Call to order

Pledge of Allegiance

Roll Call/Establishment of Quorum

Approval of minutes: Regular Meeting of August 16, 2017

Public Comment:

This is the opportunity for the public to speak to the Board of Directors on any item not on the Agenda. The maximum time for public comment will be 30 minutes and three minutes will be allotted for each speaker.

New Business:

1. Swearing-In of Captain Larson
2. Recognition of Former Board Member Lori Gates
3. Urban Renewal Board – Director Woodbury
4. AAC Responsibilities
   Attachments: Agenda Bill
                Administrative IGA Sub – Committee Guidelines
                IGA Process Improvement Form
5. Board Portal Software
   Attachments: Agenda Bill
                Board Effects Pricing Proposal
                OnBoard Pricing Proposal
                Evaluation of board software
6. IT Policies
   Attachments: Agenda Bill
                District Owned Mobile Device Policy Updated
                Information Systems Acceptable Use Policy Updated
                Personal Device Policy Acknowledgement Updated
7. Resolution NO. 2017-07 Change Signers  
   Attachment: Agenda Bill  
   Change Signers Resolution NO. 2017-07

8. Strategic Planning Consultant  
   Attachment: Agenda Bill  
   Emergency Services Consulting International Quote

Staff Reports:

Chief's Report  
Attachments: IGA Objectives  
Seismic Grant Construction Process Schedule  
Safer Grant R/R Coordinator Report  
Communications Plan and Key Message  
Chaplain Program Coordinator's Report  
Community Resource Guide  
When you have to Say Goodbye Grief Guide

Operations Division Chief Report  
Attachments: Compensation Report  
Standards of Cover  
Training Report and Calendar

Prevention Division Chief Report  
Attachments: July, August and September Safety Meeting Minutes

Administration Division Chief Report  
Attachments: Financial Statement for August 2017  
Bank Registers for August 2017  
Summary of Financial Statement  
Admin Team Work Distribution List  
Unified Administrative Services at a Glance

Action: Ratify bills paid during the past month totaling $158,991 and transfers from the Money Market Account to the General and Payroll Checking Accounts also made during the past month.

Old Business

Policy Review  
Attachments: Agenda Bill September Policy Review  
1.16 Career Personnel - Organizational Structure  
1.17 Career Personnel Review  
1.29 Use of Data – Mobile Devices  
1.36 Administrative Division Chief Updated  
Chief Director Job Description Updated  
1.4 Draft Cell Phone Stipend
Strategic Planning Consultants Discussion

**Director Comments:** This is an opportunity for Directors to comment on any items not on the Agenda.

**Correspondences:**
- Chaplain Lori Thank You Card
- Dickerson EFO Acceptance Letter
- Don Chapin Thank You Letter
- Mapleton Letter

**Future Agenda Business:** The next regularly scheduled board meeting will be held on Wednesday, October 18, 2017 at 6:00 pm.

**Adjournment**

Approved
Ron Green President of the Board, called the meeting to order at 6:00 p.m.

BOARD MEMBERS PRESENT: Directors Tony Phillips, John Carnahan, Woody Woodbury, Ron Green and Ned Hickson all present.

OTHERS PRESENT: Chief Langborg, Division Chief Julie Brown and Division Chief Jim Dickerson

APPROVAL OF MINUTES: Director Woodbury- Motion to approve the minutes of July 19, 2017
Director Phillips- seconded the motion
Motion- passed unanimously

COMMUNICATIONS: Eclipse email

PUBLIC COMMENTS: None

NEW BUSINESS:

Swearing in of Firefighter Tony Miller

Updated IGA with WLAD
Motion to approve and direct the Board President to sign the revised IGA agreement to include both the Chief/Director and the Administrative Division Chief:
  Director Woodbury moved
  Director Hickson seconded
  Motion passed by unanimous vote of all board members

OLD BUSINESS:

Staff Reports:
Fire Chief’s report- Chief Langborg
Operations Division Chief’s report -Jim Dickerson
Chief Dickerson requested approval to surplus Support 1 valued at under $5,000
Board consensus to surplus support 1.

Prevention Division Chief’s report – Chief Barrett was not present.
Administration Division Chief’s report – Julie Brown

MOTION TO RATIFY BILLS: Director Carnahan made a motion to ratify the bills paid and the transfers made for the previous month totaling $116,528.65. Director Hickson seconded, motion passed unanimously with Director Phillips declaring a conflict.
POLICY REVIEW: Removal of Records and Files policy and addition of new Cell Phone Stipend policy. Director Carnahan moved to remove the Records policy and approve the Cell Phone Stipend policy. Director Woodbury seconded. Motion passed unanimously.

FUTURE AGENDA BUSINESS: The next regularly scheduled board meeting will be held Wednesday September 20, 2017 at 6:00 pm.

Meeting closed in regular form by President Green at 7:05 pm.

Respectfully submitted,
Julie Brown
Division Chief of Administration
Recording Secretary

Recorded meeting available on SVFR website at www.svfr.org
SUBJECT/ITEM: AAC Responsibilities

FOR AGENDA OF: September 20, 2017

DIVISION OF ORIGIN: Administration

DATE SUBMITTED: September 1, 2017

ACTION REQUESTED: Review, Discuss, and Provide Direction.

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**BUDGET IMPACT**

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<th>EXPENDITURE REQUIRED:</th>
<th>AMOUNT BUDGETED:</th>
<th>APPROPRIATION REQUIRED:</th>
</tr>
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<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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**Summary:** A decision was made by both Boards to disband the AAC and have the Chief/Director propose how their responsibilities could be assumed by the Board of Directors of WLAD and SVFR.

**Background and Statement of the Issue:**
Attached, you will find proposed documents describing how AAC responsibilities can be converted to the Boards of each District. You will see the recommendation of the creation of the Administrative IGA Sub-Committee, who will be responsible for the duties formally assigned to the AAC.

**Recommended Actions:**
Review the proposed documents and provide recommendations to the Chief/Director to modify Them, to ensure they meet the current needs of both Districts.
Administrative IGA Sub-Committee

During the month of July, when each Board elects officers and committee representatives (i.e., Urban Renewal), they will choose two board members from their District to serve on the Administrative IGA Sub-Committee. This committee will meet on an as needed basis and will be tasked with providing feedback and recommendations to the administrative team and to the Boards of WLAD and SVFR for matters concerning the Administrative IGA. Additionally, the sub-committee will be responsible for assessing concerns and recommendations from both internal and external stakeholders regarding the IGA.

This sub-committee will be advisory only and will not have authority to direct any aspect of the implementation and execution of the IGA Implementation Plan or to directly address any concerns or recommendations brought to its attention. Its role is to gather information and to consider how the plan’s execution can be carried out more efficiently and/or effectively. Then, deliver their recommendations to the governing boards of each district.

The Boards of each District will utilize a process by which any stakeholder may submit recommendations or concerns related to the implementation and execution of the IGA. The Board Member who receives the complaint will direct it to the respective Board President. The Board President will then document and review the concerns presented and determine if the situation warrants the review of the Administrative IGA Sub-Committee.

Concerns forwarded to the Administrative IGA Sub-Committee will be reviewed during an open meeting to assess the significance of the concerns, develop recommendations, and present those recommendations to the administrative team, and where appropriate, to the Boards of WLAD and SVFR.

Process Improvement and Recommendations

1. Any Board Member, who receives a request for process improvement, shall advise the person making the request to fill out a Process Improvement Form and return it to them for submission. Process Improvement Forms will be available on the SVFR and WLAD websites in the Administrative IGA Information area or at the reception area of SVFR Station-1 and the WLAD Administrative Offices.

2. Once the process improvement form has been given to the Board Member, the Board Member shall complete the areas of the form appropriate to them and submit it to their Board President.
3. After the Board President receives the form, they will read it and contact the person making the request, to advise them it has been received and is under consideration.

4. The Board President will then send a copy of the form to the Chief / Director and provide him / her with any additional information needed to fully investigate the complaint.

5. The Chief / Director will then forward a copy of the form to the Board President of the other District and advise them the matter is being investigated.

6. To ensure all complaints are investigated thoroughly before being discussed in a public meeting, the Chief / Director will be given a minimum of one week before any discussion regarding the suggestion or concern occurs in a public meeting.

7. After an investigation into the suggestion or concern is completed and it has been discussed in a public meeting, the Sub-Committee will make a recommendation if it needs to be forwarded to the Board of each District for additional discussion or action. If it is determined that the complaint has been adequately addressed in the sub-committee meeting, the findings and recommendations will be forwarded to the Board President of each district.
Administrative IGA
Process Improvement Form

Date the Process Improvement Form was Received _____________
Person Submitting the Form __________________________ Phone # ____________________
Board Member Receiving the Form _________________________
Date the Form was sent to Board President _____________
Date the Form was sent to the Chief / Director ______________

TO BE COMPLETED BY THE PERSON SUBMITTING CONCERN OR SUGGESTION

Please provide a description of your concern or suggestion. If additional space is needed please write on the back of this form. ____________________________________________________________
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Please provide a recommendation about what you believe a good solution would be to address this concern or suggested improvement.
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
TO BE COMPLETED BY MEMBERS OF THE ADMINISTRATIVE IGA SUB-COMMITTEE

SubCommittee Recommendation(s)

Disposition: No action required Forward to WLAD and SVFR Board President

Date the performance improvement form was sent to the WLAD Board President
Date the performance improvement form was sent to the SVFR Board President
SUBJECT/ITEM: Board Portal Software

FOR AGENDA OF: September 20, 2017

DIVISION OF ORIGIN: Administration

DATE SUBMITTED: September 1, 2017

ACTION REQUESTED: Review, discuss, and approve.

<table>
<thead>
<tr>
<th>BUDGET IMPACT</th>
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</thead>
<tbody>
<tr>
<td>EXPENDITURE REQUIRED:</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

Summary: As directed, staff has researched board portal software. Below, are the results of our research.

Background and Statement of the Issue:
During past conversations with Directors from both WLAD and SVFR, it was recommended that staff research board portal software products to determine if it would improve our ability to more efficiently create and distribute board packets.

Three requests were made to different board portal software companies. They included Director Point, Board Effects, and On Board. Two companies (Board Effects and On Board) responded, providing demonstrations and pricing quotes based on twenty users.

Of the two companies that responded, On Board was less expensive and provided better customer service during the evaluation process. According to members of the Admin Team, both products were similar in capabilities and ease of use.

It is conservatively estimated that approximately 16 work hours per month could be saved, utilizing this product, after staff members have learned how to use the software. The average total cost (wages, benefits, payroll tax) per hour for an administrative employee is $40.00. This
results in an estimated savings of $640.00 per month (both districts combined) and $7,600.00 annually.

This was not an appropriated item in our current budget although, it could be paid for using our administrative expense fund from both districts. The cost of the product will be shared resulting in a cost of $1,800.00 ($3,600 total cost) to each district if On Board is purchased. The annual fee will remain $3,600.00 and is not expected to increase in coming years.

Attached, you will find a report written by Mary Dimon, who is responsible for the creation of our board packets. She spent the most time testing the products and working with the sales representatives to determine if she felt this type of software would save time and improve how we create and distribute board packets.

**Software Advantages**

- Access is easy because it is cloud based.
- Saves staff time.
- Enables multiple users to review the document while it is being created.
- Enables the Board President to approve the agenda while the board packet is being created.
- Has features that enable Directors to make comments, ask questions, and highlight areas of interest in the document.
- Has features that enable the Recording Secretary to make comments and notes during Board Meetings, to improve meeting minutes and staff follow up on action items.
- Has the ability to obtain meeting minute approval or request modifications before the board meeting occurs.
- Has electronic signature capability.
- Enables us to create multiple types of documents such as budget documents and Civil Service Commission Packets.

**Software Disadvantages**

- Costs money
- It is anticipated that there will be a two to three-month learning process for both staff and Board Members.

**Recommended Actions:**
Discuss and direct the Chief/Director to either purchase or not purchase the product.
Prepared for Siuslaw Valley Fire and Rescue - Pricing & Justification

What makes BoardEffect the best choice in board management software for your organization?

It is easy to learn and use - we have trained over 100,000 users
The system has top flight, state of the art security down to the document level
BoardEffect has full functionality to support the work of each group – staff groups and committees
Functionality includes event scheduling, building robust meeting books, voting and survey capabilities, and more
Staff members can access BoardEffect using the device of their choice - laptop, desktop, or tablet
The system has unlimited storage for documents of all types in archival storage and flexible file storage

1) Our Value - With our simple flat-rate pricing model and robust software platform, we strive to provide exceptional value to our clients. We firmly believe BoardEffect offers the highest quality product for the best value in the market - providing top-flight security, extensive features, intuitive interface, scalability and flexibility all at a reasonable price and in a centralized location.

2) Nonprofit Expertise – BoardEffect provides expert board management software to nonprofits, associations, and foundations. We have over 1600 clients using BoardEffect to help their leadership centralize tools they use to communicate and share information, and more than 75% of those clients are from the nonprofit space. With our track record of hundreds of successful implementations, and a 95% retention rate of our customer base, BoardEffect has built expertise in helping our clients leverage our software to implement best practice in board governance.

3) Ease of Use – BoardEffect’s average age, among more than 90,000 Board Member users, is between 65 and 67 years of age, so the platform has been developed to be simple, easy and elegant to ensure the easiest experience possible. This, coupled with our comprehensive training and onboarding process allows you to eliminate any worry regarding adoption, as we want to ensure the staff and committee members adopt the system.

4) Security – BoardEffect ensures the highest level of security through a 5-part security program. We encrypt data in transit through Transport Layer Security (TLS) and at rest (AES-256), has secure SSAE16 audited SOC1 and SOC2 data centers with fail-overs, mirroring, 3rd party penetration testing and 99.99% facility uptime. We also have disaster recovery and business continuity plans, intrusion detection systems, and much more. Please see attached security summary for more information.

5) Control - Limiting permissions and controlling which users have access to different areas of the system is easy to set up and adjust as needed. By doing so, not only are you providing a secure platform, you’re making it much easier for the Board and Committee members to digest applicable information, rather than confusing them.

6) Mobility – With our mobile software, you’d be providing board members with a cutting-edge and convenient solution to make it much easier for them to access materials and board activities on the go, but also allow them to be far more engaged than they are today.

7) Integration – We believe that software should solve specific and pressing problems, which requires specialization. But to support the diverse needs of complex businesses, truly great software solutions must work well with others. At BoardEffect, we focus relentlessly on being the best board portal in the world, but also enabling easy integration of BoardEffect with any solution that supports the work that is critical to your business.
BoardEffect Price Quote:

1-20 users: $7,000; 1 Boards, Unlimited Workspaces
Standard Support: $0
Total Annual Fee: $7,000

Support Options

Standard Support (included as part of standard subscription):
- 24/7/365 Support - Phone, email, helpdesk ticketing system
- Implementation
- Unlimited Storage
- Online user guides, tips/tricks, videos
- Unlimited Committee Workspaces
- Apps – iPad and Android
- Contextual, in-line help throughout the platform
- Regular Webinars
- Access to our governance-focused blog, white papers, other resources
- Online community forums

Advanced Support - $1,500/year:
All Standard Support items and one-time implementation service listed above
- Customized implementation (users, meeting book templates, workrooms and events preloaded upon launch)
- Project manager throughout the implementation process
- Custom live training (via webinar) for staff and board members – 2 Administrative Trainings, 2 Webinars for Board Training
- Access to Technical Support for Integration Troubleshooting
- Control over upgrade schedules (for major releases)
- Semi-annual Briefing on BoardEffect Product Roadmap
- Yearly Tune Up to Review Platform & Best Practices

On-site Implementation - $2,000 plus travel expenses

Pricing effective through August 31, 2017*
PURCHASE AGREEMENT

Account Name: Siusiw Valley Fire Rescue
Quote Number: 0817-5458
Created Date: 5 September, 2017

Contact Name: Jim Langborg
Expiration Date: 29 September, 2017

Description | Quantity | Sales Price | Discount | Total Price |
--- | --- | --- | --- | --- |
Implementation Services - Core Package (One Time Charge) | 1.00 | USD 500.00 | 100.00% | USD 0.00 |
OnBoard Subscribers - Professional Edition (Annual Recurring Charge) | 20.00 | USD 360.00 | 50.00% | USD 3,600.00 |

Payment Schedule

Initial Implementation Charges and First Year Subscription Charges (Payable in advance)
USD 3,600.00

Subsequent Annual Charges (2nd year onwards)
USD 3,600.00

All payments are payable in advance and are due within thirty (30) days of invoice. All payments are non-refundable under any circumstances. Please make payments out to Passageways, Inc.

Usage Rights and Terms

Subscribing organization is licensed to use the OnBoard product for the Subscription Term for the specified number of users. Subscription Term: Subscribing Organization’s Subscription Term begins on the date Passageways notifies the subscriber with portal access information (“Effective Date”). If the subscribing organization has an existing trial, the effective date will be the same as the execution of the agreement.

Subscription Agreement

This order, together with the Passageways Onboard Service User Agreement terms and conditions located at http://www.passageways.com/onboard-msa, which Subscribing Organization hereby acknowledges and accepts, constitutes the entire agreement between Passageways and the Subscribing Organization governing the products referenced above and the services relating to such products (“Agreement”), to the exclusion of all other terms. Subscribing Organization represents that its signatory below has the authority to bind the Subscribing Organization to the terms and the Agreement. Any capitalized terms and otherwise defined herein shall have the meanings attributed in the Agreement. The terms of this order are Passageways confidential information.

Signature: _______________________________  Name: _______________________________  Date: _________________
Julie and Chief

I have been researching and training with a couple different companies that offer software that help make putting together Board books more efficient and professional. I found that the software is similar in what they had to offer. I spent a couple of hours training with Onboard making board packets, Craig Henderson with his company spent time with me and left the program open for me to work in over the past couple weeks. I was not able to spend the same amount of time with the Board Effects software because they could not leave me logged in except for a couple hours after the training. I could spend enough time to where I could make the decision that they are so similar I could not see the real difference between the two except for the cost which is significant. This program offers so much that I think in time it would make using it more cost effective and efficient for not only me but the SVFR/WLAD personnel and both Board of Directors. With time, it will provide a more consistent professional process.

The bottom line is both have the same features and ease of use, the only real difference is the cost.

