



THE RURAL HITCH

FIRST QUARTER 2018

A publication of Lakes Region Mutual Fire Aid Association

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62 Communications Drive
Laconia, New Hampshire 03246
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www.lrmfa.org

From the Chief

Chief Coordinator Jon Goldman, RPL

It is hard to believe that the first quarter of 2018 is over, winter is gone, and spring is just around the corner. We have had multiple snow storms and weather events this quarter, but surprisingly the impact to the communications center was minimal. Most people either stayed home or delayed their travels until after the storm. The first quarter of 2018 was busy like most times here at Lakes Region Mutual Fire Aid.

I have talked about “standards-based dispatch” since my arrival at LRMFA. Like much of public safety today, we all operate our services based on standards. These standards can be as simple as “industry best practices” or as in depth as NFPA, State of NH codes and laws, and can come from any number of sources. As part of Lakes Region Mutual Fire Aids commitment to Standards Based Dispatching we have begun several initiatives. One of which is to have all Dispatchers and Lieutenants trained to a baseline standard. One of these basic level standards is all staff will attain at the minimum, The Association of Public Safety Communications (APCO) Public Safety Dispatcher certification, APCO Fire Service Communications, or the International Municipal Signal (IMSA) Level 1 Dispatcher certification. Any LRMFA personnel conducting new hire training will also be APCO Communications Training Officer (CTO) certified. Dispatcher Lois Cilley recently completed her APCO Fire Service Communications training, which is a thirty-two (32) hour program that can be taken in a classroom setting or online, and teaches the fundamentals of Fire Service Dispatching, and the inherent differences between law enforcement and fire service dispatching. The course is a great program for newly hired dispatchers with no experience and is just as valuable for the veteran Dispatcher. Congratulations to Dispatcher Cilley for this achievement.

As part of our standards based dispatch initiative we have also started an in-depth Quality Assurance Program (QA). As part of this program, while beholden to national standards, a minimum of 2% of our call volume is reviewed monthly. This is a formal review of each randomly selected call against our policies and procedures. We also have a list of incident types that trigger an automatic “significant event” review above the randomly selected reviews. The significant event incidents include, but are not limited to multiple alarm fires, person down button activations, any incident involving air medical resources, and many other low frequency-high risk events. During these QA reviews we look at the call handling times, call to dispatch times, and several other data points. I can tell you the staff is the best at what they do. I can tell you that we handle calls quickly, but I could never show you. Now I can with standards based, undisputable data that meets or exceeds national standards. We are very excited to announce that in the next edition of the Rural Hitch we hope to begin posting our QA results quarterly.

“ I can tell you the staff is the best at what they do. I can tell you that we handle calls quickly, but I could never show you. Now I can with standards based, undisputable data that meets or exceeds national standards. ”

Chief Goldman

Another initiative we ironed out during the first quarter of 2018 is our weekly/bi-weekly training update. Traditionally we would send out

From the Chief – Continued on Page 4

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LRMFA Celebrates 67 Years

On March 28, 2018, Lakes Region Mutual Fire Aid celebrated its 67th birthday! Although the communications center itself was not formed until 1971 on Court Street in Laconia, the Association was formed March 28, 1951. 🎂



Send Us Your Department News

Send your Department News to ruralhitch@lrmfa.org.

Include new hires, promotions, new apparatus, department events, open training events, and more.

THE RURAL HITCH

is published quarterly by Lakes Region Mutual Fire Aid Association

Jonathan M. Goldman, RPL
Chief

Lois Cilley
Editor

Email all submissions to:
ruralhitch@lrmfa.org



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From the Chief

Continued from Page 1

available trainings to the Fire Chiefs and ask them to forward them to their departments. We realized there were many people in the district who may be interested in the training we are offering, but may not be a part of a specific fire department or weren't getting the information. At the end of last year we purchased Constant Contact to publish the Rural Hitch electronically. We are able to leverage this software to distribute a training and education bulletin. We have been sending it weekly, then switched to bi-weekly. The bulletin currently goes out to over 200 individual email addresses, and is targeted in such a way that only those interested in the education opportunities in the district receive it. It seems to be really working well and is getting the information to those who need it most. If you want to sign up to receive any LRMFA emails, visit www.lrmfa.org and click on "Get the latest news from LRMFA" icon to sign up.

