

NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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October 2019

Fire Department Re-Accredited

What does it mean, and how does a fire department become accredited?

On August 7, 2019, six representatives of the City of Maryville Fire Department appeared before the Center for Public Safety Excellence Board (CPSE), to answer any questions they had about the way MFD conducts the business of keeping Maryville safe. This day was the culmination of many, many hours of preparation and self-evaluation, the accreditation process.

So what exactly is accreditation?

The Commission on Fire Accreditation International (CFAI) defines it as: An all-hazard, quality improvement model based on risk analysis and self-assessment that promotes the establishment of community-adopted performance targets for fire and emergency service agencies. Simply put, it is the process of self-assessment comparing the department's current practices with an accreditation model. This in-depth self-reflection answers many questions, some of which are: is the department following best practices? Are they community-focused, data-driven, strategic-minded, well organized, outcome-focused, properly equipped, and properly staffed and trained?

Ten areas must be assessed if an agency wishes to be accredited, and they cover every aspect of fire and emergency services operations. They are as follows:

1. Governance and Administration
2. Assessment and Planning
3. Goals and Objectives
4. Financial Resources
5. Programs
 - Community Risk Reduction
 - Public Education
 - Fire Investigations
 - Domestic Preparedness
 - Fire Suppression

- EMS
- Technical Rescue
- Hazmat
- Aviation Rescue and Firefighting (if applicable)
- Marine and Shipboard Rescue and Firefighting (if applicable)
- Wildland Firefighting (if applicable)
6. Physical Resources
7. Human Resources
8. Training and Competency
9. Essential Resources
10. External Systems Relationship

And why would any agency want to voluntarily go through all this extra work to be Accredited? Because working towards accreditation will:

- Raise the profile of the agency
- Emphasize the agency's dedication to excellence
- Establish a culture of continuous improvement
- Assist with communicating the leadership's philosophies
- Build positive relationships
- Offer independent verification and validation of the agency's operations
- Provide tangible data and information for elected officials

For months prior to appearing before the board, the Accreditation Team had prepared for it. Reports that addressed thousands of questions had to be written and uploaded for review by the CPSE. Topics of the questions range from "Was your agency legally established?" and "Does the agency provide advanced life support within eight minutes 90 percent of the time?" to "Are spare air cylinders made quickly available at fires when needed?" Following the submission of all the reports, a peer group made up of firefighters from all over the United States and Canada visited the MFD for a week to clarify any remaining questions and to ride along on calls. Observing, asking questions, and making recommendations, the team of four peers spent approximately 32 hours with our firefighters making sure that what they do, day to day, matches what the Accreditation Team's reports said they do.



Right to Left: Captain Mike Davis, CPSE Peer Reviewer Lyle Quan, Deputy Chief Mike Caylor, Fire Chief Tony Crisp, CFAI Commission Chair Steve Dongworth, Captain Andrew Puckett, Lieutenant Steven Talbott, Firefighter/Engineer Chris Pereda

Finally on the 7th of August, with all reports submitted, and the peer review complete, six men headed to Atlanta to face the board. Chief Crisp was allowed to speak before the board members took the floor. He used his allotted five minutes to summarize the mission of the department and address any additional points he felt needed to be touched on. The board asked their questions and upon finding the City of Maryville Fire Department to be following best practices according to the Accreditation Model, declared our Fire Department to be Re-Accredited for the second time in its history. There are only 270 accredited agencies in the U.S., meaning that only 11% of the population is served by an agency that has gone through the rigorous process. MFD first established themselves as an accredited department back in 2008.

The team that traveled from Maryville to Atlanta breathed a sigh of relief and took a much deserved moment to rest. Only a moment though, as the re-accreditation process will be repeated just five years from now. Preparations for the next appearance before the CPSE Board and constant improvements in operating procedures are ongoing. There is no time to waste.



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Applause Please



New Employee
Andrea Dickens
 Finance
 Customer Service Rep



New Employee
Nicholas Crawford
 MPD
 Police Officer



New Employee
Stephen Jordan
 EPW
 Grounds Maintenance Worker



New Employee
Jessica Mason
 Finance
 Customer Service Rep



Promotion
John Hudgens
 Electric - Fleet Services
 Vehicle and Equipment Mechanic



Retiring after 34 years of service
Becky Connatser
 Finance
 Last day: October 11, 2019



The plaque at the foot of the tree planted near the Dog Park in honor of Laurie Galvin, a long time employee in the Finance Department and our friend.

Payroll Date Changes Coming

November and December holidays force date changes

Due to the Thanksgiving and Christmas holidays this year, the final pay date for November 2019, will be on Friday, November 29, and the final pay date for December will be moved to Friday, December 27, 2019. Please make note of and prepare for this change from Thursday to Friday paydays.