**Pros**

- All personnel will have access to put their own reports in the system which will be more efficient with my time and their time in the long run.
- We will have the ability to proof the packet as it is built.
- All agendas, resolutions, Agenda Bills etc. can be signed electronically by the Board Presidents making this easy to track and not have to be added later. It will also save time duplicating Agenda Bills and resolutions for signatures.
- Roll call can be done electronically.
- Minutes can be approved by each member from their IPAD’s. There will be a time savings for Julie and Karin when having to take minutes and note how each Board Member voted.
- Notes can be made by all board members on their IPAD’s right on the Agenda, minutes or individual reports for future reference or questions during the Board meeting.
- A big plus is the ability to share videos and links with ease
- It can be used for other projects involving the Board such as a master Calendar of events throughout the year.
- It is easily saved as a PDF and put on the websites.
- Integrates with Outlook for Chiefs meetings with Board members
- Can send notifications and reminders automatically.
- It can poll Board members on subjects or potential meetings and track the results
- Anytime support at no extra cost
- Training for Board Members and Personnel

**Cons**

- To realize the efficiencies, it will take up to six months for everyone involved to get comfortable with it.
- It’s Change
Following are some of the features

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<tr>
<th>Admin Features</th>
<th>OnBoard</th>
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<td>Universal Search</td>
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<td>Activity and Engagement Reports</td>
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<td>Customizable Dashboard or Landing Page</td>
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<td>Windows Client for Admin</td>
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<td>Multi Language Support/Localization</td>
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**Consumer Features**

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<td>Private Meeting Notes (not annotations)</td>
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<td>Customizable Dashboard or Landing Page</td>
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<td>Meeting View</td>
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<tr>
<td>Attendance (Self Check-in)</td>
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<td>1-1 or Private Messaging</td>
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</tr>
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<td>Launch Maps to Location</td>
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<tr>
<td>Notifications</td>
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<td>RSVP Meetings</td>
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<td>View Current and Archived Meetings</td>
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<td>Directory</td>
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<td>Resources/Document Mgt</td>
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<td>Full File Tree View</td>
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<td>View My Assigned Tasks</td>
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<td>Calendar View (by month, by year)</td>
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<td>Offline Mode</td>
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</tr>
<tr>
<td>Windows 10 App</td>
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</tr>
<tr>
<td>iPad App</td>
<td>✓</td>
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<tr>
<td>iPhone App</td>
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<td>Android App</td>
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<td>Kindle App</td>
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<tr>
<td>Mac OSX App</td>
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**Roadmap**

<table>
<thead>
<tr>
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<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Multi-Org w/ Single Login</td>
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<tr>
<td>Universal Search</td>
<td>✓</td>
</tr>
<tr>
<td>Discussion Boards/Private Discussions</td>
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<tr>
<td>Feature</td>
<td>Status</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Multi Language Support/Localization</td>
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<tr>
<td>Link History (back to previous location)</td>
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<tr>
<td>Multi-Group</td>
<td>✓</td>
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<td>Outlook Integration</td>
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<tr>
<td>Remote Presenter</td>
<td>Roadmap</td>
</tr>
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</table>

Back to Agenda
SUBJECT/ITEM: Proposed IT Policies

FOR AGENDA OF: August 28, 2017

DIVISION OF ORIGIN: Administration

DATE SUBMITTED: September 1, 2017

ACTION REQUESTED: Review, Discuss, and approve.

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<th>BUDGET IMPACT</th>
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<tr>
<td>EXPENDITURE REQUIRED:</td>
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**Summary:** Attached are three IT Policies that have been recommended by Director Green.

**Background and Statement of the Issue:**
Following the discussion at SVFR’s August’s Board Meeting, regarding security to personal devices that have access to District information, Director Green provided me with sample policies that address three areas of IT security. They consist of District owned devices, acceptable use, and personal devices.

Each policy discusses specific information regarding what is acceptable use of IT devices and information. Two require signature forms, requiring the individual to read and acknowledge they understand the information contained within the policy. In short, these policies make clear the expectations of the District. As the Chief / Director I find value in these policies and recommend their approval. These policies are appropriate for use in both WLAD and SVFR.

**Recommended Actions:**
Approve the proposed policies, pending any recommended modifications and direct the Chief/Director to implement them into our daily work.
<table>
<thead>
<tr>
<th>SIUSLAW VALLEY FIRE AND RESCUE</th>
<th>SECTION NUMBER:</th>
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<tbody>
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<td>OPERATIONS AND PROCEDURES MANUAL</td>
<td>EFFECTIVE DATE:</td>
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<tr>
<td>DIVISION TITLE:</td>
<td>REVISION DATE:</td>
</tr>
<tr>
<td>SECTION TITLE: DISTRICT OWNED MOBILE DEVICE POLICY</td>
<td>REVIEWED DATE:</td>
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**OVERVIEW**

Siuslaw Valley Fire and Rescue (SVFR) and Western Lane Ambulance District (WLAD) from here on referred to as the District uses mobile devices for banking business, both on District premises and at external locations. The purpose of this policy is to outline the acceptable usage and security parameters for District owned mobile devices.

The District defines mobile devices as tablet computers (iPads), smartphones, mobile phones, PDA or any other digital instrument that access Bank information, but do not access District’s internal network. For the purpose of this policy, District information is defined as e-mail, calendars, contact information, and SVFR and WLAD documents, such as Board committee packets and other Board or management communications. Board committee packets, Board communications and other appropriate committee communications are distributed via secure “cloud” file sharing portals referred to as BoardEffect or ShareFile.

**USERS**

District owned mobile devices may be issued to exempt employees and the Board of Directors. These mobile devices are property of the Bank, and shall be returned to the District upon resignation or termination of an employee or Director. If needed, non-exempt employees may be assigned a District mobile device by Administrative Division Chief.

**USAGE**

District-owned mobile devices shall be used to access District information. Bank-owned mobile devices issued to exempt employees and Directors may also be used for personal use as long as security measures outlined herein and in the IT: Acceptable Use Policy are followed. District-owned mobile devices assigned to non-exempt employees shall only be used for Board committee packets and for client demonstrations of merchant services and other products during District hours only. Other uses of non-exempt employee use of District-owned mobile devices, including personal use, must be approved on a case-by-case basis by the Chief / Director. The District has a zero-tolerance policy of texting or emailing while driving and only hands-free talking while driving is permitted.
SECURITY

Users in possession of District-owned mobile devices, whether issued or temporarily assigned, will take all necessary measures and precautions to secure mobile devices from unauthorized use, theft or damage. Users will immediately report any circumstance of unauthorized use, loss or theft of the device to the Administrative Division Chief.

All District-owned mobile devices will have the following passcode options enacted:

- At least a 4-digit passcode to access the device
- Full password to access the BoardEffect Application

Bank information will only be accessed when the District-owned mobile device is connected to a password-secured wireless network (Wi-Fi).

REPLACEMENT

If a District-owned mobile device is damaged, lost or stolen, the user may be responsible for the replacement of the mobile device depending on the nature of the damage, the situation, and if the mobile device was being used for personal or business purposes. The final decision regarding a replacement will be made by the Chief / Director.
District-Owned Mobile Device Policy Acknowledgement

In consideration for usage of a District-owned mobile device with SVFR or WLAD resources, employee/director hereby states they have read, understand and agree to conform to all terms of the District-Owned Mobile Device Policy and Acceptable Use Policies of SVFR and WLAD. Policy violation may result in removal of mobile device access or disciplinary action, up to and including termination of employment or criminal charges, if applicable.

________________________________________
Employee/Director printed name

________________________________________  _______________________________
Employee/Director signature  Date

________________________________________  _______________________________
Approval Signature  Approval Date
OVERVIEW

Siuslaw Valley Fire and Rescue (SVFR) and Western Lane Ambulance District’s (WLAD) intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to SVFR and WLAD’s established culture of openness, trust and integrity. Information Services is committed to protecting Oregon Pacific Bank's employees, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of SVFR and WLAD respectively. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations. Please review the Personnel Policy and Information Security Policy for further details.

Effective security is a team effort involving the participation and support of every SVFR and WLAD employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

PURPOSE

The purpose of this policy is to outline the acceptable use of computer equipment at SVFR and WLAD. These rules are in place to protect the employee and SVFR and WLAD. Inappropriate use exposes SVFR and WLAD to risks including virus attacks, compromise of network systems and services, and legal issues.

SCOPE

This policy applies to employees, contractors, consultants, temporaries, and other workers at SVFR and WLAD, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by SVFR and WLAD.

POLICY

General Use and Ownership

While SVFR and WLAD’s network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of SVFR and
WLAD. Because of the need to protect SVFR and WLAD’s network, management cannot guarantee the confidentiality of information stored on any network device belonging to SVFR and WLAD.

Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.

For security and network maintenance purposes, authorized individuals within SVFR and WLAD may monitor equipment, systems and network traffic at any time, per Information Services' Audit Policy.

SVFR and WLAD reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

The user interface for information contained on Internet/Intranet/Extranet-related systems should be classified as either confidential or not confidential, as defined by corporate confidentiality guidelines, details of which can be found in the Information Sensitivity Policy and Personnel Policy. Examples of confidential information include but are not limited to: company private, corporate strategies, competitor sensitive, trade secrets, specifications, customer information, customer lists, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.

Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. Password parameters are outlined in the Password Policy.

Because information contained on portable computers is especially vulnerable, special care should be exercised. Protect laptops in accordance with the “Laptop Security Tips”.

Postings by employees from a SVFR and WLAD email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of SVFR and WLAD, unless posting is in the course of business duties.

All hosts used by the employee that are connected to the SVFR and WLAD Internet/Intranet/Extranet, whether owned by the employee or SVFR and WLAD, shall be continually executing approved virus-scanning software with a current virus database, unless overridden by departmental or group policy.

Employees must not open e-mail attachments received from unknown senders, which may contain viruses or malware. If you deem it necessary, contact the Information Technology Department staff to investigate before opening.

Removable media, including USB flash drives, CDs, DVDs, floppy disks, etc., should be kept physically secure at all times and used only when authorized by the Information Technology personnel or the Administrative Division Chief. This media should be encrypted whenever possible.

Employees should report all potential security violations immediately to their supervisor, or the Administrative Division Chief.
Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services). Under no circumstances is an employee of SVFR and WLAD authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing SVFR and WLAD owned resources.

The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

SYSTEM AND NETWORK ACTIVITIES

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by SVFR and WLAD.

- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which SVFR and WLAD or the end user does not have an active license is strictly prohibited.

- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.

- Employees should never install, or allow any other party to install, any software without authorization.

- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).

- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.

- Using an SVFR and WLAD computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.

- Making fraudulent offers of products, items, or services originating from any SVFR and WLAD account.

- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless
these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

- Port scanning or security scanning is expressly prohibited unless prior notification to Information Services is made.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, SVFR and WLAD employees to parties outside SVFR and WLAD unless Human Resources had granted strict permission.
- Installing any wireless device, access point or connecting to any wireless network without the permission of the Information Technology Director.
- Employees should always lock workstations when computers are unattended.
- Control of SVFR and WLAD computers, other than designated public kiosks, are only granted to current SVFR and WLAD staff. Any non-employee is prohibited from controlling any computers unless approved by an Executive Officer or Information Technology Director.
- Granting remote access to SVFR and WLAD computers or services or providing proprietary information to any non-employee without express permission by the Chief / Director.
- Use of any non-approved removable media such as USB storage drives, DVDs, CDs, or any other storage device without permission of executive management or Information Technology Director.

**EMAIL AND COMMUNICATIONS ACTIVITIES**

Sending any proprietary or confidential information to external parties without authorization.

Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).

Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.

Unauthorized use, or forging, of email header information.
Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.

Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.

Use of unsolicited email originating from within SVFR and WLAD's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by SVFR and WLAD or connected via SVFR and WLAD's network.

Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

Accessing or sending personal email from systems external from Oregon Pacific Bank (e.g. Hotmail, MSN Mail, Gmail, etc.) without obtaining permission of the Information Technology Director.

Accessing Instant Messaging systems (e.g. Yahoo! Messenger, Google Instant Messaging, etc.) from within SVFR and WLAD networks is prohibited without obtaining permission from the Information Technology Director.

**ENFORCEMENT**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment or criminal charges, if applicable.

**DEFINITIONS**

*Spam* - Unauthorized and/or unsolicited electronic mass mailings.
OVERVIEW

Siuslaw Valley Fire and Rescue (SVFR) and Western Lane Ambulance District (WLAD) hereon referred to as the (District) personnel use personal (non-District owned) devices for banking business, both on District premises and at external locations. The purpose of this policy is to outline the acceptable usage, access, and security of these personal devices while connecting to District resources. These rules are in place to protect the user and the Bank. Inappropriate use exposes the District to risks including malware attacks, compromise of network security systems and services, and legal issues.

Access to District resources shall be granted as necessary and must be approved by Administrative Division Chief. The personal device user must agree to all terms within this policy before being allowed access or any reimbursement. It is the responsibility of every personal device user to know these guidelines, and to conduct their activities accordingly.

USERS

This policy applies to employees, Directors, contractors, consultants, temporaries, and any other worker affiliated with the District, including all personnel affiliated with third parties. This policy applies to all devices that are used for District purposes but personally owned by the above defined users.

GENERAL USE AND OWNERSHIP

While the personal physical device is owned wholly by the employee, all data pertaining to the District and related District functions is property of the District.

Access and usage of personal devices must adhere to the IT: Acceptable Use Policy during normal work hours, while on District premises or while representing the District in any fashion.

The District has a zero-tolerance policy of texting or emailing while driving and only hands-free talking while driving is permitted.

Employee shall allow the District to publish personal cellular phone numbers to staff and clients as determined by the District.

SECURITY

Personal devices may be used to access District e-mail, calendars, contact information and documents as necessary.
No unnecessary non-public information shall be stored on personal devices.

Users shall take all necessary measures and precautions to secure personal mobile devices from unauthorized use, loss or theft, and will immediately report any circumstance of unauthorized use, loss or theft of the device to Executive Management.

All personal devices must employ a minimum-security level of an automatic passcode lock with required PIN/password to reactivate device. Users accessing District information via intranet based products will also have a passcode on this Application.

Rooted (Android) or jail-broken (iOS) devices are strictly forbidden from accessing District resources.

No personal devices are to be connected directly to the District’s internal network or resources. No device should be plugged directly into District computers for charging. If necessary, only chargers plugged directly into electrical outlets shall be used.

The user authorizes the District, or its representatives, to access the personal device at any time or at the time of the user’s termination, regardless of cause. District representatives will remove all District access and District information from the personal device, but will not remove the user’s personal data or information.

District information will only be accessed when the District -owned mobile device is connected to a cellular network or a password-secured wireless network (Wi-Fi) with a minimum level of Wi-Fi Protect Access 2 (WPA2) security or as recommend in the Federal Information Processing Standards (FIPS) 140-2 certifications.

The District may install Mobile Device Management software to protect bank information and/or remotely wipe the entire device if lost or stolen.

REIMBURSEMENT

The District may reimburse users for using personal mobile phone or Smartphone devices as deemed appropriate and approved by executive management.

The District will not reimburse users for any cost of personal physical devices or any other charges.

The District will not reimburse users for lost or damaged personal devices unless it occurred during the performance of District related work. These situations will be handled on a case by case basis.

UNACCEPTABLE USE

Under no circumstances is a user authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing Bank-owned resources or personal devices with access to Bank resources. Adherence to the IT: Acceptable Use Policy must be obeyed at all times while on District premises, during normal working hours or while representing the District in any fashion.
ENFORCEMENT

Any employee found to have violated this policy may be subject to removal of personal device privileges or disciplinary action, up to and including termination of employment or criminal charges, if applicable.

DEFINITIONS

Jail-broken - Jail-breaking is the name given to the process used to modify the operating system running on an Apple iPhone, iPod touch, or iPad to allow the user greater control over their device, including the ability to remove Apple-imposed restrictions and install apps obtained and other content through means other than the official App Store.

Personal Device - Device owned by employee, not company, such as laptop, Smartphone, mobile phone, PDA or tablet computers.

Rooted - Rooting is the name given to the process used to modify the operating system running on an Android Operating System Device (AKA Droid) to allow the user greater control over their device, including the ability to remove Android OS imposed restrictions and install apps obtained and other content through means other than the official Google Play Store.
Personal Device Policy Acknowledgement

In consideration for usage of personal device with Siuslaw Valley Fire and Rescue and Western Lane Ambulance District resources, employee/director hereby states they have read, understand and agree to conform to all terms of the IT: Personal Device Use Policy and Acceptable Use Policies of the District. Policy violation may result in removal of personal device access or disciplinary action, up to and including termination of employment or criminal charges, if applicable.

_______________________________
Employee/Director printed name

_______________________________  ______________________________
Employee/Director signature           Date

_______________________________  ______________________________
Approval Signature                Approval Date
SUBJECT/ITEM: Change of Signer on Loan

FOR AGENDA OF: September 20, 2017

DIVISION OF ORIGIN: Administration

DATE SUBMITTED: September 12, 2017

ACTION REQUESTED: Approve and Sign Resolution No. 2017-07

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<th>APPROPRIATION REQUIRED</th>
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<td>None</td>
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**Summary:** The signer on the loan at Banner Bank need to be changed.

**Background and Statement of the Issue:** Banner Bank carries the Ladder Truck loan. When we sent the confirmation of loan balance request for the annual audit, we were advised that we were unable to get verification because Chief Buchanan was still listed as the signer. For security purposes I did confirm that the old signer does not have authority to increase the loan under the original terms of the loan. However, to facilitate the payoff of the Ladder Truck we need to change the approved signer to Chief/Director Langborg.

**Recommended Action:** Approve and sign Resolution No. 2017-07.
Resolu\hspace{1pt}tion No. \hspace{1pt}2017-07

WHEREAS, the Board of Directors of Siuslaw Valley Fire and Rescue recognizes that John Buchanan is no longer Fire Chief of Siuslaw Valley Fire and Rescue, the Board desires to change the Signer on the Loan at Banner Bank to the current Chief/Director, Jim Langborg.

THEREFORE, the Board of Directors directs Chief/Director Langborg to seek the signature change at Banner Bank.

PASSED AND ADOPTED this 20\textsuperscript{th} day of September 2017

Ron Green, Board President

Marvin “Woody” Woodbury, Board Secretary
SUBJECT/ITEM: Strategic Planning Consultant

FOR AGENDA OF: September 20, 2017

DIVISION OF ORIGIN: Administration

DATE SUBMITTED: September 1, 2017

ACTION REQUESTED: Review, Discuss, and approve.

