Hartin

## Effectiveness & Efficiency

You may have seen CWIFR's new fire engine on the road around the District. It looks a bit different than our other engines on the outside, and is considerably different on the inside. This apparatus was designed from the ground up to meet the service delivery challenges in our District.

This short wheelbase multi-function apparatus has good maneuverability and packs tremendous firefighting capability along with rescue and emergency medical equipment.

Good ergonomic design and equipment configuration maximize the safety of our members, emergency incident effectiveness and efficiency.

Stop by Station 53 on Race Road and have a look at this latest investment in the safety of our community.



## 2014 Response Activity

CWIFR saw a 6.3% increase in response activity over 2013. This demand for service considerably outpaced population growth.

Fires	28
Overheating (No Fire)	1
EMS	737
Hazardous Condition	94
Service Call	78
Good Intent*	205
False Alarm	75
Severe Weather	1

\*Good intent calls are generally minor medical calls where Whidbey General EMS arrived first and did not require assistance.

## Member Profile

When you think of CWIFR's members, you likely think of a Firefighter or EMT. However, our ongoing efforts to improve service to the community have led to another type of volunteer.



Jessica Larson serves with CWIFR as a Geographic Information Systems (GIS) specialist. In this role, Jessica provides essential support in developing and maintaining geographic information such as response maps, fire hydrant and water supply data, and pre-incident plans.

Jessica works for Whidbey Camano Land Trust as a Land Steward and also volunteers with Whidbey Island Search Dogs along with her Gordon Setter, Angus.

## Fire Risk

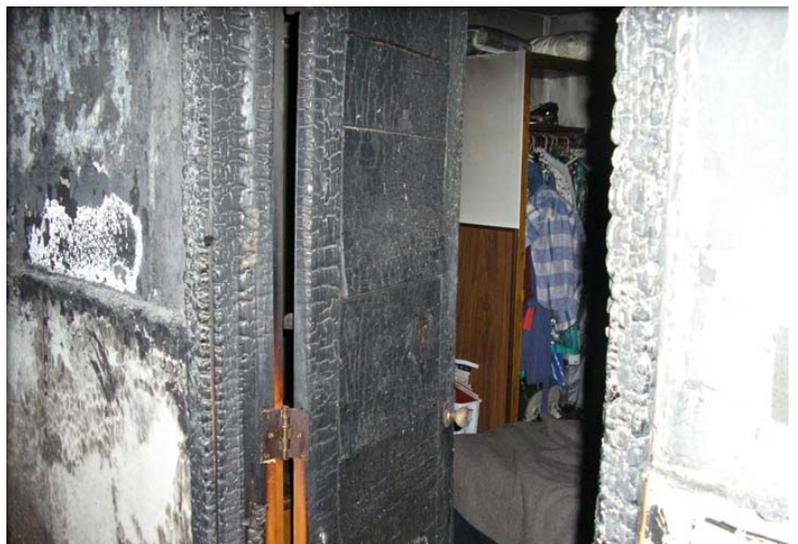
People tend to underestimate the consequences when events occur infrequently. To the general public, house fires are a low frequency event. However, the consequences of home fires can be deadly.

### *Have Working Smoke Detectors*

Approximately 96 percent of homes in the US have at least one smoke alarm. In 20% of homes with smoke alarms, none are working. When smoke alarms should have operated but did not do so, it was usually because batteries are missing, disconnected or dead. Check the operation of your smoke detectors monthly.

### *Plan Your Escape*

Have a plan of how all family members can escape should a fire occur in your home. Home fires grow extremely quickly and it is essential that you act quickly.



### *Close the Door*

If you experience a fire, close doors as you escape. Fires require oxygen from the air and closing doors limits air flow to the fire and slows fire growth. If you cannot escape, take refuge behind a closed door. This will dramatically increase your chances of survival.

## We Can Help!

If you don't have smoke detectors, aren't sure if they are in the right place, don't know how to test them, need help in developing a home fire escape plan, or would like to learn more about how to keep your family and home safe, give us a call at (360) 678-3602





**May 14, 2015 Commissioners Meeting**

5:00 pm at Station 53

**May 16, 2015, 2014 CPR/First Aid**

9:00 am at Station 53

**June 11, 2015 Commissioners Meeting**

5:00 pm at Station 53

**June 27, 2015 CPR/First Aid**

9:00 am at Station 53

**July 9, 2015 Commissioners Meeting**

5:00 pm at Station 53

**July 25, 2015 CPR/First Aid**

9:00 am at Station 53

*Station 53 is located at 1164 Race Road in Coupeville, just east of the intersection of State Routes 20 and 525.*

***Learn Hands Only CPR Today:*** Free training for individuals or groups. Call today (360) 678-3602 to schedule a 10-minute training session at your location or at one of our fire stations!

## Volunteer Today!

CWIFR can use your help! Our Volunteer Firefighters provide essential staffing for emergency response and our numbers are extremely limited. Our volunteer members are ordinary people doing extraordinary things.

If you would like to learn more, visit [www.cwfire.org](http://www.cwfire.org) and click on the Join CWIFR Today button. You can also call Acting Captain Jerry Helm (360) 678-3602 or e-mail [jhelm@cwfire.org](mailto:jhelm@cwfire.org) for recruitment information. Volunteers may also apply at Station 53 on Race Road.

*Professionalism • Integrity • Compassion • Excellence*

Page 4

**Central Whidbey Island Fire Rescue**  
**1164 Race Road**  
**Coupeville, WA 98239**

**PRESORT STANDARD**  
**U.S. POSTAGE PAID**  
**COUPEVILLE, WA 98239**  
**PERMIT 11**

# BOXHOLDER