Dispatcher Esther DiCarlo, is assigned as our Health and Wellness Coordinator and released a six-week "Stress Less Challenge" using the Health and Wellness list portion of Constant Contact. It was very well received, and had subscribers from NH, MA, and as far away as NY. Stay tuned for more Health and Wellness initiatives from Dispatcher DiCarlo.

As many of you know, Deputy Chief Coordinator John Beland left LRMFA in very early January. I made a presentation to the Executive Board in January, advocating that the Deputy Chief Coordinator position be returned to a

full-time position. The Executive Committee supported the change but felt a change like this needed to go before the full board and asked me to make the presentation at the February Board of Directors Meeting. I presented this reinstatement in such a way that it would be posted initially only to the existing LRMFA Lieutenants. By offering the position to one of the existing Lieutenants it creates upward mobility for them, will require a Dispatcher to backfill and be promoted to Lieutenant, and will require the hiring of one additional full time Dispatcher. Through my analysis of the budget, it was determined that if we reinstated the position on 5/1 and hired another Full Time Dispatcher to replace the Dispatcher being promoted to Lieutenant, we would actually see a savings in 2018, and the impact to the 2019 budget would be minimal. Fortunately, the Board of Directors after discussing the options approved this reinstatement and I began the process of organizing the posting and interview process. The position was posted to all four Lieutenants. A Resume Review Panel will be established with two chief officers from within the LRMFA District, and two director-level Communications Supervisors. After the Resume Review Panel, the selected applicants will move on to an Oral Board Style Interview with three LRMFA Chiefs, and two director-level Communications Supervisors followed by a Chiefs Interview. I am very thankful to the LRMFA Board of Directors for their support of the vision, and direction of the district and the communications center. 🍷



LRMFA Celebrates National Public Safety Telecommunicators Week and Hosts an Open House

LRMFA is celebrating the second full week of April as National Public Safety Telecommunicators Week. This week is celebrated annually and honors the thousands of men and women who respond to emergency calls, dispatch emergency professionals and resources, and render life saving assistance to the world's citizens. Join us for an open house and tour of our emergency communications center, emergency response vehicles, mobile emergency response command post, and the NH E-911 Public Safety Answering Point. Light refreshments will be served. 🍷



**WHERE: LRMFA
Communications Center
62 Communications Drive
Laconia, NH 03246**

**WHEN: April 14, 2018
10AM – 2PM**



**National Public Safety
Telecommunicators Week
April 8-14, 2018**

#EndHumanTrafficking

By Lois Cilley, LRMFA Dispatcher

Lakes Region Mutual Fire Aid Association provides emergency dispatch communications for the fire and EMS departments of the Lakes Region in Central New Hampshire. This includes a coverage area of 1,500 square miles including two cities and 33 towns¹. The populations of these municipalities range from less than 600 people to more than 16,000. Most people think human trafficking cases don't happen in small towns, but the statistics speak differently. In fact, human trafficking occurs in rural areas, suburbs and cities throughout the United States.

When you hear or read the words 'human trafficking', what comes to mind? If you spoke with a human trafficking victim, would you even know? Would you believe that human trafficking occurs in your jurisdictions? If you don't know the answers to these questions, you aren't alone. In fact, human trafficking is a hidden crime because victims are often afraid to come forward or first responders may not recognize the signs. Every year, thousands of human trafficking cases are reported in the United States while many more go unnoticed and unreported.

The U.S. Department of Homeland Security defines human trafficking as 'modern-day slavery the involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act.'² Not only does human trafficking occur in the United States, it generates billions of dollars in profit each year. In fact, human trafficking is such a profitable form of crime, that it is second only to drugs. Victims of human trafficking can be any gender, age or race, and from any country.

In 2016, an estimated 1 out of 6 endangered runaways reported to the National Center for Missing and Exploited Children were likely child sex trafficking victims. Polaris, the worldwide leader in the global fight to eradicate modern-day slavery, estimates that the total number of victims nationally reaches into the hundreds of thousands.³ Reports of human trafficking in the U.S. have increased steadily every year since 2007.

The list of indicators in recognizing human trafficking cases is long and not all indicators are present in every situation, but it is the first step in identifying victims. Among others, the U.S. Department of Homeland Security provides these common indicators to help recognize human trafficking:⁴

- Does the person appear disconnected from family,

friends, community organizations, or houses of worship?

- Is the person disoriented or confused, or showing signs of mental or physical abuse?
- Is the person fearful, timid, or submissive?
- Does the person show signs of having been denied food, water, sleep or medical care?
- Does the person appear to be coached on what to say?
- Does that person lack personal possessions and appear not to have a stable living situation?