### BUDGET IMPACT

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<td>$1,500.00 Each District</td>
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**Summary:** Consultants from ESCI have provided us with a quote for facilitation services during our strategic planning update process. A decision is required to determine if the District wants to fund the payment of these services.

**Background and Statement of the Issue:**
As discussed earlier, I have contacted ESCI to determine if they would be willing to facilitate our annual IGA Implementation and Strategic Plan updates. They have agreed to do this and indicated that both Don Bivens and Jack Snook are available to serve as facilitators. I have scheduled the workshop to take place on Friday, October 27th from 10:00 am to 2:00 pm.

The cost will be $3,000 and will be split between WLAD and SVFR. This is a non-budgeted item although we did come in $2,990 under budget with our Communications Plan. This money could be used to help pay for this service.

**Recommended Actions:**
Discuss and approve the Chief / Director to contract these services and reappropriate the unused $2,990 to fund this service.
August 17, 2017

Siuslaw Valley Fire & Rescue  
2625 US-101  
Florence, OR 97439

Chief Langborg:

Emergency Services Consulting International (ESCI) is pleased to submit the following quote pursuant to your request for facilitation of an update to both Siuslaw Valley F&R’s strategic plan and Western Lane Ambulance District’s strategic plan, as well as facilitation of discussion on next steps in your Intergovernmental Agreement relationship between the agencies. We recognize the importance of this engagement to your organization and its future, and appreciate your interest in ESCI.

ESCI has unique insights into both strategic plans in that both were facilitated by our consultants. To maximize the value ESCI brings to this endeavor, we intend to provide myself (facilitator of the WLAD strategic plan) and Jack Snook (facilitator of the Siuslaw Valley strategic plan) to facilitate this update of the two separate plans, followed by discussion regarding next steps on your current IGA implementation plan. We believe important context and perspective can be provided with both facilitators present.

If awarded this contract, ESCI will work with you in advance of our site visit to ensure every detail has been anticipated and addressed. The price for this work, expected to span a day-and-a-half, is $3,000, inclusive of expenses. We understand you will provide staff to capture key decision points during the meetings and will update your plans based on those key points.

We appreciate your consideration of our quote and look forward to working with the two agencies in this important endeavor. If you have any questions, or would like further detail about the approach provided herein, please do not hesitate to contact me.

Sincerely,

Don Bivins  
Senior Associate  
don.bivins@esci.us  
360-608-1326 (direct)
IGA Update
Please see the attached objective reports.

Strategic Plan Update
I sent out an email regarding the Strategic Plan update scheduled for October 27th. ESCI has provided a quote of $3,000 and both Don Bivens and Jack Snook have agreed to facilitate the process. I sent an email out to the Directors of both Boards on August 24th with information about the quoted cost and the date. I received a few replies in support and no replies not in support. This is also an agenda item where I am requesting direction.

District Picnic in September
The picnic was held September 16th at Honeyman State Park in the Meeting Hall which is located on the east side of 101.

Seismic Grant
Attached, you will find a schedule of the construction process for the seismic upgrades and addition to the WLAD building. We are scheduled to meet with the Architect and Engineer on September 13th to discuss the WLAD project in detail.

SAFER Grant
The next SVFR recruit class is scheduled for October 13th. Seven to eight people are currently on the waiting list to participate in this academy and we will open the academy up to members of Mapleton and Swisshome / Deadwood RFDs. The R/R Coordinator continues to work on recruiting auxiliary members. Please R/R Coordinator’s report for more specific information.

AFG Grant
Chief Dickerson has been working with vendors and our upriver partners to create an RFP process. You will see a formal RFP come before you, in the coming months.

SDAO Conference
The Annual SDAO Conference is scheduled for February 9th through the 11th. Please let me know if you and your spouse are planning to attend.
EMT-Basic Class
The EMT Basic class is scheduled to begin on September 7th. On the night of the orientation there were 16 students present. This included members of SVFR, Mapleton RFD, Swisshome / Deadwood RFD, Lakeside RFD, and two non-affiliated citizens.

Communications Plan
Attached, are the Communications Plan and Key Messages prepared by Liz Loomis Public Relations. I have provided them to you so that you can read them before our Strategic Plan Update Workshop. You will note that the Communications Plan is heavy and staff will need your help in prioritizing what you want us to focus on this year.

Chaplain Program Coordinator
Attached are copies of some of the resource guides the Chaplain Program Coordinator has been working on. Lori and I met with Florence Area Community Coalition (FACC) on September 6th where we introduced ourselves and made them aware of our Chaplain program and the services we offer. Please see the Chaplains Report for more information.

WLEOG Disaster Expo
The annual Disaster Expo is scheduled for September 23rd. Both WLAD and SVFR will have booths at the event to provide information about our Districts and the prevention / educational services we provide. I have been asked to conduct a 30-minute presentation on family preparedness plans.

Financial Management Software
We sent four RFPs to vendors, as well as publishing it in the newspaper and posting it on our website. The RFP closed on September 1st and we received two proposals. The next phase of the selection process will involve a product demonstration that will be open to Board Members and staff. We hoped to hold the demonstration in September but after communicating with the sales representatives from the two vendors, we discovered they will need more time to prepare and have requested a date in November. I will keep you informed as this process continues.
Phone System RFP
Last month I advised you that you would be seeing an RFP for a new phone system. Since this time, we have discovered that LCOG can provide us with, what is known as, a hosted system that is off site, costs less than a standalone system, and has already been through an RFP process. We are still getting information about this service and will provide you with our findings in a month. For now, it is my recommendation to hold off on an RFP process until we can determine if this system will meet our needs.

Tsunami Signage
Earlier this summer WLEOG submitted a grant to receive thermoplastic tsunami signage for our communities. We have been fortunate enough to receive nine thermoplastic signs that can be adhered to the road with heat and serve as a marker for residents and visitors in the event of a tsunami. I will keep you posted as the project progresses.
Response Information—calls responded to during the reporting period of 08/01/2017 to 09/01/2017.

Fire – 4
Search & Rescue – 2
Medical Assist – 9
ATV Incident – 2
Water Rescue - 0
Motor Vehicle Accident –7
Hazardous Condition – 2
Unauthorized Burning Non-Emergency -7
False Alarm / False Call – 2
Cancelled – 10
Public Assist – 4

Total Calls August , 2017- 49

Total Calls 2017 -309

Fire Property Loss – Aug-2017- $0.00 est.

Fire Property Loss – 2017 -$290,800.00 est.

Average Number of Firefighters per Incident: 9

10 Per incident in the year of 2017 (so far)

Average response times
August 2017: 12 Min

Analysis attached to report for information.
Training Report:

We are working a vigorous training schedule and have begun to use the company level evolutions. SVFR is also conducting a leadership class for the volunteer officers and this will also be given to the FTEs and the WLAD supervisors in November –February during the supervisor / operations meetings. We have developed a series of classes for our upriver grant partners and will begin delivery on those Sept 19 with a command and control class for size ups.

R&R:

We have been working hard on developing programs to make the volunteers have a more vested interest in the district and are working towards implementing many plans and programs to retain and hope to decrease both incident response times and loss of volunteers. We have added seven new recruits for the next academy scheduled in October.

Facilities:

Herman Peak received new batteries and had a check up on the generators. Assisted the Engineering firm to get into all the stations and access all the areas to get some solid drawings for the seismic upgrade grant work.

Equipment:

We have had good contact with the vendors about the new hose for the grant and will be writing a specification for bidding I am hoping to have the RFP for the next Board of Directors meeting. As we look to the future I am looking for opportunities to apply for grants for more Wild Land PPE for our district as well as our mutual aid partners.

Apparatus:

Quick Attack 1 will be receiving maintenance after the conflagration response QA2 was also out on Conflagration both will be getting new tires soon after returning as we had multiple issues with QA2 and lots of use on QA1, Boat 1 received new steering hoses and is need of some trailer repairs. Engine 3 and Engine 5 are in need of new tires and will be looking at the replacement after the dry period financing ends. Engine 3 is scheduled for some front end work to assure safety of operators. Engines 1&2 received some work to tighten bolts holding the suspension in place. Engine 4 had the Electronic Control Module go out on the transmission and we had that replaced as well.

EMS- We will have 10 personnel in the EMT class this fall. They are signed up and doing the pre course work now. Work has begun on setting up another EMR class for February.
Fire Marshal stats for August 2017

Inspections: **12—FF Miller**

Correction Notices: **8**

Fire Investigations: **0**

Plan Review: **0**

Public Education: **0**

Smoke alarm/Co detector installations: **0**

Address installation: **3**

Juvenile Fire Setter Interactions: **0**

Hydrant inspections: **0**

Code interpretation: **2**

ISO complete

Training: **0**

Projects: off for all month due to injury. FF Miller conducted 12 inspections and provided basic information for code interpretation. FF Miller worked on the IPad project. Three months of safety minutes attached.
The past month the Admin Team has been busy preparing audit reports for the Auditors. The tentative onsite visit for the Auditors is sometime the week of October 16th through the 20th. I will keep you informed as to the exact dates when they are made available. Chris Mahar has tentatively scheduled his reports for the Board of Directors to be the third week of January and was hoping that the WLAD Board would consider changing their January meeting to Thursday the 18th so that he could deliver his report in person. He is not available the following week due to other commitments.

Boa, the recruitment and Retention Coordinator has recruited four administrative Auxiliary volunteers, they have been instrumental in helping to answer phones, scan documents, file and other administrative tasks.

The Strategic Plans from both districts identified the need to improve internal communications. SVFR has been doing an internal newsletter for about a year and we combined the two and created a single newsletter.

A meeting is set on October 24th for the FTE’s at SVFR to get information on their VEBA which will start January 2018.

Admin Team Objectives:

The Admin Team has been busy this past month, we have accomplished and or are working on the following:

- Continuing to work on the design of the employee intranet
- Continuing to work on the IT management
- Continuing to work on the standardization of the employee in processing procedure
- Archiving of historical information and news articles by scanning and putting onto the server.
LifeMed:

The Admin Team has processed over 2320 Applications to date and we sent out reminder letters to those members that haven’t renewed.

2017/To Date- 2320 Households

Comparison of previous years:

2016/2017- 2312 Households  
2015/2016- 2316 Households  
2013/2014- 2809 Households  
2012/2013- 2807 Households  
2011/2012- 2784 Households  
2010/2011- 2664 Households  
2007/2008-2067 Households  
2006/2007-1972 Households

Training and Education for Admin Team- Following is the schedule for the remainder of the year

September 27th  Intermediate Word  
October 25th  Intermediate Excel  
November 8th  Intermediate Publisher  
December  None due to the Holidays

During a recent Admin team meeting we were discussing tasks that we do on a regular basis. We have started documenting those and I have attached a copy for your information.

I have also attached a Unified Administrative Services at a Glance informational sheet for your information.
SUBJECT/ITEM: September Policy Review

FOR AGENDA OF: September 20, 2017

DIVISION OF ORIGIN: Administration

DATE SUBMITTED: September 1, 2017

ACTION REQUESTED: Review, Discuss, and approve.

<table>
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<tr>
<th>EXPENDITURE REQUIRED:</th>
<th>AMOUNT BUDGETED:</th>
<th>APPROPRIATION REQUIRED:</th>
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<tr>
<td>N/A</td>
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Summary: Attached, are six policies currently under review. Four have updates that were requested during the August Board Meeting and two are new for the month of September.

Recommended Actions:
Approve the proposed policies pending any recommended modification and direct the Chief/Director to implement them into our daily work.
PURPOSE

The purpose of the following sections is to provide members of the district/department with a general outline of the District’s organizational structure.

FULL-TIME CAREER POSITIONS DEFINED

- Fire Chief
- Division Fire Chiefs
- Fire Marshal
- Administrative Assistant
- Administrative Secretary
- Senior Fire Captain
- Firefighter/Engineer
- Training / Volunteer Coordinator
- Recruitment and Retention Coordinator

PART-TIME POSITIONS DEFINED

- Deputy Fire Chief/Division Fire Chief
- Fire Training Officer
- Deputy Chief Officer
- Administrative Assistant
- Chaplain Program Manager

DEFINITION OF MANAGEMENT TEAM

- Fire Chief
- Division Chief – Fire Prevention
- Division Chief – Operations/Emergency Services
- Division Chief – Administrative Services
- Division Chief – Administration
- Division Chief – Recruitment and Retention/Personnel Officer
- Battalion Chief – Shift and Station Commanders
- Training Officer

- Fire Chief

In addition to being responsible for overall department operations, this position assumes the following duties:

- Master Planning
• Budget
• Records
• Interagency and Interdepartmental Communications

Division Chief – Fire Prevention

This position is directly accountable to the Fire Chief with the following related areas of responsibility:

• Fire and Life Safety Code Enforcement
• Fire Protection Systems
• Plan checking
• Fire and Arson Investigations
• Water Systems
  • Public Education

Division Chief – Fire Operations

This position is directly accountable to the Fire Chief with the following related areas of responsibility:

• Control and suppress hostile fires
• Pre-hospital emergency medical services by supporting WLAD with Basic Life Support trained personnel
• Rescue to include search and rescue, low angle rescue, vehicle extrication, water surface rescue, supporting technician level specialty rescue teams.
• Hazardous material response at the operations level and support to specialized technician level teams

Division Chief – Administration

This position is directly accountable to the Fire Chief with the following related areas of responsibility:

• Internal and external customer service
• Financial responsibilities such as but not limited to accounts payable, accounts receivable, and payroll
• Human resources
• Administrative support

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MANAGEMENT RIGHTS

It is understood by both the Career Employees and Volunteer Firefighters and the Fire District that nothing in these rules shall be construed to waive or reduce any rights of the Fire District, which include, but are not limited to the following exclusive rights to:

- Determine the mission of the Fire District
- Set standards of service
- Determine the procedures and standards of selection for employment
- Direct its employees
- Maintain efficiency of the organizational operations
- Determine methods, means and personnel by which District operations are to be conducted
- Take all necessary actions to carry out its mission in emergencies
- Exercise complete control and discretion over the technology of performing the work

Fire District rights also include the right to:

- Determine the procedure and standard of selection of promotion
- Relieve employees from duty because of lack of work or other legitimate reasons
- Take disciplinary actions
- Determine the content of job classifications; provided, however, that the exercise of the Fire District does not preclude employees from filing grievances regarding the practical consequences that decisions on matters may have on wages, hours or other terms and conditions of employment.

CAREER BENEFITS

Employee wages shall be determined by the Board of Directors in the Annual Operation Budget and shall be benchmarked by survey of comparable Local Coastal Fire Agencies.

Health insurance shall be provided for the employees, their spouse and dependent children as defined by the insurance carrier.

Paid holidays are defined in Section 1.7.

Vacation benefits are defined in Section 1.25.

Sick leave is defined in Section 1.8.
### POLICY

Use of district computers and mobile communication / data devices shall be consistent with the mission of Siuslaw Valley Fire and Rescue. Access of inappropriate sites or personal use of these devices is strictly forbidden.

### PURPOSE

To provide guidelines and regulations for the use of district computers and mobile communication / data devices.

To ensure inappropriate sites are not accessed from district computers and mobile communication / data devices.

To ensure district computers and mobile communication / data devices are used for district business.

To ensure the use of public funds are being spent appropriately and for the benefit of the citizens we serve.

### DEFINITIONS

Inappropriate sites include, but are not limited to, sites that contain sexually explicit materials, promote hate or violence, or encourage any type of offensive behavior.

District computers and mobile communication / data devices include any district owned personal computers, laptops, tablets, or cell phones capable of sending and receiving voice and/or data from another device or the internet.

### SCOPE

All district personnel.
PROCEDURE

Use of any computers and mobile communication / data devices shall be in conformity with all state, federal, network provider, and district policies, procedures, laws, and licenses. Users are responsible for the appropriateness of and content of the material they access, transmit, or publish from a district computer and mobile communication / data device. Use of the district computer system and/or mobile communication / data device shall occur under the following guidelines:

No software or program shall be installed without the approval of the network administrator or the Fire Chief / Director.

Use of a district computer and/or mobile communication / data device to access, store, or distribute obscene pornographic material is strictly prohibited.

Accessing social media, online shopping, or other websites for personal reasons during work hours is strictly prohibited.

Malicious use of a district computer and/or mobile communication / data device to harass other users or gain unauthorized access to another computer and/or mobile communication / data device is strictly prohibited.

Logging onto the district network or a district database using another member’s user name and password is strictly prohibited.

Personal use of district computers and/or mobile communication / data devices is strictly prohibited.

The District SVFR places a high value on community service and recognizes that salaried employees work variable and busy schedules. Therefore, full time chief officers and full time salaried staff members may use their work computer and mobile data devices for approved service club related activities.

Personnel using a district owned computer and/or mobile communication / data device shall remember that all records, emails, text messages, internet viewing histories, and other data records stored, transmitted, or received are property of the district and can be accessed by the district at any time without the permission of the individual issued or using the district computer and/or mobile communication / data device. Therefore, there shall be no expectation of privacy when it comes to the accessing the memory and databases of these devices.

Phone damage that occurs as the result of legitimate work-related activities shall be the responsibility of the District. Phone damage that is the result of personal related activities shall be the responsibility of the employee. Due to the dynamic nature of these situations, determination of reimbursement for a damaged phone shall be made in good faith by the Fire Chief / Director and handled on a case by case basis.
BOARD MEMBER IPADS

All Board Members shall be issued an iPad to assist them in conducting district related business such as, but not limited to reading electronic board packets, accessing email, and accessing electronic / internet based board related training and reference material.

The district will allow Board members to use their issued iPad for personal use that falls within the parameters of the district’s code of conduct and approved websites / activity as described above under Procedure Sections a, b, and d. It is the district’s belief that allowing a board member to use the iPad regularly will improve their knowledge of the device and shorten the time it takes for them to receive important email correspondence.

As part of the district’s philosophy to be good stewards of our community, board members shall be allowed to use their iPad for other community service related work they are involved in.

The life expectancy of an iPad is estimated to be four years. The cost of an iPad is approximately $400.00 which includes software upgrades and keyboard. The estimated amortized depreciation of an iPad is approximately $100.00 per year.

At the end of the service life of the iPad (four years) the board member may purchase the iPad for $25.00.

If a board member is not reelected during the service life of an iPad (four years), they may purchase the iPad at the depreciated rate the iPad is valued at.

