

CITY OF PHOENIX

COMMUNITY RESPONSE
VOLUNTEER
CRISIS TEAM
RESPONSES

JULY-SEPTEMBER 2013

OCCUPANT SERVICES (FIRE)-72

Adult Death related Calls-243
Fatal Vehicle calls-12
Domestic Violence-77
Child Abuse/Neglect-19
Sexual Assault-70
Drownings-7
3 CR vans ran 78% of the time

Total # of Calls
DISPATCHED
1,497



Total # OF
CUSTOMERS
2,714

51%
CUSTOMERS
DO NOT
SEEK
EMERGENCY
SERVICES



CR12 was dispatched to assist on a 963 (car crash with fatality). Initial reports of the crash stated there were multiple child victims on scene. Upon arrival it was discovered that one vehicle had seven children inside. The mother of the children was not involved in the crash but was on scene when CR12 arrived. The mother of the children did not want the assistance of CR12's crew and sought comfort from family and friends on scene. A Phoenix Police officer transported the victims' mom to one of the hospitals to which her children were transported. CR12 remained on scene and provided support to a witness of the incident. CR12 also utilized their van to provide shelter for the witness while he waited to be interviewed by the detective. CR12 explained the investigative process, provided emotional support and gave the witness resources for counseling services.

CR16 was dispatched to one of the hospitals where a couple of the children had been transported. They made contact with the victims' mother and multiple family members and friends in the parking lot of the hospital. CR16 was able to establish rapport with the mother and assisted her in visiting all the hospitals where her children were taken. CR16 remained with the mother

when she was notified of the condition of her injured and children and was advised of the death of two of her children. CR16's team accompanied the mother as she visited her children, assisted in getting answers to questions she had, and provided emotional support to the other family members at the hospital. The CR team provided the family with information on grief counseling, mortuaries, discussed the medical examiner's process, and provided information on victim compensation.

The total number of individuals that the CR teams were able to provide support to on this incident was 38 (33 adults and 5 children).

The availability of both CR units to provide assistance at multiple locations during this incident was critical.

Without the availability, community members that were impacted by this incident would have been without support.

THANKING THOSE BEFORE US

It has been a productive and fast few months since our last newsletter. We have had many changes here in the upper echelon. We would like to thank Kerry Ramella for all her hard work, professionalism and contagious passion that she brought to this department to assist the Citizens and employees of the City of Phoenix. She will be greatly missed and we all wish her luck in her new in-devour within the City. We are looking forward to working with our new Leaders Chief Kevin Riley and Dolores Ernst.

LOOKING FORWARD

TO THE FUTURE.

**REPEAT
CALLER
INFORMATION**
Repeat caller follow up's - 44
Total Calls open - 29
Total Calls closed - 5
Average age of Customer -60
PRIMARY REASON FOR CR CONTACT
Lift assist - 2
Ill person - 18
Difficulty Breathing - 2
**SECONDARY REASON FOR CR
CONTACT**
Unable to care for self - 19
Substance Abuse - 6
Social Services- 6
Hoarding -1



A Look From The Inside

MAKING A DIFFERENCE

CR25 was dispatched to assist engine 24 with an elderly female who fell. Engine 24 reported that the customer has become a frequent caller for assistance as she falls often. CR25 made contact with the customer outside her residence. The customer acknowledged a recent increase in falling and declined to be transported to the hospital again. She reported that that she had limited food and had taken pain pills and felt this contributed to the fall. In addition, she reported that she had been on the floor for several days prior to being able to get help this time. The customer indicated that she had an appointment with her primary care physician the next day. She would not allow the CR team to enter her home as she was embarrassed by the conditions in the home. The customer indicated

her desire was to go back to bed and to make her doctor's appointment the next day. CR25 provided her with emotional support. The CR team discussed their concerns for the customer's safety with her and when she declined further assistance the team made sure the customer got safely back into her residence and that the residence was locked before leaving. The CR team contacted the CR Supervisor and staffed this call. An Adult Protective Services (APS) report was made. It was at that time that it was discovered that there was an open case with APS and that the case manager would follow-up with the customer. Without our assistance APS may not have been aware of the continuing issues that the customer had inside her home.

A FEEL GOOD STORY

On July 28th, 2013 CR16, Lindsay Levy and Earlene Salvador were dispatched to the Circle K at 42nd ave and McDowell to assist a customer who is deaf. The customer reported that she did not have electrical services to her apartment due to the inability to pay. The customer had been evaluated medically by fire personnel prior to CR16 arriving on scene. (incident) # 13-233163) CR16's crew communicated with the customer in writing and verbally. They determined that the customer was waiting for her August disability check to arrive in order to pay for additional time on her M-power SRP account. The CR16 team members

contacted SRP and was able to advocate on behalf of the customer. SRP provided an emergency number for the customer to use that would provide her 24 hours of electricity once she entered the information on to her M-power box. SRP stated that the customer would have to contact the SRP daily until she received her August check in order to get a emergency code to enter each day for power. The customer expressed her appreciation for our teams assistance.

These CR team members are exactly why we are all proud to be a part of such an amazing, dynamic city such as Phoenix.



MEET ONE OF OUR VOLUNTEERS



CR VOLUNTEER MR. RAYMOND MORGAN.

Meet Mr. Raymond Morgan. Raymond has been working with the CR program on the day shift since May 2011 responding to calls and also helping out on the administrative side during the week. Raymond has been married for 14 years to his beautiful wife Robin with one 30 year old daughter.

Raymond's Past work was residential construction inc. for 12 years, construction management. He also worked in a cabinet shop and his last job was construction manager for Milwaukee Habitat for Humanity. Ill let you read the next few question and answers we had for Raymond.....

4) Why did you select the Crisis Response Program as a volunteer opportunity?

I love working with people, helping people and I love volunteering. The CR Program fits both of those and you get a cool t-shirt!! Seriously, you get opportunities to help people in so many ways. Sometimes it's the worst day of their life. You get a chance to try and make a little difference for them.

6) What have you gained from volunteering that you never expected?

Wow! Learning about resources available to those who need it and being able to help people in ways I never knew I could.

I have gained a level of confidence and satisfaction in myself that I never dreamed I would get. Volunteering is great if you can but what we do here has put my mindset in a different place, let's call it an "adjustment" in a good way. And this opportunity has help keep me grounded in reality. I've had a good life and what we do reminds me of that but also reminds me that I'm not immune to the crisis in life.

PHOENIX
FIRE DEPARTMENT CRISIS
RESPONSE TEAM
WISH LIST

Here are some items that the CR program could use to assist the citizens of Phoenix.

- * 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 sizes, no advertisements)
- * Socks (all sizes)
- * Dry snacks (bulk)
- * Nonperishable food items (pasta, rice, peanut butter, canned food, etc.)
- * Ziploc bags (sandwich size & gallon size)

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

Phoenix Fire Department
Community Assistance Program
4056 East Washington Street
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(602) 261-8849

