Wilmington Fire Department

Station 4

310 Wallace Avenue

Wilmington, North Carolina

Community Risk Reduction Plan

(April 2011 – September 30, 2011)

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Vision, Mission, Values & Priorities

Vision Statement

The men and women at Station #4 will continue to be committed to community outreach in manner that promotes fire prevention, fire safety, community service and dedication.

Mission Statement

The mission of the Wilmington Fire Department is to uphold the honorable traditions of protecting lives and property in our City through fire prevention, fire suppression, and emergency response due to manmade or natural disasters, while ensuring the safety and well-being of our firefighters who carry out the mission.

Values

HONESTY-INTEGRITY-RESPECT-ETHICAL

Station #4 prides itself in being a visible and accessible part of its community. Community Outreach and superior service are values reaching the core of Station #4's character.

Priorities

- **Emergency Response –** The men and women of Station 4 provide skilled and efficient emergency response for fire, EMS and mutual aid calls.

- **Training –**1 – 2 hours of physical training occurs daily, in addition to regular weekly and monthly suppression training at Station #4. Driver training, HAZMAT, and EMT Refreshers are ongoing.

- **Equipment-** Hydrant inspections are completed once monthly and filling WFD air bottles is completed at this station as needed. #4 is a diesel fueling station, so there is a unique need for maintenance associated with the fueling site. Station #4 houses Engine #4 and Mobil Air #1. (Engine #4 is currently out of commission and Reserve Engine #17 is in operation in its place.) Weekly Cleaning and inspections of all equipment and apparatus ensure that all are well maintained and ready for safe and effective use when needed.

- **Station Maintenance –** Maintenance of the station is an all hands on deck effort. Duties include mowing the grass and a proper cleaning of the station's interior and bays.

- **Community Risk Management-** Station #4 immerses themselves within the community – in schools, at parks and visiting businesses. Each of the three shifts visits businesses to walk through and create a pre-plan of the building. In addition to pre-planning, the Firefighters routinely check for general hazards in these businesses.

- **Communication-** Communication between shifts is via email and dialogue while shifts are changing.

Description of Community / Service Area

Geographic Boundaries – Station #4 is nestled on Wallace Avenue within the confines of Wilmington's Municipal Golf Course, between Pine Grove Road and Oleander Drive. There is no speed limit posted on this road, as the station sits at the edge of the Golf Course's parking lot.

Fire/ EMS DATA –

Service Delivery Model:

Station 4 is staffed by 3 shifts consisting of 3 Captains, 3 Master Firefighters, and 6 Firefighters. All of Station #4's Firefighters are certified Emergency Medical Technicians. In addition to EMT certification, several of #4's Firefighters also hold certification in the fields of Rescue, Haz-Mat and Scuba. Engine #4's (temporarily Engine #17) response times are outlined in the appendix on tables RESPONSE-1 and RESPONSE-2. Day in and day out, the professionals at this station deliver skilled, effective and efficient service to all who call upon them.

Demographics –

Demographic information compiled by the WFD's GIS Specialist can be found in the Appendix, labeled DEM-1and DEM-2.

Land Use – Station #4's response area is a mixed bag of residential, commercial and multi-family dwellings. A portion of this response zone is on the campus of University Of North Carolina at Wilmington, which includes dormitories, student apartments and academic, sporting and social campus facilities. Several of Wilmington's largest traffic intersections are located in #4's territory.

Community Assets –

Schools and Universities
-UNCW
-Winter Park School

Hospital
-Cape Fear

Community Centers or Rec Centers
-Elks Lodge
-VFW
-Jelly Beans
-Hugh MacRae Park
-Jungle Rapids

Large Churches
-Wesley Memorial United Methodist
-Winter Park Baptist

Large Retail
-Lowes Foods
-Harris Teeter
-K-Mart
-Dick's Sporting Goods

Potential Community Partners

UNCW
Winter Park Elementary School
Disabled Veterans of America
Area Grocery Stores
Area Churches
Jungle Rapids
Cape Fear Hospital

Community Risks

Ranked in order, the top five risks as determined by the Firefighters of Station #4 are:

1. Unattended cooking and General Cooking Safety. Responses are regularly made to calls stemming from items burning in the microwave, oven and stovetop. These responses increase dramatically when the University is in session.