Board members shall remember that an issued iPad is district property and subject to administrative and forensic discovery. Board members should not assume any right to privacy and are encouraged to use good judgment in the use of these devices.
Classification: Administration  
Position Title: Administrative Division Chief  
Reports to: Fire Chief / Director  
Pay Class: Salary Exempt

Job Summary

Under the direction of the Chief / Director, directs, manages, supervises, and coordinates all finance and human resource related activities of the fire district and assists with complex administrative support to the Fire Chief.

Representative Duties

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or duties set forth below to address business and changing business practices.

- Provides staff assistance to the Chief / Director.
- Serves as the liaison for assigned Division to other divisions, departments and outside agencies, negotiates and resolves sensitive and controversial issues.
- Attends and participates in professional groups meetings; stays abreast of new trends and innovations in the disciplines of budget administration and human resources, and management.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Assumes responsibility for assigned services and activities of the Administrative Division within the fire and ambulance district department including budgeting, payroll, purchasing, accounting, personnel, and administrative support service.
- Coordinates the organization, staffing, and operational activities for the Administrative Division.
- Serves as the Fire District Board's Recording Secretary. Prepares agenda packets for board meetings, including the coordination and review of agenda materials, finalizing agendas and overseeing distribution of the packets. Attends Board of Directors meetings and is responsible for the minutes and preserves all records of the Board of Directors.
• Participates in the development and implementation of goals, objectives, policies, and priorities; recommends and implements resulting policies and procedures; oversees the maintenance of the department’s Policy and Procedure Manual.

• Identifies opportunities for improving service delivery methods and procedures; identifies resources needs, reviews with appropriate management staff and implements improvements.

• Directs, coordinates, and reviews the work plan for assigned administrative services and activities; assigns work activities and projects; monitors work flow; evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

• Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training;

• Works with employees to correct deficiencies; implements discipline and termination procedures.

• Participates in the development and administration of the district budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors, reviews and approves purchase requisitions, accounts payable, and expenditures; recommends adjustments as necessary; prepares and updates budget report for the Board of Directors and the Fire Chief/Director.

• Serves as the District Human Resources Manager; oversees and participates in personnel administration functions including recruitment and retention, testing, interviewing, and hiring of new employees, and volunteer firefighters.

• Performs other related duties.

Qualifications

The following generally describes the knowledge and ability required to enter the job and/or to be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

• Principals, practices, and methods of governmental administration.
• Modern methods and techniques of fire department administration.
• Service delivery issues related to fire and emergency medical services (desired).
• Principles of business letter writing and basic report preparation.
• Principles of grant preparation and sources of funding.
• Principles and practices of program development and administration.
• Office procedures, methods, and equipment including computers and applicable software applications, such as word processing, spreadsheets, and databases.
• Principles and practices of municipal budget preparation and administration.
• Principles and practices of customer service.
• Principles of supervision, training, and performance evaluations.
• Pertinent federal, state, and local laws, codes, and regulations.
Ability To:

- Oversee and participate in the management and administration of the district budget.
- Supervise, direct, and coordinate the work of lower level staff.
- Participate in the development and administration of division goals, objectives and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare and administer division budgets.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternate solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply federal, state, and local policies, laws and regulations.
- Prepare clear Board of Directors agenda items.
- Operate office equipment, including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationship with those contacted in the course of work.

Education and Experience

An associate's degree or higher from an accredited college in an applicable discipline is desired. Any combination of experience and education which provides the applicant with the level of required knowledge and abilities may be considered. The ideal candidate will possess a minimum of seven to ten years' experience in a senior management role.

Requirements:

- Candidate must sign a contract with the fire district agreeing to be a non-tobacco user.
- Candidate must have a current Oregon Driver's License.
- Successful candidate shall reside within the district boundaries of Siuslaw Valley Fire and Rescue within six months of employment.
CLASSIFICATION: Exempt Salaried

PRIMARY PURPOSE

This is a management position that uses modern management practices to get technical work done through others. It is not an emergency medical responder job and does not require any emergency medical certification. The Fire Chief / Director coordinates the formulation of operating procedures that carry out the policies of the Board of Directors of Western Lane Ambulance District (WLAD) and SVFR. Directs and delegates responsibilities for all activities of both Districts.

SUPERVISION RECEIVED

This position comes under the direct guidance of the Board of Directors of the SVFR and WLAD.

ESSENTIAL FUNCTIONS

The essential functions of the Executive Chief / Director include, but are not limited to, the following duties and responsibilities that are listed in no particular order of importance or significance:

1. Manages and controls all matters pertaining to WLAD and SVFR.
2. Analyzes emergency service problems, develops plans and techniques to provide exceptional service to the District.
3. Coordinates with local, state, and regional emergency service agencies.
4. Assures the policies and procedures of the Districts are followed.
5. Develops short and long-range plans, goals and objectives to meet both District’s needs.
6. Serves as the Budget Officer for both Districts.
7. Develops and manages the budget and finances.
8. Keeps the Boards informed on the finances and operations through monthly and annual reports.
9. Represents both District’s interest with a variety of private groups, political subdivisions and other public and civic service agencies.
10. Ability to perform those physical requirements necessary for essential functions including, but not limited to, regular sitting, standing, and general mobility; Possesses excellent communication, including internal and external communications.
11. Knowledge of District office software and can work independently in word processing, data bases, and spreadsheets.
12. Knowledge of principles, practices, and procedures of managing an ambulance service area, as well as an extensive understanding of Federal, State, and County regulatory ordinances.

13. Ability to work independently, as well as establish and maintain harmonious relations with people inside and outside the organization.

14. Skilled in personnel management, labor law, and negotiations.

15. Plans, directs, and reviews activities of personnel performing fire inspection, prevention, suppression, emergency services, disaster planning and management.

16. Oversees the revisions, development, and enforcement of District fire codes.

17. Prepares long-range plans for the development of both Districts.

18. Oversees the preparation of specifications for emergency apparatus and equipment.

19. Serves as the representative for both Districts for WLEOG.

20. Directs firefighting and supervises subordinate officers in the development and operations of fire training, fire prevention programs, disaster planning, and administrative procedures.

21. Current knowledge of NFPA Codes, Oregon Revised Statutes, professional journals, pager, cellular phone, emergency equipped vehicle, computer and mainframe based programs, manual, OR-OSHA regulations, and fire department manuals. Knowledge of governmental, personnel and human resource, policies and procedures.

22. In his/her absence delegates authority to the appropriate operational entity to ensure a clear chain of command is maintained.

SECONDARY FUNCTIONS

1. Assists with area emergency service agencies in the planning for emergency services protection in the event of a major disaster. Is responsible for both Districts emergency operation plan.

3. Performs other duties, as directed by the Board of Directors

MINIMUM QUALIFICATIONS

1. Bachelors’ degree in Business or Public Administration, or related field and/or satisfactory equivalency from a nationally or regionally accredited college or university.

2. 5 years of management experience in an EMS or other related emergency service field.

3. Must possess or be able to obtain a current driver’s license valid in the state of Oregon and a driving record that is acceptable to the District's insurer.

4. Successfully pass a District background check and medical physical.

5. The Fire Chief / Director is required to live within the Western Lane Ambulance District within 1 year of accepting the position.

PREFERRED QUALIFICATIONS

1. Master’s in Public Administration (or medical related field) from a nationally or regionally accredited college or university.

2. Graduate of the National Fire Academy Executive Fire Officer Program.

3. Oregon and/or National Certified Paramedic.

4. 10 years management experience in an EMS or other related Field.
SUCCESSFUL TRAITS

The District’s Board of Directors desires an applicant who possesses the knowledge and experience of the modern practices, principles and procedures of operating an Ambulance or Emergency Service District with only general direction given by the Board. They must possess the political skills necessary to guide the Board and District through the development and execution of a comprehensive Strategic Plan. The desirable candidate must possess a strong understanding and experience with budgeting practices, Human Resources, and Labor/Management relations.

This position operates independently with minimal office support and must have computer skills to navigate word processing, data basing, and basic spreadsheet software.

Performance of functions has significant financial, reputational, and operational impact upon the District that requires the incumbent to use a high degree of judgment and tact in the execution of the essential functions. Requires some travel, both inside and outside the District, as he or she represents the District in community, political, and other EMS related activities. Involves limited exposure to hazards and extreme conditions, but may require such exposure in the event of major disaster operations supervision or routine involvement in emergency operations at the command level. May involve periodic working under a high degree of stress and may require the periodic working of long hours in the performance of essential functions.

The Fire Chief / Director is responsible for all operations and activities of both Districts. Involves a high degree of regular contact with others, both inside and outside of both organizations as he or she works independently on a wide variety of complex duties and responsibilities, with only general direction given by the Board of Directors.
PURPOSE
To establish policy and guidelines for the provision of a wireless communications stipend to employees who have documented an official business need for a communications device and continue to meet this need under the Eligibility Requirements section of this policy.

SCOPE
This policy applies to all staff, and administrators who, as a part of their official employment, have a constant and recurring need for using a wireless communications device. The wireless communication stipend is intended to reimburse the employee for the business use of the device. The stipend is not intended to fund the cost of the device nor pay for the entire monthly bill. The assumption is that most employees also use their wireless communication devices for personal calls.

OBJECTIVE
To assist the District in achieving maximum productivity by an employee using a wireless communication device and complying with IRS Regulations. (IR-2011-93) The District will reimburse the employee for the costs associated with business use related to the wireless communication device owned by the employee.

DEFINITIONS
Wireless Communication Device. A device that transmits and receives voice, data, and/or text without being physically connected to the district network. This definition includes but is not limited to such devices as cellular telephones, wireless internet services, wireless data devices, and cellular telephone/two-way devices.

Wireless Communications Stipend. The wireless communications stipend does not constitute an increase in base pay, nor will it be included in the calculation of percentage increases to base pay.

POLICY
Eligibility Requirements
1. To qualify for the wireless communication stipend, the employee must have a district business need, defined and approved by the Manager, that includes one or more of the following:

   a. The duties of the position may lead to potentially dangerous
scenarios and situations with no other acceptable or reliable means of alternative communications.

b. The duties of the position require that the employee work regularly in the field, away from land line communication and needs to be immediately accessible.

c. The duties of the position are such that immediate emergency response is critical (executive, police, or emergency responder) or the employee is responsible for critical infrastructure or operational support and needs to be immediately accessible at all times.

d. The duties of the position require a significant amount of travel during regular work hours or outside normal hours but related to official District business and access to information technology systems, which in the judgment of the District, render the employee more productive and/or the service the employee provides more effective.

e. The duties of the position require response and decision making to life-threatening or public safety issues and situations.

f. The duties of the position make it necessary that the employee be accessible to communicate with senior management at any time.

g. The Chief/Director of the district deems it necessary to ensure the flow of information and critical support of the district’s mission.

Responsibilities of Employees Receiving Stipend

1. When a wireless communication stipend has been approved and provided to an employee for the conduct of official business, the employee must comply with the following:

   a. The employee will provide the phone number to their Manager or department head/chair within five days of activation and will be available for calls (in possession of the wireless communication device and have it turned on) as allowed/prescribed by the applicable CBA.

   b. The employee will provide a copy of their current statement at the time they begin the stipend and annually thereafter on July 1st of each fiscal year.

   c. In most cases, the employee may select any wireless carrier whose service meets the requirements of the job responsibilities as determined by the Chief/Director or Manager/Division Chief.

   d. The employee must inform their supervisor immediately when the eligibility criteria are no longer met or within 5 working days if the wireless service has been cancelled.

   e. Management may periodically request that the employee provide a copy of the first page of the phone bill to verify that he/she has an active wireless phone plan. Management may also periodically request documentation of substantial business use. At
minimum, documentation is required when initially applying for the stipend and annually when the stipend is renewed. The **Wireless Communications Stipend Status** form will be used for the yearly review and re-authorization, or cancellation of allowance.

f. The employee is responsible for all charges on his/her personal wireless plan, including early termination fees. If the employee leaves the position, he/she continues to be responsible for the contractual obligations of his/her wireless plan.

g. The employee is personally responsible for complying with international, federal, state, and municipal laws regarding the use of wireless phones and other communication devices while driving. Under no circumstances will Wlad eastern Lane Ambulance District SVFR be liable for non-compliance.

h. The employee should use discretion in relaying confidential business-related information over any wireless devices since wireless transmissions are not secure.

i. The employee does not need to maintain a log for business and personal phone calls if receiving a wireless stipend.

**i. The employee agrees to keep their phone password protected to ensure access to sensitive district related information is secure in the event the device is lost or stolen.**
Chief/Director’s
Attachments
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<th>TASK</th>
<th>Responsible</th>
<th>STATUS / UPDATE</th>
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| Financial 1     | Continue to work on the Administrative process to develop a manageable and reliable payroll process that is error free.  
*NOTE: This objective will remain in place until the Management Team is confident that we have addressed this issue and these practices have become routine.* | Management Team               | We had three errors during September. Two were from Portland Payroll, one was from us.  
Continue to look at ways to identify and eliminate these.  
We will report on this in an ongoing manner. |
| Financial 2     | Create an RFP process for the purchasing of financial management software. | Admin Div. Chief             | Two proposals received from vendors.  
Awaiting a November demo date from vendors. |
| Financial 3     | Create an RFP process for the purchasing of a phone system.  
1. A RFP work sheet needs to be created.  
2. Create proposed RFP and get Board Approval.  
3. Send out RFP | Admin Div. Chief             | Awaiting information from LCOG on their hosted system. |
| Administrative 1| Create a joint policy manual that is organized and contains up-to-date and relevant information. | Admin Div. Chief and Fire Chief | Focus now is identifying joint policies and bringing them to the BOD. |
| Administrative 2| Prepare for the annual Audit  
| Administrative 3 | Create an Intranet employee portal that contains useful information for our employees and members.  
   1. Identify the categories of the contents to be added. *(completed)*  
   2. Begin adding the contents. *(in progress)*  
   3. Involve WLAD Supervisor and SVFR St. 1 Capt. | Admin Div. Chief | September’s goal will be to create and implement a training program for members. |
| Administrative 4 | Put training files on EMS and OPS drives  
   1. Create folder system *Completed*  
   2. Scan SVFR Documents  
   3. Scan WLAD Documents *Currently on Target Solutions* | Admin Div. Chief | Awaiting a meeting with Fire Operations to discuss this and complete the project.  
   EMS is complete. |
| Administrative 5 | Develop Purchase Order Process  
   1. Create Policy *Completed*  
   2. Create SOG *in progress*  
   3. Train personnel | Admin Div. Chief | On hold until new software is in place. |
| Administrative 6 | Determine if our IT needs are being met by current IT venders.  
   1. Review contract for OrcoTech  
   2. Have a meeting with OrcoTech and LCOG to discuss problems. | Admin Div. Chief and D/C | A meeting was held with the managers of OrcoTech and LCOG on 8/15/17. The meeting did provide better mechanisms for communication among the venders but this situation will need to be monitored on an ongoing basis. |
| Administrative 7 | Archive all news media items into a server file and location with other historic documents. | Admin Div. Chief | This is being completed by our non-suppression volunteers |
| Administrative 8 | Review our records retention policy and practices.  
   1. Update and review our current policy.  
   2. Create an SOG as needed- applicable to both Districts. | Admin Div. Chief |  |
| Human Resources 1 | Create and implement an identical employee / volunteer in processing system for both organizations.  
1. Create Volunteer in processing system **Complete**  
2. Create a new employee in processing system. **In progress**  
3. Finalize and implement a New Member In-Processing SOG. | Management Team | EMS portion completed this month.  
Then the SOG will be created. |
|------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------|
| Human Resources 2 | Obtain VEBA for SVFR FTEs  
1. Obtain vendor info  
2. Select a vendor  
3. Notify employees the program has begun and what to expect.  
4. Make payment to vendor | Admin Div. Chief and C/D | Meeting scheduled on October 24th to educate employees.  
The account will be funded on January 1st. |
Siuslaw Valley Fire and Rescue
FIRE STATION SEISMIC UPGRADES - 4 Buildings
WESTERN LANE AMBULANCE BUILDING - Seismic Upgrade
WESTERN LANE AMBULANCE BUILDING - Ambulance Bay Addition

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<th>Construction Document Target Milestones</th>
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<tr>
<td>Final site review</td>
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<td>95% Construction Drawings</td>
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<td>Review with Owner</td>
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<tr>
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<td>Bid opening</td>
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### Construction Documents

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<td>Specifications</td>
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<td>Bidding Documents</td>
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<td>Building Permit</td>
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### Construction

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<td>Award - Construction Contract</td>
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<td>Project Closeout</td>
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</table>
Informational sheet regarding Recruitment and Retention (R&R) Coordinator Efforts.

For Board of Directors Meeting on 20 Sep 2017

Recruitment:

- Numerous in-house interviews.
  - 1 in currently in Lateral training and is a Paramedic
  - 7 New Recruits and in in Modified Training/Academy
  - Recruited at Rods n Rhodies, Mapleton Football & Siuslaw V-Ball games
    - Next event is 14 Sep MHS V-Ball

- Progress of All Recruiting & Retention Since 1 Jan 2017
  - SVFR: Gained: 17 Firefighters gained & 4 Chaplains
    - Lost 5:
      - Mapleton FD
        - Gained: 1 has returned
        - New Member: Camille Reyes.
          - Also taking EMT-B Class and possibly Recruit Academy
      - Swisshome/Deadwood FD’s
        - Gained: 3 have come on board
      - Upper Deadwood
        - Gained: 4 have come on board
  - Totals: District Gains/Losses since Nov 15th, 2016:
    - Gains: 25 Firefighters plus 2 new firefighters in lateral training & 4 Chaplains
      - Not updated as it’s higher and just waiting for other departments to advise
      - Possibly Doug Barrett coming on in Oct.
    - Losses: 5 Firefighters & 1 Chaplain
      - Aron Tipler resigned. He had not reported to a single Call since graduating
  - Fire Auxiliary Program
    - Gained 3 for our Admin position as volunteers
      - Recruited Pattie Panther for Clerical at Chamber of Commerce function
    - Gained 1: Jim Palisi (Ex-Fire Marshall of Redwood City) for various future projects like Training, Grant Writing and general knowledge.