If you recognize and suspect a human trafficking case, follow your agencies/department policies and procedures, and clearly report your concerns to your supervisor. 🗨️

This article was originally published in the December 2017 Edition of the NH Emergency Dispatcher Association (NHEDA) Broadcaster.



Available Online Resources:

- U.S. Department of Homeland Security (DHS): <https://www.dhs.gov/blue-campaign/indicators-human-trafficking>
- National Emergency Number Association (NENA): <https://www.nena.org/?page=HumanTraffickingStnd>
- Polaris Project: <https://polarisproject.org>

1 Lakes Region Mutual Fire Aid website:

<http://www.lrmfa.org/publicabout.asp>

2 DHS Definition: <https://www.dhs.gov/blue-campaign/what-human-trafficking>

3 Polaris: <https://polarisproject.org/resources/2016-hotline-statistics>

4 DHS Indicators of Human Trafficking: <https://www.dhs.gov/blue-campaign/indicators-human-trafficking>

UPCOMING TRAINING

RURAL WATER SUPPLY OPERATIONS

[Link to "Rural Water Supply Operations" Flyer - Click Here](#)

WHEN: **May 5 & 6, 2018**– 0800-1630
WHERE: Meredith Fire Department
286 DW Highway, Meredith, NH 03253
COST: \$125 tuition

Presented by:
Mark Davis of GotBigWater.com

For more info or to RSVP contact Chief Jon Goldman
at 603-528-9111 or jgoldman@lrmfa.org

GBW's 16-hour Rural Water Supply Operations Seminar is geared to the folks who live and work in the non-hydranted areas who have to haul their fire fighting water supplies with them to every fire. The basic seminar consists of 4 hours of classroom activities followed by 12 hours of practical water hauling activities. Topics covered during the two-day seminar include: determining fire flow demand, maximizing drafting operations, running effective tanker shuttles, and setting up efficient dump-site and fill-site operations.

COMMUNITY EMERGENCY RESPONSE CLASS

[Link to CERT Flyer - Click Here](#)

STARTS: May 16, 2018
WHERE: Varied Lakes Region Locations
Dates Include: 5/16 6p-9p, 5/19 9a-2:30p, 5/23 6p-9p, 5/30 6p-9p, 6/2 9a-2:30p & 6/6 6p-9p

COST IS FREE

Class includes instruction on home and community emergency response, fire extinguisher operation, and more.



TRAFFIC INCIDENT MANAGEMENT COURSE

[Link to Flyer - Click Here](#)

WHEN: **May 15, 2018** – 0830 -
1230 WHERE: Pines Community
Center 61 Summer Street, Northfield, NH

Hosted by:
NHDOT Office of Highway Maintenance

For additional information or assistance please contact:
highwaymaintenance@dot.nh.gov or 603-271-2693

[Link to Register - Click Here](#)



MGT-416 CRISIS MANAGEMENT FOR SCHOOL-BASED INCIDENTS

[Link to Online Registration - Click Here](#)

WHEN: **June 26-27, 2018** – 0800 - 1700
WHERE: The Common Man Inn & Spa
231 Main Street, Plymouth, NH

Hosted by:
**NH Homeland Security & Emergency
Management**



Utilizing an all hazards approach, this two-day course will provide content instruction, develop concept-specific skills, and provide opportunity of law enforcement, school personnel, and community stakeholders to collaboratively apply the course objectives in scenario-based applications.

Prerequisites: IS0100.b, IS0200.b, IS0700.a & US Citizen

Former LRMFA Chief Coordinator Passes



Former LRMFA Chief Coordinator Bruce Teele passed away on March 23, 2018 after a long illness associated with Alzheimer's. Chief Teele served as Chief Coordinator from May 1976 through September 1977. Chief Teele will be remembered for his passion for the Fire Service, having spent over 40 years working on standards that directly affected the safety and wellness of firefighters. Our thoughts and prayers are with the Teele family. 🙏



[Click here to view his obituary.](#)

LRMFA Hosts ICS-300 Course



LRMFA hosted over a dozen participants on March 20, 21 and 22, 2018 for the ICS-300 course. ICS-300 provides training and resources for personnel who require advanced knowledge and application of the incident command system. 🙏



Franklin FD Accepting Applications for Inspector



The City of Franklin has an immediate opening for a highly motivated inspector within the Fire Prevention Division. This inspector reports directly to the Fire Prevention Captain. Qualified candidates must be able to communicate effectively. This position is a 40 hours per week, business hours position. **Applications must be submitted no later than 1700 hours April 13, 2018.** Additional information and a city application can be found on the website at www.franklinnh.org.

