

CITY OF PHOENIX

COMMUNITY RESPONSE

PROGRAM

QUARTERLY

ACTIVITIES

APRIL-JUNE 2013

OCCUPANT SERVICES (FIRE)-72

Adult Death related Calls-234

Fatal Vehicle calls-11

Domestic Violence-62

Child Abuse/Neglect-24

Sexual Assault-62

Drownings-12



As we all know the City of Phoenix Fire Department suffered a horrible tragedy, losing Firefighter Brad Harper last March. During the tough hours after the accident that gravely injured Firefighter Harper there was a group of the City of Phoenix Community Response members lead by Kerry Ramella that were side by side with Brad's family trying to make sure they received only facts regarding their son, husband and brothers status, The CR's time spent at the hospital was only the beginning of a long emotional "call." The CR staff assisted the Harper family making sure their needs were met and every question they had was answered with transparency.

The CR staff and Kerry Ramella have and expect to deal with death and tragedy every time they go to work or volunteer for their shift but one thing they do not expect to do is have a "Call" of such magnitude and tragedy involving one of our own! We would like to acknowledge the Community Response staff that assisted with the Harper family and all other Fire Department members during this tragedy.

Total # of Calls
DISPATCHED

1646

Total # OF
CUSTOMERS

2815

REPEAT CALLER INFORMATION

Total Calls open - 22

Total Calls closed - 22

Average age of Customer - 65

PRIMARY REASON FOR CR
CONTACT

Lift assist - 11

Ill person - 10

Difficulty Breathing - 1

SECONDARY REASON FOR CR



A Look From The Inside

CR12 was dispatched to a gunshot wound that changed to a stabbing. Police informed CR this was a domestic violence dispute involving the mother, a 15 year old and 7 year old boys and the father whom had been stabbed and transported to the hospital.

CR approached the 7 year old and began talking with him while the other CR partner went to the door of the home and once police finished speaking with the mother, introduced themselves. The mom was very shaken up, and did not know what was happening with neither her children nor her husband. The mother was shaking, had problems standing, and felt as though she was going to vomit because the sight of blood made her ill. In other words she was suffering from shock.

CR sat with her and explained the process of what was happening; how police were doing an initial investigation, then detectives would arrive and eventually crime scene would arrive. CR explained that everything the police were doing was protocol. She was very willing to answer any questions PD had for her and had asked for everyone to be up front with her.

The mother covered in blood was unable to change clothes or wash her hands because they still needed to get swabs from her as well as photographs. She understood this and was willing to wait. She was very thankful that we were there and that someone was talking to her 7 year old son and making sure he was safe. CR pulled the van around and got the little boy into the van so that he could lie down and try to rest. Eventually his Aunt picked him up and took him to her house.

PD took the 15 year old son to the station and explained to the mother why they did, they also explained to her that she would be going to the station as well, as her son wanted her there with him as well as they needed to ask her questions. Eventually when it was time for her to go to the police station, the detective asked her if she would be more comfortable riding with the CR team to the station. She stated that she would, so CR drove her to the station.

Prior to her walking into the station, she hugged CR staff and held on very tight. She thanked them for being there for her and not leaving her side. You see while on scene with her CR was able to build a report with her. CR discussed domestic violence- and what she has suffered the last few years. At this point the mother had not been told that her husband had died, but she kept referring to what was she going to do now. CR discussed what she could do for her

and her children's future (while not disclosing that the father had died) and the counseling services that were available for her. CR discussed being able to show emotions around her kids and that it was OK to let them see her cry.

It is obvious that without a CR team on scene with this family the traumatic event that she and her children suffered would affect them much deeper. CR was able to talk to them about their feelings and help process how to work through them.



The grant funding for fiscal year 2013-2014 has been established. Here is a breakdown to show how the need for volunteers/interns is vital to sufficient staffing objectives.

VOCA/CITY funded crisis responder positions will cover 32 Shifts/week.

ACJC funding will cover 2 shifts a week Total grant funded positions will equate to 1820 shifts for the Fiscal year or 42% of the staffing.

Which leaves 49 shifts/week needed for Volunteers & Interns to cover for 100% staffing which equates to 2548 shifts for the fiscal year or 58% of the staffing.

*The staff objective is 3 CR vans 24/7 for the next year 4368 shifts.

Meet our “CR” Volunteer Responders

Robert Grimes started volunteering with the Crisis Response Program with the Glendale Fire Department in 2006. Since then, he has helped with Avondale CR, Peoria CR and he has also worked with Surprise CR in scheduling. Most recently, he found a home with Phoenix’s Community Response Program. When he is not volunteering, Robert is an independent consultant for numerous Fortune 500 companies and he has been in the computer-technology field for over 35 years. Robert started volunteering with the Crisis Response Program because he was “looking for something that was fast paced (though some days I never get that) and always presented a new challenge.” Robert typically signs up for the Tuesday night shift, where he enjoys working with Tracy Bland and now Shelly Gromer. Volunteering with the Crisis Response team has been extremely rewarding for Robert. He stated “When you get the variety of situations that we do, you realize what the real world is like. It sure is nothing like what is on TV!”