2. Low Income Residents – Lack of Fire Safety Education. Many homes in Station 4's response area are aging, and often low income rentals. Medical calls offer firefighters the opportunity to see first-hand safety issues like disconnected smoke alarms, blocked exits and dangerous clutter.

3. Residents with Mobility Concerns. Through the installation of smoke alarms, and by referral, residents with mobility concerns will be identified and reflective handicapped decals will be placed on the baseboard outside the individual's bedroom.

4. Lack of Smoke Alarms and Smoke Alarm Education. Often residential calls reveal missing or no smoke alarms in homes in this response area.

5. Inappropriately Discarded Smoking Materials. Several recent fires have been caused by inappropriately discarded smoking materials.

Prevention / Mitigation Strategies

1. Shifts A & B, in conjunction with Aramark (the UNCW caterer), to create cooking safety PSA's to be aired on the University TV channel, on the internet, and on local public TV channels. Cooking safety pamphlets have been created for distribution on and around campus. In addition to the PSA's and literature, the WFD presence on campus has been increased by means of events like siren drills, move in days, sporting events, resident assistant meetings and the Involvement Carnival.

2. The neighborhood elementary school, Winter Park, has a grossly large population of low income students. C- Shift at Station #4 has realized the need to reach the Kindergarten – 5th grade students with regular messages of fire safety as well as a friendly, reassuring presence at the school in hopes that the taught lessons of fire safety / prevention and the idea of 'firefighters are your friends' resonates from school to home. This shift has also organized a book and school supply drive for the students of Winter Park. This effort will further promote our positive presence in the community and allow firefighters the opportunity to deliver messages of fire safety and prevention on a regular basis throughout the school year and to donate fire related books to the Winter Park Library.

3. In conjunction with the Disabled Veterans of America and Easter Seals, A- Shift plans to install reflective decals on the floorboards of residents with mobility concerns, as to alert firefighters to the special considerations necessary to help save lives in the event of a fire.

4. Neighborhood canvassing with the use of dated door hangers and yard signs will offer full residential coverage. Education on the maintenance of alarms, as well as home escape planning will be delivered during the installation process.

5. Canvassing apartment complexes. Door hangers illustrating the proper way to extinguish cigarettes, as well as other fire safety tips will be distributed through apartment complexes. Smoking safety posters will be delivered to Complex Managers for display in common areas, and smoking safety materials will be offered to apartment complexes for use in their move-in packets. WFD will offer educational opportunities to each complex through contact with the Wilmington Apartment Association. Additionally, smoking safety PSA is currently running on local channels. Please view our video, located in the front pocket of the plan binder.

Implementation

1. Cooking safety pamphlets, labeled COOKING-1will be displayed at the dining hall on campus and passed out by line Firefighters from their truck. The Communications and Media Departments are assisting in the creation and production of cooking PSA's that will air on campus and online. Move-In Day was a success, as was the Involvement Carnival. Move-In Day photos are shown in the appendix as UNCW-1.Increase presence is easy to do, as this campus is very active and there is a positive and open relationship with the Safety, Communications and Administrative Offices of UNCW.

2. C-Shift has spent a considerable amount of time relationship building with Winter Parks School. In addition to NFPA website games in the computer lab, scheduling fire truck visits and reading stories during library time, this shift plans to eat lunch with the students during fire prevention month. Using informational stickers on the kids will carry fire safety and fire prevention messages from school to home. Literature and educational opportunities will be offered for students and parents alike. A Fill the Fire Truck campaign, promoting Home Safety Checklists (HOMECHECK) was held with much success. Station #4 collected school supplies and books for Winter Park School, while delivering safety messages to donors and, will donate new fire safety related stories to the school. The Photos of these events are labeled WINTERPARK-1 in the appendix. The Fill A Fire Truck flyer is labeled WINTERPARK-2. The photo on the back of the flyer illustrates the positive relationship building that has occurred between Station #4 and their neighborhood school.

3. Easter Seals has outlined a route for E-4 to travel to visit 5 resident's homes and install reflective decals. During the time of the visit, home escape planning will be discussed with the residents, and smoke alarms will be tested. A presentation on fire safety and the importance of hoe escape planning will be delivered to the Disabled Veterans of America (DAV) will be made during their monthly meeting in September. Decals will be distributed for the DAV's use at home. An example of our custom made decal and the original design can be seen in the appendix, labeled DECAL-1 and DECAL-2. Fire and Life Safety Educational Opportunities will be offered through a flyer distributed to the above-mentioned groups, and is labeled FLSEOPPORTUNITIES-1 in the appendix.