Tilton-Northfield Fire Seeks Part-Time Clerk

The Tilton-Northfield Fire District is accepting application for the position of Part-Time Clerk. The position provides a wide variety of administrative support to the Fire Chief and the Administrative Assistant. The position is generally Monday through Friday, four hours per day. Candidates with clerical experience and an associate degree will be preferred. Successful candidates will have to complete a drive and criminal background check. A completed job description and application can be found at www.tnfd.org under Job Openings.

Applications and a letter of interest will be accepted via mail, email or in person until 4PM April 30, 2018. Email to: mwsitar@tnfd.org or hand/mail to Chief Michael Sitar, Tilton-Northfield Fire District, 12 Center Street, Tilton, NH 03276.

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Alton Seeks Applicants for Fire Chief



The Town of Alton, New Hampshire (pop. 5,250) is seeking resumes for the full-time position of Fire Chief. The Chief performs a wide range of functions such as EMS, fire suppression, fire prevention, training and administrative duties. This multifaceted position allows the Chief to operate as a full-time employee of the Department while also working administratively.

Resumes with professional and personal references are being accepted until 4:30pm, April 11, 2018 via postal mail, email and hand delivered.

A complete job description for the position may be found on the Town of Alton website at www.alton.nh.gov.



FirstNet is the national public safety network, helping law enforcement, firefighters and EMS save lives and protect communities across the United States. The FirstNet network will be a reliable, secure broadband network dedicated to public safety. It will be a force-multiplier for first responders, giving the public safety community the 21st-century communication tools it needs to carry out its vital mission.

FirstNet was established by the Middle-Class Tax Relief and Job Creation Act of 2012 (“Act”) in response to public safety advocacy. FirstNet’s statutory responsibility is to establish the NPSBN, which includes not only the Core Network, but also the Radio Access Network (RAN) in each state or territory, whether deployed by FirstNet or potential opt-out states.

The State of NH Statewide Interoperability Executive Committee had been researching the benefits of “Opting in” to the Nationwide FirstNet program, or “opting out” and building our FirstNet compatible system. In December of 2017, NH Governor Chris Sununu chose to “opt in” to the First Responder Network Authority program as authorized by Congress. FirstNet had recently awarded the nationwide FirstNet contract to ATT Wireless, so they will be adding to their existing network, and building out additional sites to accommodate FirstNet in NH.

The SIEC, the NH Statewide Interoperability Coordinator, and ATT have met multiple times, and will continue to meet monthly as ATT continues to build out their system to meet the benchmarks of FirstNet. The ATT FirstNet Core Network will be stood up on the weekend of April 1 and will be fully operational. At this time ATT is working to meet with as many Police, Fire, EMS, and other First Responders to educate them on what FirstNet is, how it will impact NH First Responders, and what features and benefits are available today. The FirstNet/ATT project is a 25-year contract between ATT and the FirstNet authority. LRMFA will be working to bring ATT to a Chiefs Breakfast over the next month or so, so that our Chiefs and communities can be better informed and make appropriate decisions on the best ways for them to utilize FirstNet. 🍷

LRMFA Meeting Dates:

EXECUTIVE COMMITTEE MEETINGS

(1st Tuesday of each month at the Communications Center at 1400)

1/2/18	2/6/18	3/6/18	4/3/18
5/1/18	6/5/18	7/3/18	8/7/18
9/4/18	10/2/18	11/6/18	12/4/18

BOARD OF DIRECTORS MEETINGS

(Quarterly at the Communications Center at 1900)

2/7/18	5/16/18 (Annual Meeting)
9/19/18	10/24/18



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DATE	HOST	QM REGION	NOTES
May 2	New Hampton	2	
June 6	Laconia	3	
July 4	Off	Off	Off
August 1	New Hampton	2	**QM Meeting Only. Time TBD
September 5	Laconia	3	
October 3	Stewarts	1	Location TBD
November 7	New Hampton	2	
December 5	Laconia	3	



Time: ALS Breakfast will be at **0830hrs** and QM meeting to follow immediately.
****Please note the new start time****

For any questions, please contact Shawn Riley at smriley@lrgh.org



At Lakes Fire, Quality is our Passion...Lives depend on it...