- New Training Announced and these will be at Mapleton HS every 3rd Tue. All departments in our district will participate

- Established future Academy Dates
  - Academy # 2017-3 from 13 to 29 Oct
    - 1 From MFD possibly (Camille Reyes wants to do this)
    - 3 or 4 from SH/DW FD
  - Academy # 2018-1 from 16 Mar to 31 Mar 18
  - Up-River Academy 2018-2 in May or Jun 2018
  - Academy # 2018-3 from 12 to 28 Oct 18

- Tweaked the Tier 3 process
Made a Tier form for Auxiliary members
- Updated the HR Applicant package to make it easier for applicant to fill out

**Retention:**

- Working the Picnic for 9/16/17
- Continuing Retention BBQ and group get-together and Expectations Talk
  - Outlying Stations will be next
- Time Devoted to Mapleton FD and Swisshome-Deadwood FD
  - Swisshome/Deadwood FD/Deadwood Creek FD: 11 Hours direct
  - Mapleton FD: 10 hours direct
- Swisshome and Deadwood fire departs.
  - Received very nice litter of thanks from one of their firefighters. I was printed in the 12 Jul Siuslaw News Article

**Other:**

- Made new Map pages for the Dunes
- On vacation for most of August
- NFPA Instructor I Class cancelled due to Wildland fires
- Filling in and doing Day Crew assignments & AIC of Day Crew
- Took part in New Hose Try outs
- Started a Florence-wide recycling of the solar glasses for disbursal to areas of future eclipses
  - Collected over 500 and sent to Recycling Center for future disbursal
- Various Calls for the department
  - Taking part in Day Drills and Simulators
- Social Media. Continuing lots of info on our Media Blast
  - Submitted front page Siuslaw News concerning Up-river Academy
  - Siuslaw News Article for 13 Sep is atch’d
- Facebook Page for Swisshome and Deadwood Fire Departments is very active
  - Mapleton FB must have all approved by their Chief
- Up to date on Target Solution Assignments
- Signed up for EMT-Basic starting 25 Sep 17 (part of job requirements)
  - 2 Other classes were cancelled
  - Heavily Recruiting students
  - Talking over the Scholarship Program for members
Protecting Together

Often, fire departments are compared to paramilitary organizations. Uniforms are worn, assignments given, orders are followed and members are sent to areas devastated by fires. Troops, on the other hand, are sent to all reaches of the world. To a degree, so are firefighters as they are partnered up with others to fight fires burning in our forests and wilderness.

These specially trained firefighters have taken many courses and have trained just for this type of work. When needed, their new title changes to Wildland Firefighter when they deploy to conflagrations.

As of this writing, six of Siuslaw Valley Fire and Rescue’s (SVFR) frontline Wildland Firefighters are working various fires throughout the region. Their uniforms aren’t BDUs (battle dress uniforms), but more appropriate flame retardant Nomex clothing, protective headgear and good boots.

SVFR has accepted taskings from Lane County Fire and headed down to the Chetco Bar Fire near Brookings, Ore. Additionally, some volunteers from SVFR are contracted by private companies to numerous fires east of Eugene.

The duration of their assignments is from a few to 21 days at a time. Our latest crew was notified at 1 a.m. early one day. They responded to the largest fire in America — the Chetco Bar Fire.

Meanwhile, family members, friends and fellow firefighters anxiously monitored the raging firestorms where our Wildland Firefighters were and are deployed. After a bit of time and the excitement wears off, just like anyone else, Wildland Firefighters miss home. You can tell by Facebook postings, others miss them too.

In the meantime, your local firefighters from Swisshome/Deadwood, Mapleton and Siuslaw Valley are continuing to protect the district together here on the home front.

Pete “Boa” Warren can be contacted at 541-997-3212, or the main SVFR station, 2625 Highway 101, or email Boa@svfr.org.

Prepared by:
Pete “Boa” Warren, FF, SVFR
Recruitment and Retention Coordinator
Strategic Communications Plan
2017-2018

Siuslaw Valley Fire & Rescue
and
Western Lane Ambulance District

Presented by:
Liz Loomis Public Affairs
August 2017
Executive Summary

Siuslaw Valley Fire & Rescue and Western Lane Ambulance District hired Liz Loomis Public Affairs to develop a strategic communications plan to guide the agencies over the next 12 months. The purpose of such a document is to know what and how to communicate priorities and objectives of the agencies to the communities they serve.

This plan was prepared based on interviews, conference calls, reviewing past materials created by the agencies, such as web sites, news articles, and social media applications. We also researched demographics for the area, including political leanings, median home values and income levels to better understand the target audience.

There are two parts to this project. First, we developed key messages about what the agencies should be saying strategically. Second, we incorporated those messages into a communications plan that provides an itemized list of projects and a timeline to deliver those messages to our target audience.
Key Messages

This section outlines the key messages developed by LLPA and agreed to by the Districts. Key messages represent the main ideas to communicate to taxpayers throughout the year. They are designed to highlight perceived positives of both agencies, address concerns by taxpayers, and identify future goals and priorities. These messages are what we use in all written materials and become the basis of all communication with the public and media.

Thank you for the opportunity to serve.

Siuslaw Valley Fire & Rescue provides an all-hazards emergency response to 14,000 people over 100 square miles. Western Lane Ambulance provides emergency medical service (EMS) to 17,500 people over 980 square miles. Together, our agencies include full-time, part-time and volunteer personnel that respond to an average of 3,800 calls per year.

This first key message reminds people who we are and what we do. This brands the agencies and reminds the community who provides them with service.

Our agencies are owned and operated by the people we serve.

There are many people within both the fire and ambulance districts that work for one and volunteer for the other. In fact, a majority of our firefighters are volunteers, who are supported by part-time and full-time personnel. This staffing model saves money compared to hiring full-time personnel and still provides a superior level of service for a rural area. Our professional fire and EMS responders are your friends, neighbors – even multi-generations of family members – committed to saving lives and property.

Our second message introduces the idea of fiscal responsibility, and connects the community to the agencies at a personal level. It’s not “government” providing these services, but people that could be family, friends or neighbors.

We are transparent and accountable to our taxpayers.

These are your tax dollars we use to save lives and property – and we take that responsibility seriously. Board members are elected by and from the community to make spending decisions, and all their meetings are open to the public. Both agencies operate under a balanced budget and have passed all their independent financial and accountability audits. We regularly look for ways to stretch local tax dollars further by relying on volunteers, applying for grants, paying cash for apparatus and equipment, and partnering with other agencies.
This is a message we will repeat throughout the year. Taxpayers need to know that we are responsible with their money and open to scrutiny.

**Regional partnerships save money and improve emergency services for our communities.**

The cost to provide emergency services will continue to increase as our population grows and ages. Partnering with other agencies enhances the type of emergency services we are able to provide. That’s why our fire and ambulance districts signed an agreement to share costs for administrative services. With these savings, our fire district has been able to set aside $200,000 to replace aging apparatus, and our ambulance district has been able to hire one additional paramedic. We also collaborate with other partners on natural disaster preparedness, training more Emergency Medical Technicians, and developing a community health care program to reduce costs and improve patient care.

This message shows the community that we have a plan in place to provide service cost-effectively as the demand for service grows. It also introduces the idea of collaborations between agencies, which sets the stage for a merger if it should happen.

We’re ahead of the game, but we also have challenges.

Our ambulance district has seen EMS call volumes rise 12-15% every year for the past three years. This requires additional personnel and replacement ambulances sooner to meet this growing demand for service. Our fire district has an aging fleet of fire engines and water tenders, and a station with critical apparatus that needs to be relocated from a tsunami inundation zone. These improvements are outlined in each agency’s strategic plan, and could require additional funding from our community.

The importance of this message is that it links both agencies, and introduces the idea of future revenue requests.
Strategies and Tactics for Message Delivery

The conference calls were instrumental in helping prioritize what communication projects and events should be part of the final Strategic Communications Plan. Projects are recommended based on what would be most cost-effective and time-wise for the Districts, as well as experience in knowing what a comprehensive plan should include. We need multiple ways to deliver the same messages to reach the largest number of people. Story ideas are included in the Communications Calendar, on page 15. All of these materials should be cross posted to the agency web sites and social media platforms.
**Paid Communications**

Paid communications are the backbone of any Strategic Communications Plan. This is because the Districts control the message, timing and delivery of information.

**Newsletter**

A simple newsletter is still the most effective way to communicate with the public. We recommend that the Districts write, design and produce two newsletters per year as a joint publication. (We would recommend three to four editions if you were on the ballot for a merger or revenue request.) The newsletter should be no more than one page (double-sided) and contain content based on the key messages. (Our story ideas are included in the scheduled communications plan.) This publication would be mailed to all registered voters in both Districts.

Extra copies should be placed in all station waiting areas, even blown up and placed on poster board to attract attention. Employees should see the newsletter on breakroom bulletin boards, via email and at home in their mail boxes if they are registered to vote in the District. As a final note, the newsletter should be pushed out to our second-tier media list as described below for additional distribution.

**Siuslaw News Insert**

On our conference calls, we discussed the insert submitted by the fire and ambulance districts to the local paper. This happens twice a year during Fire Prevention and EMS Weeks. We recommend continuing this tradition to maintain the revenue source for and relationship with the local paper. We might suggest featuring personnel for their accomplishments, promotions and achievements during the year, as well.

**Fast Facts Card**

This is a general information brochure that provides an overview of the fire and ambulance districts: population served, services provided, budgets and how funded, meeting times, maps of service territories, and how to contact or learn more about each agency. (A double-sided 8 ½ x 11 card with each agency having one side is suggested.) This is the type of communication piece that should be in the entry to each station, distributed during public presentations, handed out at schools, Open Houses, when visiting with reporters, or even through a Chamber of Commerce welcome packet for new members. Once the piece is designed, the template can be updated annually or as needed.
Personnel Update

One issue identified in our calls was the need to improve internal communication with emergency personnel from both agencies. We’re proposing a brief (no more than five story) update on a monthly basis to all personnel that highlights projects, accomplishments and service issues.

For this type of publication, it is important to keep it brief if you want it to be read and ask for story ideas from your audience to bring them in. Considering the change that the agencies are experiencing, we would like this publication to come from the chief personally.
Earned Media

Earned media, or distributing information through local news sources, is one of the most cost-effective ways to educate the public about our key messages. It is important to develop positive working relationships with reporters, editors or producers that cover your service territory. Here are projects we recommend the Districts complete throughout the year. Again, specific topics are outlined in the Communications Calendar on page 15.

Media List

The first step to an effective earned media effort is to develop a comprehensive list of resources that could publish or share information from the Districts. At a minimum, this should include print, television, cable and broadcast radio stations in your service territories.

It’s important to have the contact information of the people who are assigned to follow public safety agencies and issues in an electronic format for ease of communication. Larger publications and stations will have different reporters for business, community affairs, public safety, education, and politics. Names of editors and/or producers should be included in the list for general reference. Email is the preferred way to deliver media releases, but know phone numbers for a quick call if they contact you with follow up questions.

We also advise our clients to have a second-tier media list of community groups that could share information with their members. These could include:

- Community blogs or pages on social media
- Senior centers and/or assisted living facilities
- Chambers of commerce or professional associations
- Churches or other religious groups
- Elected officials – local, state and federal
- Granges
- Hunting or other outdoor clubs
- Non-profit organizations
- Political parties at the county and state legislative district levels
- Professional groups and unions
- School district publications
- Service clubs (Kiwanis, Rotary, Lions, Masons, Eagles, Elks, Soroptomists, Zonta, or those unique to your service territory and neighboring areas)
- Social or athletic clubs
- Women’s groups

Contacts for trade journals and association publications are considered media outlets, too. However, the primary goal is to focus on those sources that reach the community as opposed to professional insider groups.
Media Release Template

The Districts should develop a combined media release template that features both logos and contact details. The first key message should be considered the boilerplate paragraph to end the communication. We have attached a media release template that the Districts can utilize (see Appendix).

Media Releases

We are recommending that the Districts do one strategic news release per month based on the approved key messages. This does not include media releases about incidents or prevention issues, which this communications plan does not cover. A list of suggested topics is in the Communications Calendar.

Editorial Pieces

The fact that you effectively get a column once a month in the local paper is priceless. It’s well worth the cost of the inserts that we’ve identified under Paid Communications.

There’s a lot of flexibility with topics that you could cover for this publication, but we have suggested a few strategic ones for consideration. For example, we would like the chief to author an editorial piece in early 2018 that outlines the goals of both agencies for the next 12-months. This could include information about the IGA or other ways both agencies are partnering with others in the region to improve service.

The purpose of this column should be to start linking the agencies together in the minds of voters. So rather than doing one-month fire, and one-month EMS, think about providing monthly updates for both agencies at the same time.

Editorial Board Visits

The Districts should ask to meet with their media contacts every year, not just when they have a measure on the election ballot. The key to getting coverage for news releases, letters and even the above editorial piece is developing and maintaining relationships with editors and reporters.

We know that you have a board member who is also the editor of the local paper. However, we should not assume that s/he will just publish content based on their role with one of the agencies. Instead, we feel it is important to meet with them on their territory and respond to questions they might have as a representative of the publication.

Participants for the meetings should be the fire chief, the appropriate colleague at
the ambulance district, two articulate board members from both agencies, and the PIO. The purpose of the meeting is to introduce people, and share the messages with your community for the next 12 months. Doing so with both agencies shows the news media how you are working collaboratively to improve emergency services.

Offer to be a general reference for stories they do on emergency services. Bring past copies of the newsletter, and the Fast Facts card. Be social, but cover the key messages including challenges to service and how you plan to address those issues, such as the IGA.

Letters to the Editor

Letters to the editor are another way to get information published and help to repeat messages that are timely and relevant to topics we want to share. Again, we have suggested strategic topics in the Communications Calendar for the Districts to consider.
Owned Media

This category includes assets owned by the fire and ambulance districts that can be used to deliver key messages to the community. Owned media is an important component to brand the agencies as they look for ways to share resources and work together.

Logos

It is important that both the fire and ambulance district maintain their brands prior to any merger efforts, if they were to occur. There is a logo featuring both agencies, and it is well-crafted. However, this could give the public the impression that the merger is complete. Our recommendation is to maintain separate logos of the same size and scale, but feature them both when communicating with the public or news media.

Signage

The fire district has an LED sign that it can utilize for messages throughout the year. We have suggested topics in the Communications Calendar to support other actions we are recommending.

Web Site

Even with separate logos, there are baby steps we can take to start linking the agencies together in the minds of personnel and the public. The Districts have good web sites, but we would recommend making the template for each the same. The goal is to streamline and reduce the quantity of information that people have to page through; keep information current to provide transparency; and, provide resources for prevention-related information. Here are some guidelines for content and lay out:

- Make it simple and clean. Cluttered sites confuse people. Monitor your website analytics to see what content people view the most and then put it on the home page. (It looks like that has been done for both web sites.)
- Photos should be friendly, smiling firefighters and paramedics working together. Use the same images for both agency web sites to create a sense of continuity.
- Use content as a way to increase openness and transparency with taxpayers. This includes meeting notices, minutes and financial documents.
- Provide additional information (think ‘reference material’) for people who want to learn more about the fire and ambulance districts, and certain issues (like the IGA or fire and injury prevention).

Here’s a rough outline of how the Districts may want to reorganize content on their web sites. Much of what you currently
have can be reorganized to fit in one of the categories below. In addition, new content can be used for both web sites as a way to begin linking the two agencies together:

**Home** – There would be six sections on the navigation bar. We also like what is currently on the ambulance district’s web site allowing people to link to Facebook.
- About Us
- Funding
- News & Information
- Fire & Injury Prevention
- Contact Us
- Members

**About Us** – Add the first key message to this page. Links for content from this page include:
- Board Information – A statement of when and where the Board meets, followed by photos and brief bios of each Director; meeting notices, meeting minutes.
- Calendar
- Personnel – List senior management here with photos, brief bios and responsibilities, as well as contact details. (We don’t recommend listing all emergency personnel because of their interaction with the community.)
- Mission, Vision and Values – If you have these, or your Strategic Plan.
- Stations and District Maps – Maps that clearly shows the districts boundaries and where stations are located with street addresses.
- Join Us – List any job openings you might have, or volunteer opportunities.

**Funding** – Provide a brief explanation of how the districts are funded (use the same content for each web site) and then pie charts showing revenue and expenditures.

**News & Information** – Include media releases, meeting announcements, and other printed materials created by the districts, such as newsletters, information brochures, and your Strategic Plan. This would be the correct place to share information about the IGA.

**Fire & Injury Prevention** – We’re weaving in the idea that fire and EMS are working together. Add content from the Fire Marshall’s Office, Burn Permits, Public Education and Disaster Preparedness. You could add CPR Training and other community programs offered by the ambulance district here as well.

**Contact Us** – We do not recommend having a generic Contact Us email form. People have expectations that they should be able to reach a live person by phone or email when they need them. A photo of the fire and ambulance district headquarters, hours of operation, mailing address, street
address (if different), and a central phone number goes here, as well as a general email address that is monitored.

**Members** – Here is where you can provide protected access to emergency personnel for shift work, drill information, etc.
Social Media

Social media is a communication strategy that has grown in importance particularly in rural communities. However, it can also be incredibly time consuming because there are so many applications one could use. Our goal is to narrow that field and provide a schedule of strategic hits for personnel to share, the content of which is already created through other projects outlined above.

We recommend focusing your time on Facebook. It is possible to link multiple social media applications to push information out if that is of interest. The key for good social media interaction for strategic messages is to keep the content brief and drive traffic to your web site for a longer explanation for those who want it.

Other good posts are those that build connections with the community, and both the fire and ambulance districts do just that. Share each other’s posts to again show that the agencies are collaborating and working together.

Encourage community members to like your Facebook page (or follow you on Twitter) through your newsletters, a news release, and your web site. As a final note, both Districts should be archiving content in case of a public records request. There are vendors that can do this for you, such as Smarsh.
Public Outreach

The final component of an effective communications plan is determining the best use of time for public events and outreach. The Districts already have a comprehensive list of community events in which they participate and this should continue depending on availability of personnel.

Another component of public outreach is to invite the public into the agencies through an Open House during EMS Week. Our recommendation is that both agencies have a presence during this event to link fire and EMS as one service. We have incorporated ways to promote the event in the Communications Calendar using different tactics.

The second component of public outreach is getting the agencies in front of community groups as a way to share information. The fire chief is the ideal person to communicate agency goals and objectives. However, it’s not possible that he serve as the only person in the public eye due to time constraints. That’s why we’re recommending developing a presentation that can be used by other personnel, and even board members, through a Speaker’s Bureau.