4. Smoke alarm distribution followed the same maps used when monthly hydrant testing is completed. Alarms were installed with ease and fire safety / prevention education delivered to each resident. See IMPLEMENTATION-1 and IMPLEMENTATION-2 in the appendix as examples of the door hangers used during residential neighborhood canvassing.

5. A Smoking PSA is currently being aired on local TV channels. Information has been distributed to apartment complex managers and posters have been hung in some complex common areas. Educational opportunities will continue to be offered. Posters highlighting smoking safety will be distributed to apartment complexes for use in their common areas.

Please see this poster in the appendix, labeled POSTER-1. DVD of the PSA is attached to the back cover of the binder, and labeled WFD FIRE PSA- SMOKING SAFETY.

Skills Needed &

Proposed Personnel

Name	Qualifications
Captain C. A. Hatcher	EMT
Mst. FF A. E. Bentsen	EMT
FF E.J. Moon	EMT
FF M.D. Mauldin	EMT
Captain D.J. Kiefer	EMT, H
Mst. FF D.J. Lamb	EMT, R
FF A.J. Guyton	EMT
FF T. W. Gregory	EMT
Captain J.L Carlson	EMT, S
Mst. FF C. A. Chadwick	EMT
FF S.A. Kendrick	EMT
FF W. T. Styron	EMT

EMT – Emergency Medical Technician
CS – Child Safety Seat Technician
R- Rescue Team
H – Hazmat Team
S – Scuba Team

Monitoring & Evaluation

1. A survey of student's opinions & knowledge after viewing PSAs will be taken. This assessment tool will not be available until the PSA is complete. Monitoring of call volume will be ongoing.

2. Pre and Post fire safety / prevention knowledge tests will be given to students after selected lessons and activities presented by WFD. The survey will include opinion questions for assessment as well.

3. A firehouse query will be made at regular intervals to determine a save total. Community event surveys will be given when applicable. This survey is labeled SURVEY-2 in the appendix.

4. Surveys of alarm recipients were taken, post installation gauging knowledge retention and opinions of the WFD and their accessibility. This survey is labeled SURVEY-1 in the appendix.

5. A firehouse query will be made at regular intervals to determine if a reduction of fires caused by inappropriately discarded smoking materials is reduced.

APPENDIX

Response Time Data	RESPONSE-1 RESPONSE-2
Response Area Map	MAP-1
Demographic Data	DEM-1 DEM-2
Kitchen Disaster Flyer	COOKING -1
Move In Day Photos	UNCW-1
Home Safety Checklist	HOME CHECK
Winter Park School Photos	WINTERPARK-1 WINTERPARK-2 WINTERPARK-3
Easter Seals / DAV Decal	DECAL-1 DECAL-2
Fire & Life Safety Flyer	FLSE OPPORTUNITIES-1
Canvassing Door Hangers	IMPLEMENTATION-1 IMPLEMENTATION-2
Smoking Safety	POSTER-1
Smoke Alarm Exit Survey	SURVEY-1
Community Event Survey	SURVEY-2

UNCW-1

HOME CHECK

http://nfpa.org/sparky/PDF/SparkyChecklist.pdf

WINTERPARK-1

WINTERPARK-2

WINTERPARK-3

Help Us Fill A Firetruck

School Supplies Collected from August 1, 2011-August 23, 2011
Reading Books Collected from August 1, 2011-October 1, 2011

Because of the Community Risk Reduction Program within the Wilmington Fire Department, Station 4 has identified a need within our neighborhood. Winter Park Elementary School is in great need of school supplies and also recreational reading books for their students for this upcoming 2011-2012 school year. Winter Park Elementary is unique in that they supply 100% of the student's school supplies. And although they have books and resources to teach their curriculum, they need books for recreational reading that they can send home with their students. They are accepting new and gently used books appropriate for 5-11 year old children.

We are asking for everyone's help to make this upcoming school year for Winter Park Elementary a great one for the students.

Station 4 is opening its doors to be a drop off point for these items. You can bring your donations directly to the station and we will distribute them to Winter Park Elementary. Once a donation is made we will give you a safety checklist for your home and one free ticket to attend a Wilmington Sharks baseball game. Anything you can donate will be greatly appreciated.