Flu Shots Offered

October 15 and 17, 2019

Free flu shots will be offered to all full-time employees and their spouses in preparation for the flu season. Shots will be administered in the Gary Hensley Room at the Municipal Building from 9 a.m. to 12:30 p.m. on October 15, and from 7:30 to 11 a.m. in the Op Center Auditorium on October 17. Please be sure to bring your UMR insurance card or your insurance provider card (if you do not carry insurance through the City) and your identification when you check in. No appointment is needed.

Business is Booming

Spotlight on Economic & Community Development with Angie Luckie



At Sassy Sisters Boutique, available sizes range from small to plus size. They carry a variety of women's clothing and fashion accessories, including a large selection of handbags, scarves, and casual wear! The owners hope to never have a customer feel left out because they don't have the size the customer needs. They believe all women should feel and look beautiful. Sassy Sisters Boutique is located at 331 Whitecrest Drive, Suite 1, near Crest Bowling Lanes and is open from 11 a.m. to 6 p.m. Tuesday through Saturday.

Thank You MPD from Newlyweds

Would like to commend one of your motorcycle patrolman. We were in a hurry to get to the courthouse to get married and were speeding. He pulled us over and after explaining what we were doing and we were lost, he gave us an escort. We didn't get his name but it happened on Sept. 18, at 2 p.m. We would like for him to know how much we appreciate his kindness.

Thank you so much, Lee and Sarah

Crushin' Internet Fraud Attempts

IT tips to help us avoid being a victim



Be careful where you click while using social media. Scams are everywhere on popular social networks and dating sites such as Facebook, Twitter, Instagram, Match, eHarmony, etc. Your social media feeds are likely to be full of fake corporate giveaways, nonexistent grants, and supposed sweepstakes winnings. Scammers create legitimate-looking profiles on social media and use them to contact and attract potential

victims. Online shopping cons have expanded from bogus websites to phony Facebook and Instagram ads.

Other scams exploit how we interact on social media.

- We've become so used to seeing what our favorite stars are up to on social media that it might seem natural for them to get in touch to solicit charitable donations, offer backstage passes or profess their gratitude. Social networks swarm with impersonator accounts set up to hoax or fleece fans.
- Facebook quizzes may seem like harmless fun, but swindlers sometimes use them to get personal data. Launching a quiz app may give its creators permission to pull information from your profile, offering hackers an opening to hijack your online identity.
- "Is this you in this photo/video?" If you get a message like this with a link to online evidence of embarrassing behavior, repress your curiosity and hit "delete." Clicking the link takes you to a site that mimics one of the popular social networks and prompts you to log in — a ploy for hackers to get access your account.

Warning Signs

- Avoid posts and ads that offer super low prices on popular name-brand goods or free trials of health and beauty aids. If a discount or product claim seems too good to be true, it probably is.

- A post that directs you to another website to claim a prize, win a gift card, take a quiz, fill out a survey or see a scandalous video.
- Direct messages that ask for money, even if they appear to be from someone you know; that person's profile may have been hacked or duplicated.

Do's

- Do check and regularly update the privacy settings on your social media accounts. Limit access to your posts to people you know and restrict permissions for apps to access your profile information.
- Do use different passwords for different accounts, and set up two-factor authentication, which ensures that only you can access an account even if someone else gets your password.
- Do think carefully about what you post about yourself and your whereabouts. Hackers can use personal information for identity theft, and a simple vacation photo can signal to criminals that your home is empty.
- Be wary of strangers who attempt to forge romantic relationships on social media, and cut off contact if they start asking for money.

Don'ts

- Don't include personal information, such as your home address or phone number, in your public profile.
- Don't accept friend requests from strangers.
- Don't download apps via links on social media.
- Don't take social media quizzes or surveys.
- Don't click on suspicious links, even in posts from people you know — their accounts may have been hijacked. Website safety checkers such as Google Safe Browsing or VirusTotal can tell you if a link carries a phishing or malware risk.
- Don't log in to Facebook or other social media sites while using a public Wi-Fi network. Many are poorly secured, leaving openings for scammers to intercept personal data associated with your accounts.

MFD Participates in Memorial Stair Climb

Event Honors Firefighters, Police and EMS Personnel Lost on 9/11/2001

Ten members of the Maryville Fire Department participated in the annual Knoxville 9/11 Memorial Stair Climb at World's Fair Park on September 11, 2019. The event is hosted by the National Fallen Firefighters Foundation as a way to "honor and remember FDNY firefighters, police and EMS who selflessly gave their lives so that others might live" on September 11, 2001. Funds raised from the event assist families of fallen firefighters.

Wearing their full bunker gear and air packs, Maryville firefighters climbed the equivalent of the 110 stories of the World Trade Center as a symbolic gesture to remember the sacrifice made by the 412 individuals who died while saving others.