A 15-20 minute PowerPoint called “Emergency Services Update” featuring both agencies should be developed using the following outline and our key messages:

- Thank you – Lead with a positive and thank your audience for the opportunity to serve. Also start by commending the men and women who serve the community in their roles as emergency service providers.
- Who we are
- What we do
- Service areas and populations
- Accountable and transparent to our taxpayers – Provide meeting dates and times to be transparent. Also highlight the clean audit history of both agencies.
- Balanced budgets – Provide pie charts of revenue and expenditures for both agencies
- How we are funded – Explain millage rates
- Stretching tax dollars further – Provide examples of grants you have received and partnerships to share costs.
- IGA – Update on IGA and how this improves service and saves money. Add examples of other regional partnerships in which you are involved.
- Show increasing call volume history for both agencies to set up for future revenue requests
- Challenges to emergency services – Identify areas where you want to improve for both agencies.
- Anticipated revenue requests, goals or agency objectives
- Contact information for questions
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<th>Project/Suggested Topics</th>
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<th>Oct</th>
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<td>Fast Facts Card  EMS Week/ Personnel accomplishments</td>
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<td>Earned Media</td>
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<td>Media Releases  Profile of multi-generations of volunteers  IGA Update &amp; savings  Challenges to Service  2017 Call Volumes/ Invites to speak to community groups  Passed all independent audits  Grants stretch tax dollars further  Partnerships improve service and efficiencies  EMS Week Open House  Six Month Call Volumes/ Invites to speak to community groups  Balanced budget approved  Community Paramedicine program (tbd)</td>
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<td>Media Release Template</td>
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<td>Citizen: Commends districts for audit history</td>
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<td>Editorial Board Visits</td>
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<td>Owned Media</td>
<td>Signage</td>
<td></td>
<td>Thank you for supporting emergency services!</td>
<td>Thank you, Volunteers!</td>
<td>IGA savings of $200,000 to date/ Learn more at <a href="http://www.svfr.org">www.svfr.org</a>  Happy Holidays</td>
<td>Call volumes increased by X% in 2017  Another clean audit for both agencies!  Grant received for $XXX to XX</td>
<td>Grant received increased X% YTD  Come to a board meeting (Date and time)  Open House (Date, time and location)  Call volumes increased X% YTD  Have a safe July 4th!  Balanced budget approved</td>
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Appendix

1. Media release template
FOR IMMEDIATE RELEASE

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_Siuslaw Valley Fire & Rescue provides an all-hazards emergency response to 14,000 people over 100 square miles. Western Lane Ambulance provides emergency medical service (EMS) to 17,500 people over 980 square miles. Together, our agencies include full-time, part-time and volunteer personnel that respond to an average of 3,800 calls per year._
Thank you for the opportunity to serve.

Siuslaw Valley Fire & Rescue provides an all-hazards emergency response to 14,000 people over 100 square miles. Western Lane Ambulance provides emergency medical service (EMS) to 17,500 people over 980 square miles. Together, our agencies include full-time, part-time and volunteer personnel that respond to an average of 3,800 calls per year.

Our agencies are owned and operated by the people we serve.

There many people within both the fire and ambulance districts that work for one and volunteer for the other. In fact, a majority of our firefighters are volunteers, who are supported by part-time and full-time personnel. This staffing model saves money compared to hiring full-time personnel and still provides a superior level of service for a rural area. Our professional fire and EMS responders are your friends, neighbors – even multi-generations of family members— committed to saving lives and property.

We are transparent and accountable to our taxpayers.

These are your tax dollars we use to save lives and property – and we take that responsibility seriously. Board members are elected by and from the community to make spending decisions, and all their meetings are open to the public. Both agencies operate under a balanced budget and have passed all their independent financial and accountability audits. We regularly look for ways to stretch local tax dollars further by relying on volunteers, applying for grants, paying cash for apparatus and equipment, and partnering with other agencies.

Regional partnerships save money and improve emergency services for our communities.

The cost to provide emergency services will continue to increase as our population grows and ages. Partnering with other agencies enhances the type of emergency services we are able to provide. That’s why our fire and ambulance districts signed an agreement to share costs for administrative services. With these savings, our fire district has been able to set aside $200,000 to replace aging apparatus, and our ambulance district has been able to hire one additional paramedic. We will continue exploring ways to save money, increase efficiencies and improve service by working together. We also collaborate with other partners on natural disaster preparedness, training more Emergency Medical Technicians, and developing a community health care program to reduce costs and improve patient care.

We’re ahead of the game, but we also have challenges.

Our ambulance district has seen EMS call volumes rise 12-15% every year for the past three years. It requires additional personnel and replacement ambulances sooner to meet this growing demand for service. Our fire district has an aging fleet of fire engines and water tenders, and a station with critical apparatus that needs to be relocated from a tsunami inundation zone. These improvements are outlined in each agency’s strategic plan, and could require additional funding from our community.
August-September 2017 Chaplain Program Coordinator’s Report

Prepared by Lori Severance, LCSW

Chaplain Program Update:

The SVFR Chaplain Program continues to progress in its development. In the past month, the following tasks have been completed:

- A resource booklet has been developed to provide to community members in crisis. It includes resources for counseling, food and housing, drug and alcohol treatment, programs for veterans, resources for seniors, parenting resources, and other emergency contacts.

- A grief booklet has been developed to provide to community members after an acute death. It includes information on setting up funeral arrangements and other tasks to be completed after a death, discussion of various aspects of grief, as well as resources for counseling and support.

- A children’s grief booklet has been developed to provide to parents, to help guide their children through the grief process after the death of a loved one. It explores how to help children through a loss in an age appropriate manner.

- Our chaplains met with Peace Harbor Medical Center chaplains to discuss our chaplaincy program, exchange resources, and decide how we can best interact with one another.

- Met with Burns’ Riverside Chapel director to discuss the role of our chaplains and better understand how we interface with them in cases involving a fatality.

- Provided a presentation at the September Florence Area Community Coalition (FACC) meeting regarding our crisis chaplaincy program. This was an excellent opportunity to meet representatives from numerous different community organizations with whom our chaplains may have contact.

- A meeting with the Chief of Florence Police Department Tom Turner has been scheduled. He has requested chaplaincy involvement and assistance with death notifications.

- Another chaplain has been recruited and will be joining our program October 1st. He has excellent crisis intervention skills and will be a wonderful addition to our program.

Monthly Chaplain hours:

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“Working together for our community”
This resource guide has been developed by Siuslaw Valley Fire and Rescue and Western Lane Ambulance District, to assist community members in obtaining needed resources after a crisis or critical event. Please feel free to contact our crisis chaplains with any questions you may have or if you need further support.

This is a list of community resources in the Florence area. SVFR and WLAD do not directly endorse or recommend any of the individuals or agencies listed within.

**Homeless Resources**

**Helping Hands (541) 997-5057**: A community outreach program that serves the homeless and others with unmet needs. Lunch is provided three times a week and vouchers are given out for such needs as propane, laundry and showers. Some food, clothes and toiletries are also available. They coordinate their offerings with Siuslaw Outreach Services. Cold weather shelter. A place to rest, relax, get clothing, a meal and supplies. Drop in.

**Helping Hands Coalition Day Center (541) 991-7193**: Free meals on Mon/Wed/Fri from 11:00am-2:00pm.

**Siuslaw Outreach Services- SOS (541) 997-2816**: Emergency housing assistance, motel vouchers, gas/propane vouchers, prescription assistance, free clothing/coats, bus, taxi, shower and laundry vouchers.

**Free Lunch at Methodist Church (541) 997-6025**: Free lunch on Tuesdays & Thursdays from 11:30 am to 12:00 pm. Everyone Welcome! Methodist Church at 333 Kingwood in Florence.

Updated: 8-17-17
**Veterans Services**


Pointman International Ministries (800) 877-8387: Vets helping vets. International agency networking for veterans of all wars in all countries. Reaching out to vets & their families with moral & spiritual support with wartime stress issues. Advocacy provided for both veterans & their families.

VFW – Veterans of Foreign Wars (541) 997-9058: VFW supports veterans of all wars. Financially supports the Veterans Home for Children. Conducts funerals for all veterans.

Florence Area Veterans Relief Agency (FAVRA) (541) 590-0395: Financial assistance for veterans to obtain home repairs, equipment, etc.

**Counseling Resources**

Reconnections Counseling (541) 997-1697: Drug and alcohol counseling services. Group and individual counseling available. OHP accepted and sliding fee.

NAMI (National Alliance on Mental Illness) (541) 902-8308 (Contact Monica Kosman): A support group for families and caregivers of mental health consumers. Meets the last Thursday of every month, 6:00-8:00pm at 1720 34th Street. Also a free, drop in, peer-led support group for adults living with mental illness meets every Wednesday, 6:30-8:00pm at the New Winds Apartments Community Room at 750 Laurel Street.

Options Counseling Services (541) 997-6261: Offers counseling services to children, families and adults. Counseling for the chronically mentally ill population as well. OHP, private pay and some insurance programs accepted.

PeaceHealth Counseling Services (541) 902-6085: Serving people with severe and persistent mental illness. 24 hour mental health crisis response, medication monitoring, medical services coordination, parent and mood swing problems. Payment methods: Medicaid, Medicare, insurance.

Jennifer Rossi, Ph.D Clinical Psychologist (541) 662-0527: Counseling available for adolescents and adults, individuals and couples. Specialties include depression, anxiety, bereavement/loss, relationship issues, physical/sexual abuse and stress management.

Mina Dickson, MS, LPC Professional Counseling (541) 999-6809: Child, individual, family and group therapy. Chronic pain and disease, art therapy, crime victims assistance. Flexible hours, some insurance billing available, sliding fee. Call for appointment.

**Housing**

Habitat for Humanity, Florence (541) 902-9227: Florence Habitat for Humanity works in partnership with low income families & individuals to build decent, affordable housing in the Florence area. Families or individuals are selected on the basis of need for housing, ability to pay, and willingness to contribute “sweat equity”. Families work with Habitat volunteers to build their home. New homeowner repays Habitat with a no interest, no-profit loan with affordable payments. Anyone may apply.

Housing and Community Services Agency of Lane County (HACSA) (541) 682-3755: Opportunities for safe, affordable housing for low income families, elderly or disabled persons.

Low income/Affordable Housing Options: Laurelwood Homes (800) 427-6659  Munsel Park Apts. (541) 997-2661  Oak Terrace (541) 997-4575  Siuslaw Dunes (541) 997-6036  The Pines (541) 997-2022.
Support Groups

Grief and Loss Support Group (541) 997-3418 (Call Norma Wood, Clinical Social Worker): No fee. Meets every Wednesday 3:00-4:00 at St. Andrews Episcopal Church at 2135 19th Street.

Bereaved Parents Support Group (541) 243-0164 (Sarah Kaufman, LMFT): Six week support group for parents or guardians who have lost a child. Located in Eugene. $20/session.

Coping with Suicide Loss (541) 243-0164 (Sarah Kaufman, LMFT): Twelve week support group for family “survivors” of suicide, located in Eugene. $40/session. Call to register.

American Cancer Society (541) 484-2211 or (800) 227-2345 (24 hour line): “Reach to Recovery”. Support efforts of the National Cancer Society. Provides a variety of patient services.

Alzheimers Family Support Group (541) 997-8436 (talk to Tessa Taylor): Meets at Regency of Florence on 1st and 3rd Wed of the month from 1:00-2:30PM. Provides support to families and friends of people with Alzheimers and/or related diseases. Offered by PeaceHealth. Open to the public.

Alzheimers Hospitality Program (FAAHP) (541) 902-8539 (talk to Jan): Provides respite program for people with dementia. Offers lunch and activities. Open Mon/Wed/Thurs 10:00am—2:00pm.

Dual Diagnosis Anonymous of Oregon (DDA) (877) 222-1332: DDA is a peer support program based on a version of the 12 Steps of AA with an additional 5 Steps that focus on Dual Diagnosis (mental illness and substance abuse). Call for meeting times and locations in Florence.

Living Well with Chronic Conditions (541) 682-4103: Free weekly workshops for six weeks, offering support and practical ways to deal with pain and fatigue, information about nutrition and exercise, new treatment choices and better ways to talk with your doctor about your health.

Family Caregiver Support Program (800) 441-4038: Respite and support services for unpaid caregivers caring for a person over the age of 60. Up to 8 hours of care per month or up to 16 hours of paid respite at the Alzheimer’s Respite Center. No financial eligibility requirements.

Elder Help Volunteer Program (800) 441-4038: Volunteer program for seniors 60 and over who need assistance with shopping and errands, companionship, simple household tasks and short term relief to primary caregivers.

The Friendship Line (800) 971-0016: An accredited crisis intervention program for the elderly. Confident telephone conversations with people 60+ who may be lonely, isolated, grieving or depressed. Also has a “call out” service where trained volunteers/Friendship Line staff will make calls to older adults to provide emotional support and well-being checks.

Transportation

The Rhody Express (541) 997-2067: Serves all of Florence business area. 10 am - 6 pm.

Veterans Transportation (541) 997-4094 (Jerry Blackburn): Transportation to VA Medical appointments (541) 682-5566 or (877) 800-9899: Provides vets in Lane County a free ride to VA medical appointments.

Medical Escort Transportation Program (541) 902-9430 (Kristine): Transportation available Mon-Fri before 5pm for seniors to medical appointments in Florence, Coos Bay, North Bend, Springfield and Eugene. Call one week in advance to schedule. Low cost/by donation. No financial eligibility requirements.

Senior Connections (541) 902-9430: Free medical rides for 60 (+).
Food Resources

Florence Food Share (541) 997-9110: Provides food boxes to low income people. No appointment needed. Hours: 9:30 am - 1:00 pm Monday - Friday; 4:00 pm - 6:00 pm Monday & Wednesday.

Free Lunch at Methodist Church (541) 997-6025: Free lunch on Tuesdays & Thursdays from 11:30 am to 12:00 pm. Everyone Welcome! Methodist Church at 333 Kingwood in Florence.

Senior Meals Programs: Meals on Wheels and “Café 60” (541) 997-5673: Meals on Wheels program. Also at “Café 60”: hot mid-day meals served to individuals 60 and over regardless of income on Mon/Wed/Fri at 11:30. Donations encouraged. Please call to make a reservation. Located at the Senior Booster Center, 1570 Kingwood, Florence.

Food Backpack for Kids (541) 997-24976 (Marilyn) or (541) 999-5885 (Deb): They provide weekend meals for hungry children in Florence and Mapleton. Together, no child will go hungry.

Helping Hands Coalition Day Center (541) 991-7193: Free meals on Mon/Wed/Fri from 11:00pm-2:00pm

Senior Services

Senior and Disabled Services Program (541) 902-9430: Provides information and referrals regarding programs and services available to senior and disabled adults. Protective services, financial assistance, case management, home & community long-term care. Relocation services & adult foster home licensing. Assist with Medicaid/Medicare applications.

Senior Connections (541) 902-9430 x 7830: Senior Connections is staffed with caring area coordinators & volunteers who provide a variety of services to seniors & family caregivers--helping seniors to continue to live independently in their own homes.

Crisis Hotlines

Focus 4 Hotline (541) 997-4444: 24 hour support and advocacy for anyone experiencing domestic violence or sexual assault. This confidential support line is also available to anyone in crisis or just needing someone to talk to. Also provides emergency assistance and resource and referral information.

White Bird Crisis Intervention Line (800) 422-7558 or (541) 687-4000: 24 hour crisis line, particularly for anyone experiencing a mental health or drug/alcohol crisis. Crisis staff will assist with referrals for further treatment.

Alcoholics Anonymous Hotline (888) 203-1432: Multiple meetings every day in Florence. Call for meeting times and locations.

Veterans Crisis Line (800) 273-8255: Connects vets in crisis and their families with qualified, caring VA responders. On-line chat and texting also available.

The Friendship Line (800) 971-0016: An accredited crisis intervention program for the elderly. Confidential telephone conversations with people 60+ who may be lonely, isolated, grieving or depressed. Also provides a “call out” service where trained volunteers/Friendship Line staff will make calls to older adults to provide emotional support and well-being checks.

Drug and Alcohol Resources

Florence AA meeting information (541) 902-0152 (ask for Dee): Multiple meetings every day in Florence. Call for meeting times and locations.

Florence Ala-Non meeting information (541) 997-2714 (ask for Suzanne): Information regarding local Ala-Non meetings. Call for times and locations.
Narcotics Anonymous (541) 268-4769 (ask for Carol) or (541) 999-1068 (ask for George): Information regarding local NA meetings. Call for times and locations.

Alano Club Hope (541) 991-9588 or (612) 462-1481 (local): A social club for individuals and their families in recovery. Meeting site for addictions, mental health, trauma and youth support groups, AA and Dual Diagnosis Anonymous. The club offers community education, 12 step spirituality. 1525 12th Street, Suite 25 in Florence.

Emergence (541) 997-8509: Intensive, comprehensive counseling programs for adults and adolescents struggling with chemical dependence/gambling addictions. Affordable treatment. Accepts OHP, sliding fee and payment plans.

Another Chance at Life Ministries (541) 997-3567: We offer an Alcohol/Substance Abuse Recovery program and support group. Call if you are in need of transportation or for more information about this program. Temporary homeless shelter for Christian women.

Emergency Assistance

Siuslaw Outreach Services— SOS (541) 997-2816: Emergency housing assistance, motel vouchers, gas/propane vouchers, prescription assistance, free clothing/coats, bus, taxi, shower and laundry vouchers. Also: 24 hour sexual assault/domestic violence advocates (call 541 997-4444).

Mapleton Area Family Services (541) 268-1075: Information, referrals, free clothing and household goods, propane, gas, LI-HEAP energy assistance, laundry and shower vouchers. Advocacy, domestic violence and sexual assault services. Women’s Empowerment and cooking classes. Florence Food Share drop off for food boxes.

American Red Cross Emergency Disaster/Aid of Lane County (541)344-5244 (emergency/24 hour service): Emergency services, financial aid and case management for disaster victims.

Department of Human Services Self-Sufficiency Program (541) 997-8251: Provides needed support services to attain self-sufficiency, food assistance, and domestic violence assistance, medical and/or cash assistance to those who are eligible. Employment related day care.

Parenting Resources

Options Counseling and Family Services (541) 997-6261: Parenting classes, counseling for children, adolescents and families, domestic violence, individual and family support, and parent-child interaction therapy.

Early Childhood Cares (EC Cares) (541) 997-1513: Early intervention/childhood special education (EI/ECSE) that provides service to developmentally delayed/disabled children from birth to school age. Services are determined by the needs of the child and may include preschool, speech, occupational/physical therapy, autism, hearing, vision or home consultations. EC CARES is a U of O affiliated program.