Lisa Martin, the most recent recipient of the PFD 2013 Volunteer Excellence Award. From left to right: From District 2 Councilmember Jim Waring, Lisa Martin and City of Phoenix Mayor Greg Stanton

Lisa Martin is the most recent recipient of the PFD 2013 Volunteer Excellence Award. Lisa has been volunteering with the CR program since the fall of 2012. Lisa has been married to her husband, Dan Martin, for 28 years. Lisa and Dan have two daughters, one is 25 years old and the other daughter, who passed away on January 1st, 2006 in a motor vehicle accident, would be 28 years old. Lisa stays busy by juggling her family, volunteering and her day job as a professional pet sitter for “Furry Critter Pet Sitter.” Lisa volunteers on Mondays from on CR12 and on Thursdays on CR25. When asked why Lisa started volunteering with the Crisis Response Program, she stated “After losing my daughter I was looking for an opportunity to serve my community in a nurturing and care giving way.” Lisa also completed her life-long dream

of becoming an EMT on May 12th, 2012, allowing her to volunteer with the City of Phoenix Community Response Program. Lisa has gained many relationships with co-workers, volunteers and customers since volunteering and she truly enjoys “impacting the customer’s lives at a critical time in their life.”



From left to right: From District 2 Councilmember Jim Waring, Robert Grimes and City of Phoenix Mayor Greg Stanton

“Why are Teddy Bears Important?”

Sometimes it's the simple things that can make a difference. Here are some examples of Crisis Response scenes and the difference that responders can make during a traumatic event.

A customer's mother died in the living room on the couch. The customer and her mother did not have a great relationship in the last two years due to some choices her mother was making with substances. The customer could not go in the home to say goodbye with out something to hold onto. CR gave the customer a teddy bear and offered to escort the customer inside the home. The teddy bear helped ground the customer and she was able to go in to say good bye to her mother. She admitted later that if she had not gone in to say goodbye she would have felt guilty and was so appreciative of the understanding, guidance and support. The customer held onto the bear for the rest of the night and would not let go.

CR25 was dispatched to assist PD with the 2yo son of a fatal stabbing victim. The child was found wandering in an apartment complex after neighbors heard his mother's screams and called 911. When CR arrived on scene, he was in the back of a patrol car with the neighbor who had found him. CR provided emotional support and comfort while waiting for detectives. The child was shaking and crying for his mother and once provided a teddy bear he seemed comforted. The child was then photographed and detectives took his jacket and socks as evidence since there was blood on them. They transported him to CPS custody until a family member could be identified. The team reported that he clung to the bear throughout the investigation and took it with him when he was handed over to the CPS worker.

CR25 responded to assist 13 year old, 3 year old and twin 2 year olds. The children were in a room at a Budget Suites. There mother was run over and killed and father was the suspect. PD was investigating the homicide and went to the room as part of the investigation and discovered the children. The 13 year old had been left in charge of the younger children. CR provided emotional support and transportation to CPS as no family members could be identified. These children especially appreciated the bears since they had very few belongings and had been living in a hotel.

CR25 responded to a car accident involving 5 children ranging in age from 18 months to 9 years. This was a 3 car crash in the evening. The mother and 9 year old were transported and the father fled the scene. CR gave a bear to each of the children and provided emotional support as there were no parents on scene. The bears comforted the children during the event and took them with them when they went with a family member who assumed care.

City of Phoenix
Fire Department
Community Assistance Program
Crisis Response
4056 E Washington St.
Phoenix, AZ 85034
602-261-8849

A SIMPLE THANK YOU

“You could not have been more kind & understanding. Thank you so much”

Responders: Ellie Nierstedt and Annice Wishon

“Thank you for the sympathy card. Thank you for being with me and my daughter...on the day I found my son. Your caring ways and compassion was very much appreciated.

It was a day I will never forget. I never dreamed I would walk in and find my son no longer alive. It was a devastating experience. I am moving forward as I am a survivor and life goes on.....

Thank you so much for your thoughtfulness. I can't comprehend how you all do what you do every day. You too are “guardian angels”. God Bless You and keep you all safe.”

Responders: Rose Escudero, Lisa Martin, and Pamela Carter

“We thank you for everything and for your love and caring. God Bless you”

Responders: Trudy Kittleman and Annice Wishon

“I just want to say Thank you both! You two were very helpful and made it easier for me to handle my stepfather passing....I am strong and will make it. GOD BLESS YOU 2!!! You were outstanding and terrific.”

Responders: Tricia Standley and Ellie Nierstedt



Phoenix Fire Department Crisis Response Team *Wish List*

Our Crisis Response Teams provide 24-hour on-scene crisis intervention and/or victim assistance services to the citizens of the Greater Phoenix area. Through this program, we are able to help individuals and families during the most difficult situations and circumstances. These items will allow us to continue to meet their needs and serve our customers.

- Flip flops/sandals (adult male, female, and children)
- Small hygiene items (toothbrushes, toothpaste, shampoo, soap, deodorant, feminine products, comb)
- Individual packed infant formula
- Disposable diapers (all size)
- Disposable diaper changing pads
- Small baby wipe packages
- Baby bottles & Sippy Cups
- T-shirts (all size, no advertisements)
- Socks (all sizes)
- Dry snacks (bulk)
- Nonperishable food items (pasta, rice, peanut butter, canned food, etc.)
- Ziploc bags (sandwich size and gallon size)

For more information on our program or to volunteer, please contact our office at (602) 261-8849.

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