Station 4 is located at 310 Wallace Ave. We are tucked in the same area as the city golf course.
Contact Person: Sarah Kendrick (910) 470-0481
Email: sarah.kendrick@wilmingtonnc.gov

List of items needed:

-#2 Wood Pencils-
-Wedge-shaped Pencil-top Erasers-
-Expo Dry Erase Markers Low Odor – Blue or Black-
-2 pocket folders with prongs or without prongs, any colors-
-Kleenex-
-Crayola Crayons 16 pack-
-Crayola Multi-Cultural Crayons 8 pack-
-Crayola Colored Pencils 12 pack-
-Crayola Classic Colors Markers 8 pack-
-Crayola Multi-Cultural Markers 8 pack-
-Glue Sticks-
-Elmers School Glue (bottles) – washable-
-Pencil Sharpeners – manual to attach to the wall, or individual small pencil sharpeners for students-
-Black Marble Composition Books-
-Construction Paper: 9x12 and 12x18, Sulphite and Fade Resistant, all colors,- but white, holiday red, holiday green, black, pink, orange, brown, blue, multicultural used the most-

Fire & Life Safety Educational Opportunities

The Wilmington Fire Department
Call Wendy at 342-2731 or Meg at 343-4784 to schedule WFD for your community event, meeting or school group today!

- Fire Extinguisher Training
- Remembering When - A Fall & Fire Prevention Program for Senior Citizens
- General Fire Safety Displays and Programs including, but not limited to: the importance of smoke alarm maintenance, know 2 ways out & home escape planning, candle safety, smoking safety and cooking safety.
- If you are experiencing a reoccurring problem, or concerned about a particular fire safety / prevention issue, let us tailor a program to suit your needs!
- Truck Displays
- Car Seat Checks
- Smoke Alarms
- Station Tours

IMPLEMENTATION-1

Sorry We Missed You!

Members of the Wilmington Fire Department came by today to install free smoke alarms. The NC Fire Code requires a detector outside and inside every sleeping area and on each floor of new homes. Please call **(910) 341-7846** and leave a message to schedule your free installation.

Date:_____

Shift::_____ Apparatus: ____

IMPLEMENTATION-2

Smoke Alarm Installation

Members of the Wilmington Fire Department are providing smoke alarms for homes in your area.

We are scheduled for your neighborhood on:

Date: _____

Time: _____

For more information: call (910) 341-7846

Date:_____

Shift::_____ Apparatus:_____

Instalación de Detector de Humo

Los miembros del departamento de Bomberos y de Wilmington están proporcionando detectors de humo para los hogares en su área.

Estaremos en su vecindad el:

Fecha:_____

Tiempo:_____

Para mayor información: llame al (910) 341-7846

¡Sentimos que no estuviera en casa!

Hoy estuvieron aquí miembros del Departamento de Bomberos de Wilmington para instalar detectores de humo gratuitos. El Código del Fuego de North Carolina requiere un detector fuera de y dentro de cada área durmiente. Por favor llame al **(910) 341-7846** y deje un mensaje para volver a programar la visita.

Fecha:_____

Turno:_____ Equipo:_____

SURVEY-1

Smoke Alarm Installation Exit Survey

Date & time of survey: _____
Name: _____ Phone: _____
Address of installation: _____
Station / Engine completing installation: _____
Date of installation: _____
About how long did the firefighters work in your home? _____
Did the firefighters talk with you about a home escape plan? YES NO
Did the firefighters talk with you about how to test your smoke alarms? YES NO
Should the smoke alarms in your home be tested every MONTH or every YEAR?
Were the firefighters able to answer any questions you may have had? YES NO
Did the firefighters leave you any printed materials, like pamphlets? YES NO
Did you learn something from the firefighters that visited your home? YES NO
What did you learn? _____
Aside from emergency situations, do you view the Wilmington Fire Department as an accessible and cooperative part of our community? YES NO
On a scale of 1 to 5 (5 being the best and 1 being the worst) how would you rate your recent experience with the WFD. 1 2 3 4 5