Healthy Start, West Lane County (541) 997-3101: Healthy Start is a voluntary program designed to support first time parents through information and referrals. The goal of Healthy Start is to promote healthy childhood growth and development. Referrals are received through medical professionals and/or first time parents prenatal or within the first three months of birth.

Parent/Child Play Group (541) 997-1513: Parent/Child Play Group (PAP) is open to the community every Friday from 10 to Noon. Parents with children 0-5 years are welcome to attend. There is no registration for PAP and families may attend on a drop-in basis. A variety of toys and crafts are made available each week. Funded through a grant from the Western Lane Community Foundation and local donations.
When You Have To Say Goodbye....

“grief only exists where love lived first”

—Liszt Beene Cox

All That Love Can Do
This resource guide has been developed by Siuslaw Valley Fire and Rescue and Western Lane Ambulance District chaplains, to assist community members after the loss of a loved one. Please feel free to contact our crisis chaplains with any questions you may have or if you need further support.

The list of bereavement resources included in this booklet are not directly endorsed or recommended by SVFR or WLAD.
When You Have to Say Goodbye.....

1. The First Few Days
2. “Making Arrangements”
3. The Rollercoaster of Grief
4. After the First Weeks
5. Depression and Guilt: Red Flags
6. Being Alone
7. Children’s Grief
8. “Little Anniversaries”
9. Getting through the Holidays
10. How We Remember
11. Faith, Relationships and Hope
12. Resources and Support
The First Few Days

So many overwhelming and confusing emotions are likely to be flooding you in the immediate days after your loss. All of these feelings (devastation, confusion, shock, denial, numbness, anger and more) are normal reactions to the loss of a loved one. They are proof that we have loved.

Don’t expect to function well at this time. Just allow yourself to grieve. Eat at regular intervals and try to get enough sleep. Drink lots of water. Allow yourself to cry. Grieving and self care. These are all you can manage right now. And they are what you need to do most of all.

And yet, there is so much to do! Funeral arrangements, the multitude of phone calls and visitors, day to day care of your children and household, notifying others……the tasks ahead of you are overwhelming. Assign these tasks to trusted family or friends. Loved ones will be offering their support and assistance in this time. Let them help you.

“Making Arrangements”

There is a lot to be done, and this is not the time for you to have to do it. So again, delegate these responsibilities to family and friends who offer to help you during this difficult time. Here is a list of things to consider:

~Make a list of important people to notify: family, close friends, employers, etc.

~Coordinate household needs, such as preparing meals, grocery shopping, getting children to school, etc. Designate others to temporarily be responsible for these tasks. This is an easy, yet concrete, way for family and friends to show their support.
~Establish one person to answer phone calls and make necessary calls to others. Alternately, an email “message chain” can be established to communicate important updates/info to multiple family and friends at one time.

~Designate one person to answer the door so you can rest and avoid having to visit with a multitude of concerned visitors.

~Call the funeral home to make arrangements for any viewing and/or funeral services desired by family. Designate someone to check on options, pricing, available times and dates.

~Decide who you would like to conduct the service/give the eulogy. Are there going to be other speakers? Establish who will be pall bearers. Contact them all regarding date and time.

~Write an obituary (oftentimes the funeral home will do this). You may want to include age, place of birth, cause of death, occupation, military service and any other accomplishments, list of survivors/immediate family, time and place of services (if appropriate) and where people can send flowers or make donations.

~Check with all life and casualty insurance plans, as well as Social Security, for possible death benefits. If the deceased was a veteran, contact Veterans Affairs. Also check on any benefits for survivors from these plans.

~Notify and cancel insurance policies (including auto insurance). Check for refunds.

~Check on all debts and installment plans. Some may include insurance clauses that will cancel the debt upon death. If your loved one lived alone, notify their landlord and notify utilities. Put in an address change at the post office to re-route the mail.

~Notify the lawyer and Executor of the Will (if applicable). Obtain multiple copies of the death certificate (through the funeral home). Most banks and other agencies will require a certified copy.
The Rollercoaster of Grief

You will experience a rollercoaster of emotions, all of which are completely normal right now. You will likely experience anger or rage, depression, tearfulness, guilt, numbness or denial and more…and not in that order. Your emotions will be “all over the map” and can/will change within a moment’s notice. You will likely feel out of control or like you are “losing your mind” at times. This is the normal course of grief.

Common responses to the loss of a loved one can include anxiety, difficulty concentrating or focusing, nightmares or intrusive thoughts. Anger, fantasies of revenge or a need to blame someone or something for your loss are common. Many feel angry with God (this is ok, God has broad shoulders. He will accept your anger and continue to love you). Still others experience feelings of guilt, as if they somehow should have been able to prevent the death from happening, or guilt over still being alive or experiencing occasional moments of joy or happiness. Some people develop a sense of hypervigilance, or a sensitivity to noise or light. Others become socially withdrawn. Depending on circumstances, the death of a loved one can cause changes in your world view, such as the world now appearing to be an unsafe place, or feeling like you are somehow “in a bubble” and seeing yourself as “separate” from the rest of the living world.

Some people (especially children) experience somatic symptoms such as headaches or stomachaches. Disturbances in appetite and sleep patterns are very common, as are impaired judgement, inability to concentrate, inability to motivate yourself (or the opposite: a need to constantly be “in motion”). Fears of going to sleep or leaving the house, or having “panic attacks”, are not uncommon.

It is important to allow yourself to feel all of your feelings without trying to stifle them. Stifled feelings will simply reappear later, and may effect your performance at work or role within your family.

Acknowledge your feelings and work through them in whatever way you can. Some people need a lot of “alone time”. Others shout into their pillows or spend time exercising strenuously. Some people write or draw about their emotions/feelings. Some seek out a
compassionate friend or therapist who will simply listen. There is no right or wrong way to grieve, nor is there an appropriate “timeline” for how long you will or “should” grieve. Everyone grieves in their own unique way.

Grief can be extremely difficult on a marriage. Men and women frequently grieve quite differently. Women typically are more comfortable expressing their emotions than men. Men may more readily feel anger or simply shove their emotions down, in order to “hold it together”, return to work, or be strong for the family. Men are also more likely to offer advice and try to “fix things” for their wives and children, whereas women oftentimes simply want to be heard. Differences in how men and women grieve can create a terrible strain on the marriage, and the children. If you find yourself and your spouse growing further and further apart as you both struggle to cope, please seek professional counseling.

It can be very difficult to experience such intense emotions. You may feel incredibly lonely or angry or be unable to control your tears or other emotions. Beware of any increase in drug or alcohol use. Beware of any increase in risk-taking or destructive behavior. If this occurs, it might help to seek out professional counseling for a short while.

Although you may not think so right now, your grief will become less intense over time. Grief is a long process, and realistically, it may take a year or more before you think hopefully towards the future and once again experience joy without pain, sadness or guilt.

After the First Weeks

After the funeral and all the immediate activities and arrangements associated with a death, guests and extended family will return to their homes and their work. Life returns to normal for others, but not for you. This can oftentimes be the most difficult time of all. Don’t let this catch you by surprise.

You may want to consider the following suggestions:
~Contact your physician to discuss any temporary need for medication to help with depression or sleep. Symptoms to watch for: significant change in appetite (increase or decrease); inability to fall asleep or remain asleep; inability to stop crying; chronic feelings of rage or irritability; panic attacks; new and/or “unreasonable” fears (such as leaving the house or fear of the dark/nighttime). Talk with your physician or therapist about any of these symptoms.

~Seek out a bereavement support group, blog or professional counselor to give you a safe, supportive place to express your grief and process your feelings, as well as to help you realize you are not alone. Seeking professional help is not a sign of weakness. It is actually a sign of great strength that you are willing to wrestle with such painful emotions. It will also be good for you to meet other people who have suffered similar losses in their lives, to help you feel less isolated.

~Find a healthy outlet for your grief. It will be your constant companion for the foreseeable future, so you might as well find a healthy way to express it. Write about your loss in a journal. Express yourself through artistic channels—draw, paint, etc. Take up exercise—join a gym or take a long daily walk. Exercise is an excellent way to physically release the overload of emotions during times of stress. Join a group with a cause (Mothers Against Drunk Drivers, foundations to find lost children or groups that educate parents about use of seat belts, helmets, river safety, etc).

~It is times like this that truly determine which friends will be there for you in your time of greatest need. You will likely be surprised which people can (and will) be there for you emotionally, and those who simply cannot. Determine who will be able to give you the patience, support and kindness you need as you cry, repeat your story a million times, refuse to get out of bed, forget to eat, and otherwise forget how to function.

~Let that person (or others) help you in meeting your day to day needs. Grocery shopping, cleaning house, caring for the children….just let these “guardian angels” of yours be there in whatever ways you need for as long as you need.
Depression and Guilt: Red Flags

A multitude of emotions are to be expected as you grieve the loss of a loved one. However there are two emotions that must be kept in check.

~Guilt: Guilt is a common response to the death of someone you love. Feeling you should have been there, or somehow prevented their death. Things you wish you had said or done (or not said or done!), if only you had known. Guilt is a very common, but completely destructive and useless emotion when it comes to the death of a loved one. What has happened, has happened. Nothing will change that. The world unfolds according to it’s own rules, and your actions would have not likely changed the outcome. Grief is hard enough. Don’t make it harder than it already is. If you find yourself blaming yourself and shouldering tremendous guilt, please do not keep this to yourself. Consider short-term counseling, a support group, or contacting one of our chaplains for support.

~Depression: A period of deep depression is not unusual after such a devastating loss. Like all other phases you will experience, this too shall pass. You may find yourself temporarily experiencing sleep and/or appetite disturbances, difficulty getting out of bed, lack of willingness to take care of basic hygienic needs (showering, brushing teeth, changing clothes), inability to go back to work or daily activities, and/or uncontrollable emotions (crying, rage, irritability). But if these symptoms persist past the first month or so, it will be very important to address this with your physician. Antidepressant medications and/or professional counseling are two short-term, but very effective ways to manage such symptoms.

Again, all of these symptoms are normal in the short run. But if they do not resolve within a reasonable amount of time, they will likely not resolve on their own. Seek help.
Losing a spouse or life partner is a uniquely difficult kind of loss. You might feel a loss of your primary identity when you are no longer one half of a “couple”. You may instantly find your social life diminished. If you have been caring for a spouse who has been ill for some time, it will also mean a loss of your primary role as caregiver. Loneliness and lack of purpose, as well as fear and anxiety regarding how to function in the world as a newly and unexpectedly single person, can be overwhelming. Here are several things to consider:

~Although you will clearly need and want some time alone with your feelings, do not allow yourself to isolate! One of the most important things is for you to remain in touch with friends and loved ones, and realize you are not alone.

~Maintain your daily routine, to the best of your ability. Go to bed and rise in the mornings at your usual times. Be sure to eat healthy and regularly. If you read, take a walk in the mornings, go to the gym- whatever your daily routine, try to stick close to it.

~Don’t make any major decisions or changes for at least a year. If you are considering getting rid of your spouse’s clothing or belongings, or selling your home and moving, it is best that you wait 6-12 months before making any big changes. There is no hurry, and you don’t want to regret any of your decisions later.

~It is most important that you stay socially engaged. Loneliness and isolation are your worst enemy. It is important to still have something to look forward to. Stay in touch with people in your life that you love, and who love you. Attend church. Spend time with your grandkids. Consider getting a pet for companionship.

~Know that there are local support groups, “online chat” groups, and a multitude of books written for, by and about newly widowed people. It really does help to talk to, or at least hear from, others who have been down the path you are embarking on. It will help you to not feel so alone.
~If possible, incorporate some exercise in your daily routine. Taking a nice walk each morning will not only elevate your mood, but it will make you stronger, help you sleep better, and give you something positive to look forward to each morning.

~Sometimes people will be reluctant to talk about your loved one. They avoid the uncomfortable topic of death. They don’t want to “remind you” of that which makes you sad. People who have not lost their life partner do not realize the importance of acknowledging this person who was, and still is, central to your life. Do not hesitate to say their names out loud, tell and retell the same old stories, tales of love, laughter, what was most memorable and what you miss most. Stories are the fabric that weaves our families together, and our memories are what hold our loved ones closest to our hearts.

**Children’s Grief**

Children grieve very differently than adults. Younger children do not yet understand that death is permanent and express their grief mostly through repetitive questions and through their play. They may show regressive behaviors such as bedwetting, fear of the dark or of going to sleep, nightmares, physical complaints such as stomachaches or headaches, temper tantrums, irritability or clinginess.

Older children have a better understanding of death as a permanent and irreversible event. They may shut down and not want to talk about their loss, or they may have the need to talk about it frequently and in some depth. They may show changes in appetite and/or sleep, may have difficulty concentrating on school and other tasks, and may have intense emotional outbursts of anger, sadness, guilt or anxiety. Teens may withdraw from family, relying on their peers for support. They might have unreasonable thoughts of being responsible for, or having failed to prevent, the person’s death. They may entertain thoughts of self harm.
Children of different ages and developmental stages will struggle with grief in very different ways. And although parents and other adults will need to respond differently to individual children, here are some general ways to respond to children during a time of loss and grief.

~Listen to your children. Let them talk about their feelings. As adults, we frequently try to offer advice instead of simply listening. Accept their feelings, even feelings of anger or sadness. Don’t try to change, fix, or take them away.

~Allow them to express their fears and feelings, even if you find it difficult to hear. Don’t tell them not to cry or be mad or frightened. These are normal feelings and children may need to express them. It is good for children to see that adults cry and are sad too. With younger children, simply let them know by “labeling” your feelings for them: “Mommy and daddy are sad and confused too. We miss him/her too. We are sad because we loved him/her”.

~Answer questions honestly and simply. You may find yourself wanting to shelter your child from difficult realities. Children are much more perceptive than we give them credit for. They need, and deserve, the truth. For younger children, what you share may be short, simple, and age appropriate. For teens, full disclosure is important. You don’t want them to hear “the truth” at school or from someone else.

~Reinforce that they are safe. Re-establish their daily routine as soon as possible in order to reinforce that not every aspect of their life has changed. Offer lots physical and emotional nurturance.

~Provide creative and/or active outlets for their emotions. Encourage outdoor play or exercise. These are great ways to “let off steam”. Suggest they draw pictures of their loved one or write/journal about their feelings. Suggest the family plant a tree together in their loved one’s honor.

~Provide choices whenever possible. “I know you have homework. Would you like to do it now or after dinner?” Set limits, but be flexible whenever possible.
Seek professional counseling if symptoms and/or behaviors become extreme or do not resolve with time. There are many excellent child therapists who can help with children who are exhibiting signs of trauma, serious acting out, or suicidal thoughts.

Should children attend the funeral? This is a very common question! Some people don't think so, but often that is because of their own discomfort with seeing children grieve. Your child's grief is as significant as yours, and their bewilderment even greater. Children of all ages need to say their goodbyes and attending the funeral will help them with this. With younger children, explain what they can expect to see (adults will be sad and may be crying, their loved one may be in the front of the room and look like they are sleeping, people will be talking about all the nice things they remember about their loved one, etc). Ask your child if he/she would like to attend with you. Even young children are amazingly adept at knowing if they should go or not, and if given the choice, they will tell you.

Whether or not you allow your children to attend the funeral, it is always helpful to give them a concrete way to say goodbye. Suggest they draw a picture or write a letter or card to put in the casket with their loved one, that will remain with them forever. Children love this and it is a very healing experience for them.

“Little Anniversaries”

The thing that catches most people by surprise is how the littlest of events and routines can trigger tears and bring you to your knees with fresh grief. Your loved one’s birthday and major holidays are expected to be hard. You prepare for that. But the things you are not prepared for are the small, day to day reminders of your loss. The empty place at the table at mealtimes. Seeing their car or bike in the garage. Watching a television show or hearing a particular song your loved one enjoyed. You may actually be having a relatively good day when you drive down a particular street, smell a particular smell, or simply think a particular thought and suddenly you become a bundle of tears. Just expect this.
It is your heart letting your profound grief express itself in small amounts, over time. Just being aware that the smallest things can sometimes trigger the biggest emotions can be exceedingly helpful.

**Getting through the Holidays**

Holidays are another profoundly difficult time after losing a loved one. And once again, there is no right or wrong way to approach this. But here are a couple suggestions to consider:

~**Decide ahead of time** what you can and cannot do. Don’t pressure yourself to stick with your usual celebration. Don’t let others tell you what you “should” or “shouldn’t” do. Change it up in whatever way you need to, and offer no apologies for this. Ask your children/spouse for their input. It can help lower your anticipatory anxiety, as well as the anxiety of the rest of the family.

~**Honor your feelings.** Some people decide to still set a place at the table for their loved one. Others may choose to light a memorial candle in their loved one’s honor. Another idea is to invite everyone in the family to share a special memory about your loved one at the dinner table. Honor your loved one in your own unique way.

~**If attending a holiday event, be informed.** Be prepared to see lots of people who may not yet know of your loss, or may express their condolences to you in a variety of ways. Some people may avoid you due to their own discomfort. Give some consideration to how you might respond to these various comments or greetings. Give yourself permission to leave early if you need to.

~**Ask for help.** Even if it is difficult, ask for (and accept) help. Don’t try to do it all. Get plenty of rest. Keep your expectations low and your plans simple. Sometimes your entire goal will simply be to get through the holiday, and that is ok too.
How We Remember

As time passes, many grieving people, both children and adults, worry that they will slowly forget small details about their loved one who has died. The smell of mom’s hair; grandpa’s laugh; how their little sister liked to sing songs in her bedroom. It’s important to honor your loved one by holding on to as many memories as possible, as well as to honor their place in your life going forward.

There are many creative ways to honor your loved one and preserve their memory. Here are some ideas:

~Plant a tree in their honor. Pick it out as a family. Choose a special place in your yard to plant it. Have family members take turns watering it and caring for it. Take pictures of it in every season, and document its growth. Put a placard near it with your loved one’s name or a small poem written by family.

~Establish a special box that you and your family can fill with pictures, written memories, momentos and whatever else reminds you of your loved one. Go through the box as a family on your loved one’s birthday or other special holiday.

~Occasionally cook your loved one’s favorite meal or dessert. Invite additional family and close friends over to partake. Make a toast to your loved one, and allow everyone at the table to share their favorite memories.

~Have family and friends write down stories about your loved one, especially stories that you or your children may not know about. Collect them and make them into a memory booklet.

~Acknowledge the day you lost them. It is a painful date, yes, but one that you will never be able to forget. So treat it with the respect it deserves. Plan a family picnic, a trip to the mountains, or simply a family dinner on that date every year, so family can come together to acknowledge and honor your loved one.