<p>SHOP LOCATION</p> <p>688 Ossipee Mountain Hwy (Route 25) Tamworth, NH (view map)</p> <p>603-323-7117 (phone)</p>	<p>MAILING ADDRESS</p> <p>P.O. Box 970 West Ossipee, NH 03890-0970</p> <p>603-323-7447 (fax)</p>	<p>info@lakesfire.com</p>
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2nd Alarm Dyer Street, Laconia

Friday, March 30, 2018 at 6:05 PM, Laconia, Gilford and Belmont Fire Departments were dispatched to Bungalow Court in Laconia for a reported building fire. LRMFA advised they were taking multiple calls and could see smoke from their tower camera. A first alarm was requested on response and a second alarm was requested on arrival bringing Meredith, Tilton, Franklin and Sanbornton to the fire. On arrival the address was corrected as Dyer St. LRMFA C1 and Lt. Nugent were on scene.

Two civilians were injured, and four adults and two children were displayed. Meredith EMS assisted on scene with injuries. Holderness, Belmont, Meredith and Meredith EMS covered the Laconia stations. Damage is estimated at \$85,000.

Photos from the Laconia Fire Department Facebook Page @LaconiaFireDepartmentNH



What is Posture?

Posture is the position in which someone holds his or her body when standing or sitting.

Normal Posture

Spinal has natural curves that form an S shape. The cervical and lumbar spines have a lordotic, or inward, curve and the thoracic spine has a kyphotic, or outward curve.

Bad Posture

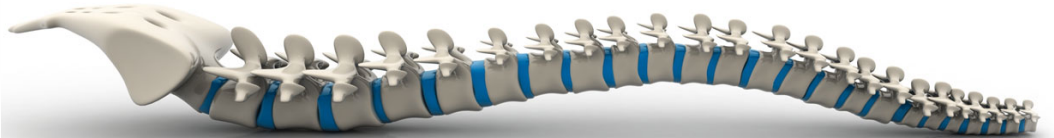
Bad posture is the posture that results from certain muscles tightening up or shortening while others lengthen to become weak which often occurs as a result of one's daily activities.

Fun Facts About Your Spine

- Humans are born with 33 vertebra, but it doesn't stay that way for long. As we grow, 4 vertebrae fuse to develop the tailbone and 5 fuse to form the back of the pelvis, leaving us with only 26 vertebrae for the rest of our lives.
- According to the US Bureau of Labor Statistics, there are approximately 44,400 chiropractors practicing in the United States.
- There are over 200 muscles in the back, 120 of which support the spine.
- Humans and giraffes both have 7 cervical vertebra in their necks.
- Adolescent females are more likely to suffer from scoliosis. Humans are the only mammals to suffer from this condition.
- When astronauts return from space, they often come back taller than when they left. When gravity is removed, cartilage can expand.
- American's spend at least \$50 billion dollars on back pain treatment per year.



GET TO KNOW YOUR SPINE



Poor Posture – In Depth

Kyphotic and Lordotic Posture, also known as kyphosis and lordosis, are common postural imbalances caused by long periods of sitting. Kyphosis is more common in the elderly and in teens from excessive slouching. Lordosis can also be caused by excessive amounts of sitting and is common among women during and after pregnancy. Kyphosis is an excessive curvature of the thoracic spine, causing a C shape instead of an S shape. The muscular imbalances are rounded shoulders, tight chest and abdominal muscles, and the posterior muscles are lengthened and weakened. These imbalances cause sciatica, back and neck pain, and headaches. Lordosis is an excessive inward curvature of the lumbar spine, lower back, and even the cervical spine, neck. This is due to muscular imbalances surrounding the pelvic bone.

Hyperlordosis is known as swayback posture.

Flat back syndrome is an abnormal condition where the spine loses its natural low back curve and becomes flat. This spinal imbalance causes a person's head to lean forward from the body and they may have problems standing upright. This imbalance can cause

fatigue and pain. This syndrome was first noted in patients who received Harrington rods to treat scoliosis. Other causes for flat back syndrome include various diseases such as degenerative disk disease.

Not only does poor posture cause neck and back pain due to muscle imbalances, but it can also effect your internal health. Poor digestion often goes unrealized. When you are slouched and hunched over, organs bunch up together. It makes it harder for the body to digest food and leads to constipation. Poor posture causes fatigue because our bodies are working harder to stay upright. Sitting also cuts off circulation to the lower body which results in spider veins.