This year, participants from Maryville were (left to right in photo) Mike Doherty, Firefighter Engineer, Brandon Riggs, Firefighter Engineer/Medic, Mike Chopin, Reserve Firefighter, Scott Kirkham, Reserve Firefighter, Steven Talbott, Lieutenant, John Crow, Firefighter Engineer, Caleb Smith, Firefighter, Josh Richards, Firefighter Medic, Chris Pereda, Firefighter Engineer who organized the team, and Kevin Bailey, Reserve Firefighter. This year a total of 220 people participated in the Knoxville event.

The event is built with symbolism and remembrance in mind. Each participant in the event carries the name of one of the fallen and upon reaching the top, that person's name is read and a bell

is rung in memory. "It helps us reflect on the magnitude of what happened that day," said Lieutenant Steven Talbott. "We got to hear the radio traffic from when the second tower was hit. To know those firefighters heard that call and without hesitation continued to run in knowing they would not come out; to me that was just extraordinary."

The Maryville team hopes to participate every year. "Because of the work we do and the amount of time we are all together, the people here become your second family," said Talbott. "That spirit goes beyond the department. No matter where you go in the world, when you meet another firefighter, there is an automatic bond. There is something very special about honoring the people who laid down their lives that day — because they were family."



People are the Key

October Birthdays

1	Jonathan Ellenburg, W&S
2	Nate Robinson, MPD David Headrick, W&S
3	Caleb Compton, EPW Leslie Crawford, HR
4	Steven Wickert, MPD
5	Brian Gray, EPW
7	Keith Wilson, W&S
8	Shelby Worthington, EPW Joe Tipton, W&S
9	William Murphy, Electric Jordan Clark, Dev. Services Kevin Bailey, IT
11	Terri Caylor, Admin. Brent Robbins, W&S
13	Matthew Watson, MPD
14	Sandra Warwick, Finance
21	Elizabeth Riffle, MPD
22	Tammy Hankinson, Finance
23	Bill Bain, MFD Don Myers, Electric Jamie Hipps, EPW
28	Terry Welshan, EPW
29	Ricky Cummings, EPW Joe Bogart, Finance
30	Jonathon Riggsbee, Admin.



October Anniversaries

Steve Martin, Electric	44 years
Ed Lindsey, Electric	43 years
Todd Burchett, W&S	34 years
Jack Loveday, W&S	32 years
Ronnie Pryor, MPD	30 years
Joe Head, W&S	28 years
Rusty Thompson, Dev. Services	24 years
Robert Large, Dev. Services	20 years
Shaun O'Neal, MPD	19 years
Matthew Clark, EPW	18 years
Kenneth Crowder, MPD	18 years
David Headrick, W&S	17 years
Keith Brewer, EPW	16 years
Sarah Harris, MFD	12 years
Chance Hawkins, MFD	12 years
Steven Dotson, MPD	12 years
Kevin Stoltenburg, EPW	12 years
Michael Alexander, EPW	9 years
Jerry Hall, W&S	6 years
Perla Garrett, Finance	3 years
Tyler Kirkland, W&S	3 years
Derik Hillbert, EPW	3 years
Jordan Clark, Dev. Services	2 years
Phillip Stewart, W&S	1 year
Landon Best, W&S	1 year

National Night Out

MPD presents the 2019 National Night Out in Jack Greene Park on October 18 from 6 - 8 p.m. Bring the family to see MPD Motor Units, K9 and SWAT Demos, MFD demo, Animal Control animals for adoption, BCSO Mounted Patrol and more. Free hotdog meals for the first 500, food Trucks, DJ music, inflatables, Child ID kits and puppet shows round out the night. Don't miss it!

October is National Breast Cancer Awareness Month

While about one in eight women will get breast cancer at some point, there is good news: many of them will survive if it's found and treated early. Ask your doctor about mammogram guidelines. Learn more at nationalbreastcancer.org.

Slap Your Annoying Co-worker Day

Just so you know....
October 23, 2019.
Be careful out there!



Pharmacy Changes Coming

Effective January 1, 2020

The City of Maryville will be changing our Pharmacy Benefit Manager from Express-Scripts to OptumRx.

Things you need to know:

- You will receive new ID cards in late December.
- Just present your new ID card to your pharmacist if you use a pharmacy.
- You will need a **new** prescription to set up the mail order with OptumRx.
- OptumRx Formulary - check formulary to see which tier will apply (generic, preferred name brand, non-preferred name brand).
- Each pharmacy carrier manages their own medication list. Please check the list to ensure your medications are covered (confirm diabetic supplies brand).
- If you currently take a specialty medication, these will be handled through BriovaRx.

Additional information will follow in the coming months.