Event Location & Date: _____

Follow Up from WFD:_____

Action: _____

SURVEY-2

Community Event Survey

1.) Did you learn something new today from the WFD? YES NO

2.) What was it? _____

3.) Do you have working smoke alarms in your home? YES NO

4.) Would you like WFD to install smoke alarms at your home? YES NO

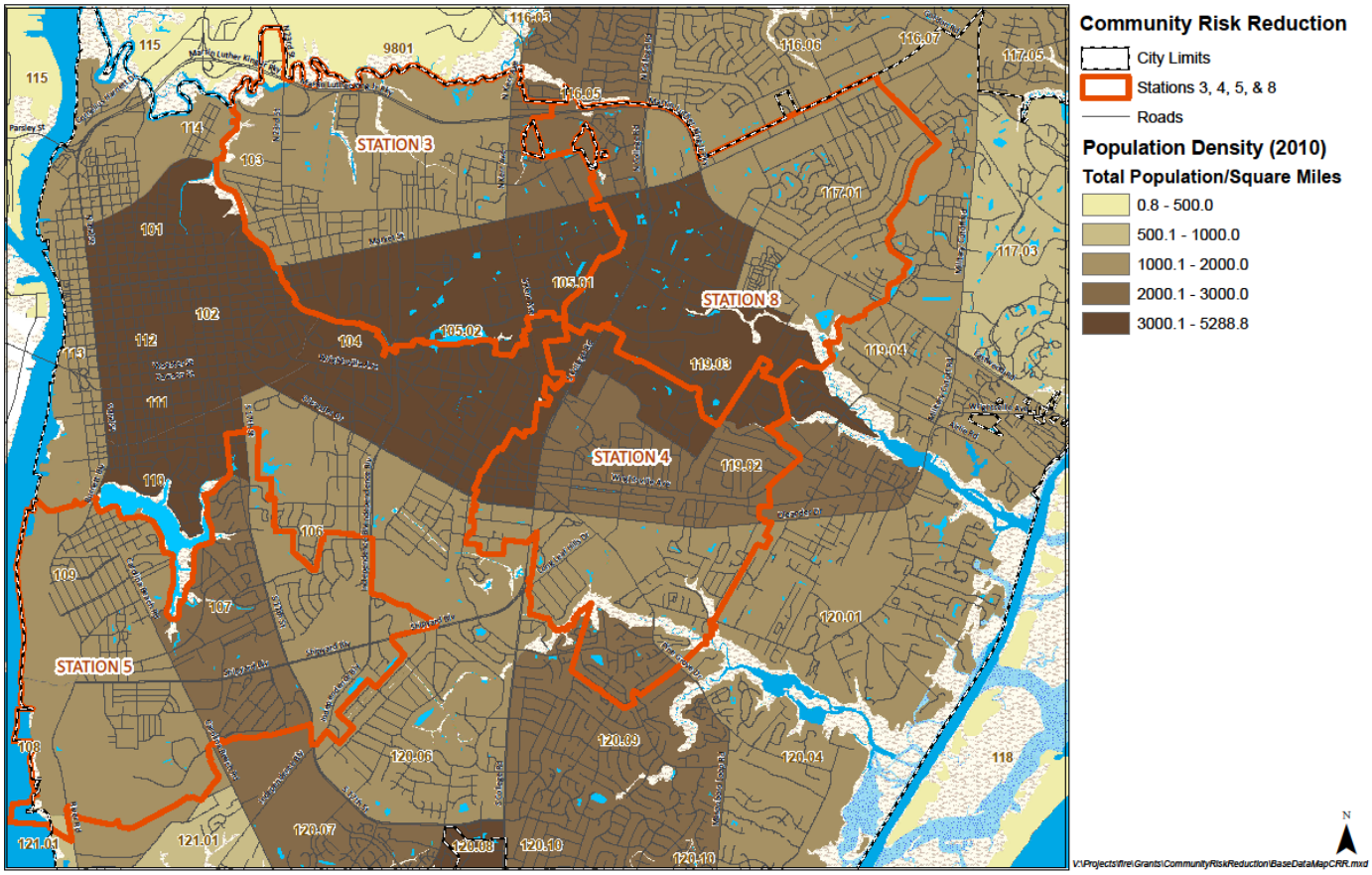
5.) If yes, please give your address and phone number?

_____

6.) Aside from emergency situations, do you view the Wilmington Fire Department as an accessible part of our community? YES NO

7.) Do you know an organization that may be interested in having the WFD come and speak as a program? YES NO

8.) If yes, please give contact information._____

_____

Population Density