Some Solutions

Solutions to these negative effects can be as simple as getting up from your desk and walking around for 5 minutes every hour or sitting on a large yoga/stability ball. When you are not at work, reduce the amount of time sitting in front of the television, stand to make phone calls, walk to perform errands and use the stairs when available. 🏠

Written by Esther DiCarlo, LRMFA Health & Wellness Coordinator
Email: edicarlo@lrmfa.org

Bridgewater Public Safety Hiring Per Diem/On Call



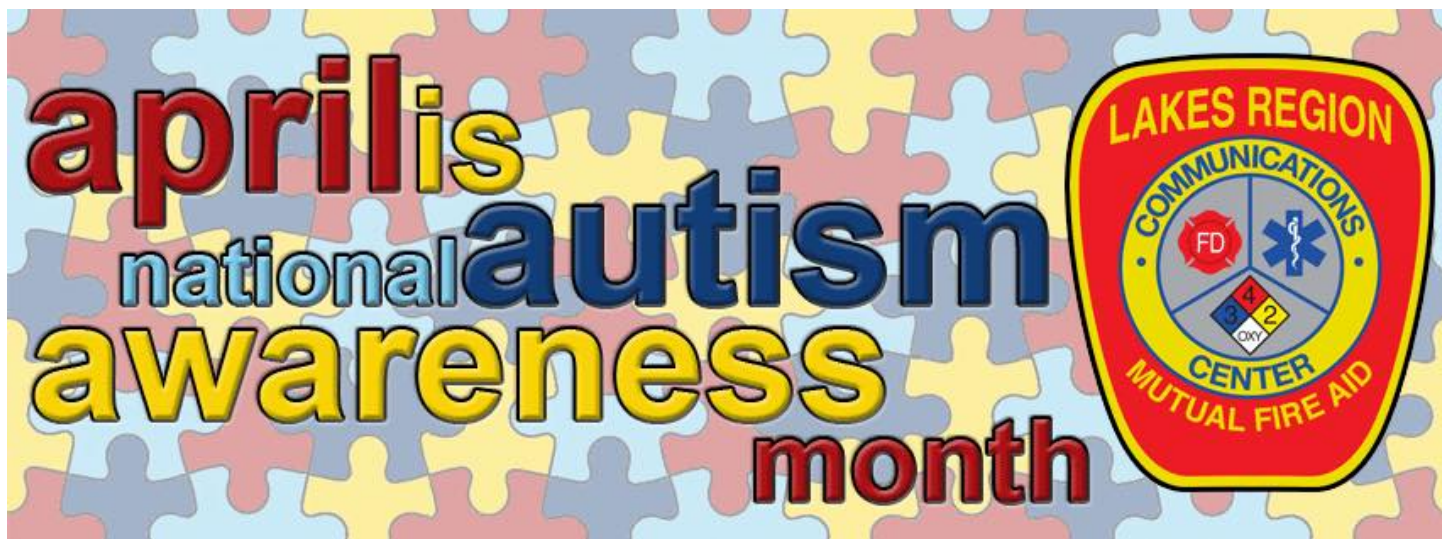
The Bridgewater Public Safety, Fire Rescue and EMS Department is currently accepting applications for per diem and on call EMTs. Applicants are required to have a State of NH provider's license at the EMT or AEMT level, they will also be required to submit a criminal background and driving records check prior to employment. On call shifts are required to be within a 15-minute response to the Bridgewater station or willing to stay in the station during on call hours. Fire certifications are not needed but are encouraged and compensated fairly. Contact Captain Jake Fogarty for an application or with any questions – bridgewater.ems@metrocast.net or (603) 744-6047

MISSION STATEMENT:

"To deliver the highest quality telecommunications, training and education, and emergency services coordination for our community partners and the public we serve."

VISION STATEMENT:

"We strive to develop and promote exemplary, nationally recognized, regional emergency communication and mutual aid services resulting in a culture of safety for our communities."



2018 Q1 STATS

	Phones - Admin	Phones - Emergency	Incidents
January 2018:	1,900	2,886	2,449
February 2018:	1,425	2,376	1,977
March 2018:	1,310	2,080	1,825
Total:	4,635	7,342	6,251
Average/Day:	51.5	81.5	69.5