We all have our own unique ways of remembering and honoring those we love. Create your own.
Faith, Relationships and Hope

After a devastating loss, it is inevitable that issues of faith arise. For some, their faith is severely challenged; for others, it is a source of great comfort or a cause for new exploration.

It’s not uncommon for people to be angry with God. Simple phrases such as “It was God’s plan” or “He is with God now” may not provide the comfort intended. Grief and faith are both very complex and are not mutually exclusive. Grief is a natural reaction to being abruptly separated from those we love. And unfortunately, faith does not eliminate our anger, guilt, sadness or regret. So yes, death can sometimes overwhelm or challenge our faith. It’s ok. As a friend once told me, “Go ahead. Be mad at God. He has broad shoulders.” Sometimes our grief can confuse our faith and our faith can confuse our grief. This will work itself out in time. But as soon as you can, return to your place of worship for the faith, support and love you so desperately need, and will receive there.

Your church community can offer respite from those darkest moments in your life. It can be a lifesaver, even more so if you are not surrounded by family at this difficult time. So open yourself up to God’s helpers. They will help you remember God’s goodness at a time when you might be tempted to forget.

In and out of church, your relationships with others is what is going to sustain you and restore your sense of hope. It will not be a fast process, nor an easy one. But allowing yourself to be surrounded by loved ones, to feel ok about picking up the phone and saying “I need you right now”, and allowing people to be there for you, is key to your eventual recovery of emotional health.

Will life ever be the same as it was before? Likely not. But will you eventually find a way to live a life of purpose and find some happiness in your world once again? Believe it or not, yes. The key is to maintain your relationships, your faith and hope.
Resources and Support

Grief and Loss Support Group (541) 997-3418 (Norma Wood, Clinical Social Worker): No fee. Meets every Wednesday 3:00-4:00 at St. Andrews Episcopal Church at 2135 19th Street.

GriefShare (541) 997-8913 (Steve Fonda): Faith based grief support group held at Florence Christian Church. Some classes are educational in nature with a featured speaker, other meetings are support group style.

Bereaved Parents Support Group (541) 243-0164 (Sarah Kaufman, LMFT): Six week support group for parents or guardians who have lost a child. Located in Eugene. $20/session.

Coping with Suicide Loss (541) 243-0164 (Sarah Kaufman, LMFT): Twelve week support group for family “survivors” of suicide, located in Eugene. $40/session. Call to register.

American Cancer Society (541) 484-2211 or (800) 227-2345 (24 hour line): Provides a variety of cancer-related services and information.

The Dougy Center (www.dougy.org)- a multitude of on-line resources for grieving children and families. Very helpful information regarding how to help children through grief.

Compassionate Friends- A safe, supportive community for those who have lost a child. Their national magazine is described as a “support group in print”.

GriefNet (www.griefnet.org)- An internet community of people dealing with grief, death and loss.

Coping with Loss: 115 Helpful Websites on Grief and Bereavement: www.Mastersincounseling.org/loss-grief-bereavement.html - A multitude of websites for written information, blogs, and other support for all types of grief, including the death of a parent, partner, child or pregnancy.
“Working together for our community”
OPS Chief’s
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<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Motor vehicle accident with injuries (322)</td>
<td>2</td>
<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Motor vehicle accident with no injuries. (324)</td>
<td>5</td>
<td>10.20%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Search for person on land (341)</td>
<td>1</td>
<td>2.04%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>High-angle rescue (356)</td>
<td>1</td>
<td>2.04%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>4 Hazardous Condition (No Fire)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power line down (444)</td>
<td>2</td>
<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>5 Service Call</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smoke or odor removal (531)</td>
<td>1</td>
<td>2.04%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Public service (553)</td>
<td>2</td>
<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Unauthorized burning (561)</td>
<td>7</td>
<td>14.29%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>6 Good Intent Call</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispatched and cancelled en route, Alarm (6111)</td>
<td>2</td>
<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Dispatched and cancelled en route, MVA (6112)</td>
<td>4</td>
<td>8.16%</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>Dispatched and cancelled en route, Med assist (6113)</td>
<td>2</td>
<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>Dispatched and cancelled en route, Fire call (6117)</td>
<td>2</td>
<td>4.08%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>7 False Alarm &amp; False Call</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smoke detector activation due to malfunction (733)</td>
<td>1</td>
<td>2.04%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Smoke detector activation, no fire - unintentional (743)</td>
<td>1</td>
<td>2.04%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>9 Special Incident Type</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Citizen complaint (911)</td>
<td>1</td>
<td>2.04%</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Incident Count:</strong></td>
<td>49</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Est. Loss:</strong></td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Training officer report:

Conducted 70+ additional individual hours honing 6 firefighters engineer and hose handling skills

Certified as Blue Card Incident Commander after an 80-hour Course

Assisted Fire Fighting efforts at the Chetco Bar Fire putting in 106.25-man hours in 5 days preparing homes and assisting hand crews.

Conducted ATV Safety Institutes Nationally accredited course to train 5 new ATV operators to safely and conduct dune rescues.

Assisted the MDA  Fill the boot to raise $12,500+ to help research a cure for muscular dystrophy.
<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>ACTIVITY/TRAINING</th>
<th>LOCATION</th>
<th>CONDUCTED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday, Sept. 1</td>
<td>1200</td>
<td>MDA Fill the Boot</td>
<td>Hwy 101 &amp; 120</td>
<td>FF Campbell</td>
</tr>
<tr>
<td>Sat &amp; Sun, Sept. 2 &amp; 3</td>
<td>0900</td>
<td>MDA Fill the Boot</td>
<td>Hwy 101 &amp; 120</td>
<td>FF Campbell</td>
</tr>
<tr>
<td>Tuesday, Sept. 5</td>
<td>1330</td>
<td>Simulator</td>
<td>Station 1</td>
<td>FF Crescioni</td>
</tr>
<tr>
<td>Tuesday, Sept. 5</td>
<td>1830</td>
<td>Officer Academy</td>
<td>Station 1</td>
<td>OPS 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Engineer Training</td>
<td>Local</td>
<td>T.O. Larson Residents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FF - Salvage / Overhaul</td>
<td>Station 4</td>
<td></td>
</tr>
<tr>
<td>Tuesday, Sept. 12</td>
<td>1330</td>
<td>Simulator</td>
<td>Station 1</td>
<td>FF Warren</td>
</tr>
<tr>
<td>Tuesday, Sept. 12</td>
<td>1830</td>
<td>Officer Academy</td>
<td>Station 1</td>
<td>OPS 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Engineer - Water Shuttle</td>
<td>Local</td>
<td>T.O. Larson Residents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FF - Stabilization</td>
<td>Station 1</td>
<td></td>
</tr>
<tr>
<td>Wednesday, Sept. 13</td>
<td>1830</td>
<td>Environmental Emergencies</td>
<td>WLA</td>
<td>Western Lane Ambulance</td>
</tr>
<tr>
<td>Saturday, Sept. 16</td>
<td>1100</td>
<td>District Picnic</td>
<td>Woahink Lake</td>
<td>Association</td>
</tr>
<tr>
<td>Tuesday, Sept. 19</td>
<td>1330</td>
<td>Simulator</td>
<td>Station 1</td>
<td>WLA</td>
</tr>
<tr>
<td>Tuesday, Sept. 19</td>
<td>1830</td>
<td>Mayday RIT</td>
<td>Station 1</td>
<td>T.O. Larson/Residents</td>
</tr>
<tr>
<td>TUESDAY, SEPT. 26</td>
<td>1300</td>
<td>DUNE FAMILIARIZATION</td>
<td>STATION 1</td>
<td>TO LARSON</td>
</tr>
<tr>
<td>Tuesday, Sept. 26</td>
<td>1830</td>
<td>Association</td>
<td>Station 1</td>
<td>Association</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medical Scenarios (1730 Ofcr's Meeting)</td>
<td></td>
<td>T.O. Larson/Residents</td>
</tr>
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</table>

**Target Solutions/ Safe Backing/ Scene Management**
# October 2017

<table>
<thead>
<tr>
<th>SUNDAY</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SATURDAY</th>
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<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>Academy</td>
<td></td>
<td>Small tools Academy</td>
<td>Mass Casualty</td>
<td></td>
<td>Academy</td>
<td>Academy</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>Academy</td>
<td></td>
<td>ARFF DPSST Classroom 1800 Academy</td>
<td></td>
<td></td>
<td>Academy</td>
<td>Academy</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>Academy</td>
<td></td>
<td>Ventilation Academy</td>
<td></td>
<td></td>
<td>Academy</td>
<td>Academy</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academy</td>
<td></td>
<td>Association meeting</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Target Solutions/ Safe Backing/ Scene Management**
Prevention Division
Chief’s Attachments
Safety meeting minutes 7/11/2017

Present: S. Barrett, M Barrett, D Beck, S Curry, T Miller, C Holden,
Absent: T Marten, J Larson, K Orozco
Others present PJ Crescioni

Discussion: change time of year for physical agility to earlier in the spring. Reminder that lights and sirens are supposed to be shut down crossing the bridge.

We need a representative from station 2 to be on the safety committee.

Training: incident safety officer needed preferred in house. Two new ISO Captain Mike Barrett and FF Jerry Ward, More training on radios.

New Business:

Old Business:
- Manpower and accountability- still at staff/training. Some progress with using the chaplains.
- check radios, (portable) for proper channels and use ability requested.

Close calls: it was discussed that we have had some close calls at burn to learns. Suggest slowing down and follow plan. Burn to learn in Mapleton. Remember we still follow the same policy we use for burn to learns elsewhere. We must have a safety briefing and know the burn plan before committing any resources.
  FF slipped and fell of step on apparatus. No injury. Remember to dismount and mount apparatus with three points of contact at all times.

Incidents:
No incidents reported. Good job!

Next meeting will be the August 8, 2017
Submitted by: Sean Barrett
Safety meeting minutes 8/8/2017

Present: M Barrett, D Beck, T Miller, C Holden,
Absent: T Marten, J Larson, K Orozco, S. Barrett, S Curry,
Others present Chief Dickerson

Discussion:
Back injury discussion
Physical fitness discussion
Physical agility test
Wildland response

Training: incident safety officer needed preferred in house.

New Business:

Old Business:
  • Manpower and accountability- **still at staff/training. Some progress with using the chaplains.**
  • check radios, (portable) for proper channels and use ability requested.

Close calls:

Incidents:
ATV crash assigned to Chief Dickerson and Chief Beck investigation. Time loss incident

Next meeting will be the September 12, 2017
Submitted by: Sean Barrett
Safety meeting minutes 9/12/2017

Present: M Barrett, D Beck, S Curry, T Miller, C Holden, S. Barrett, J Larson

Absent: K Orozco,
Others present Chief Dickerson

Discussion:
We need a representative from station 2 to be on the safety committee
Jason Hennessey has shown an interest in being on the committee.
Large diameter hose safety was brought up. Will be training on proper ways of using the hose.
Deadwood wild fire was discussed and good job to our firefighters for using proper safety equipment and procedures.
Discussed the fire on the south side of fiddle creek arm of siltcoos lake. Boat access only. Proper operations and use of life jackets.

Training:
incident safety officer needed preferred in house.

New Business:
New life jackets in the budget.
New wellness program in place.

Old Business:
- Manpower and accountability- still at staff/training. Some progress with using the chaplains.
- check radios, (portable) for proper channels and use ability requested.
- Recommendations from safety committee for the March training event in Mapleton.
- 1. Create/follow same checklist for our own training burns.
- 2. If NFPA 1403 is not followed, do not engage in burn.
- 3. Training burns have the most potential for injury/death of all training. Use the right to refuse risk/ do not participate in training burn if all safety procedures are not followed.

Close calls:

Incidents:
ATV crash being investigated by Chief Dickerson, Chief Beck. Back injury being investigated by M Barrett and T Miller.

Next meeting will be the October 10, 2017
Submitted by: Sean Barrett
Finance/HR Attachments
### Income

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>Jul-Aug 2017</th>
<th>% of Budget</th>
<th>YTD Actual</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>40001</td>
<td>Lane Co. Tax Revenue</td>
<td>0</td>
<td>2,002</td>
<td>100.0%</td>
<td>1,827,530</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40002</td>
<td>Douglas Co. Tax Revenue</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>3,257</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40003</td>
<td>Lane Co Tax Revenue - Prior</td>
<td>0</td>
<td>712</td>
<td>14.2%</td>
<td>30,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40004</td>
<td>Douglas Co Tax Revenue - Prior</td>
<td>12</td>
<td>37</td>
<td>44.4%</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total 4000</strong></td>
<td><strong>Tax Rev</strong></td>
<td><strong>12</strong></td>
<td><strong>2,750</strong></td>
<td><strong>54.1%</strong></td>
<td><strong>1,861,287</strong></td>
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<td></td>
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</tbody>
</table>

### 410000 - Grant Inc

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>410020</td>
<td>S.A.F.E.R. Grant</td>
<td>9,903</td>
<td>100.0%</td>
<td>216,928</td>
</tr>
<tr>
<td>410025</td>
<td>Seismic Grant</td>
<td>729,555</td>
<td></td>
<td>729,555</td>
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<tr>
<td>410030</td>
<td>Misc. Grant Income</td>
<td>3,673</td>
<td></td>
<td>946,483</td>
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<tr>
<td><strong>Total 410000</strong></td>
<td><strong>Grant Inc</strong></td>
<td><strong>3,673</strong></td>
<td><strong>1.9%</strong></td>
<td><strong>946,483</strong></td>
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</table>

### 43000 - Contractual Income

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>43003</td>
<td>Three Rivers Casino</td>
<td>5,182</td>
<td>100.0%</td>
<td>62,187</td>
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<tr>
<td>43009</td>
<td>Herman Peak Emerg Radio Auth.</td>
<td>2,250</td>
<td>100.0%</td>
<td>3,600</td>
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<tr>
<td>43010</td>
<td>Adminainl Coord.</td>
<td>20,709</td>
<td>137.9%</td>
<td>132,264</td>
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<tr>
<td><strong>Total 43000</strong></td>
<td><strong>Contractual Income</strong></td>
<td><strong>28,141</strong></td>
<td><strong>116.7%</strong></td>
<td><strong>198,051</strong></td>
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</table>

### 45000 - Reimbursements and Refunds

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>49000</td>
<td>Interest Income</td>
<td>208</td>
<td>50.3%</td>
<td>2,500</td>
</tr>
<tr>
<td>49005</td>
<td>Capital Improv Savings Interest</td>
<td>0</td>
<td>5</td>
<td>5</td>
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<tr>
<td>49010</td>
<td>Capital Replac Savings Interest</td>
<td>0</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total 43000</strong></td>
<td><strong>Contractual Income</strong></td>
<td><strong>31,867</strong></td>
<td><strong>75.6%</strong></td>
<td><strong>3,008,331</strong></td>
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</tbody>
</table>

### Gross Profit

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total 410000</strong></td>
<td><strong>Grant Inc</strong></td>
<td><strong>31,867</strong></td>
<td><strong>75.6%</strong></td>
<td><strong>3,008,331</strong></td>
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</tbody>
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### Expenses

#### 510000 - ADMIN PERSONNEL SERVICES

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>Jul-Aug 2017</th>
<th>% of Budget</th>
<th>YTD Actual</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>51111</td>
<td>Fire Chief</td>
<td>8,127</td>
<td>16,613</td>
<td>99.6%</td>
<td>100,085</td>
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<tr>
<td>511102</td>
<td>Div Chief of Administration</td>
<td>6,377</td>
<td>12,754</td>
<td>94.6%</td>
<td>80,923</td>
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<td></td>
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<tr>
<td>511103</td>
<td>Administrative Asst.</td>
<td>3,433</td>
<td>6,866</td>
<td>95.5%</td>
<td>43,116</td>
<td></td>
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</tr>
<tr>
<td>511104</td>
<td>P.T. Administrative Assistant</td>
<td>(2,908)</td>
<td>(1,300)</td>
<td>-99.6%</td>
<td>(7,800)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>511105</td>
<td>Admin Health Insurance</td>
<td>3,364</td>
<td>6,658</td>
<td>154.8%</td>
<td>39,898</td>
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<tr>
<td>511106</td>
<td>P.E.R.S.-ADMIN</td>
<td>4,514</td>
<td>3,638</td>
<td>40.3%</td>
<td>54,168</td>
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<td></td>
</tr>
<tr>
<td>511107</td>
<td>Payroll Taxes-Admin</td>
<td>1,794</td>
<td>1,545</td>
<td>43.1%</td>
<td>21,528</td>
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</tr>
<tr>
<td>511108</td>
<td>M.E.R.P./VEBA</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6,000</td>
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<tr>
<td>511109</td>
<td>STD/LTD/LIFE-ADMIN</td>
<td>106</td>
<td>222</td>
<td>80.4%</td>
<td>1,656</td>
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<td><strong>Total 510000</strong></td>
<td><strong>ADMIN PERSONNEL SERVICES</strong></td>
<td><strong>18,499</strong></td>
<td><strong>58,204</strong></td>
<td><strong>87.0%</strong></td>
<td><strong>355,174</strong></td>
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</table>

#### 520000 - OPERATIONS-PERSONNEL SERVICES

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Budget</th>
<th>Jul-Aug 2017</th>
<th>% of Budget</th>
<th>YTD Actual</th>
<th>% of Budget</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>52111</td>
<td>Division Chief of Operations</td>
<td>6,605</td>
<td>13,211</td>
<td>94.0%</td>
<td>84,360</td>
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<tr>
<td>521110</td>
<td>FT Captain</td>
<td>4,846</td>
<td>10,323</td>
<td>93.9%</td>
<td>61,937</td>
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<td></td>
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<tr>
<td>521115</td>
<td>Firefighter/Engineer Position 1</td>
<td>4,295</td>
<td>8,590</td>
<td>91.7%</td>
<td>53,092</td>
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<tr>
<td>521120</td>
<td>FF/Engineer Position 2</td>
<td>3,945</td>
<td>7,890</td>
<td>95.3%</td>
<td>49,699</td>
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### Siuless Valley Fire and Rescue
#### Profit & Loss Budget Performance
#### August 2017

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### Siuslaw Valley Fire and Rescue

#### Profit & Loss Budget Performance

**August 2017**

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<th>YTD Budget</th>
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<td>(126,819)</td>
<td>(236,511)</td>
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Summary of Financial Statement

Year to date we are where we expected to be based on the YTD Budget. There are a few percentages that are higher than we expected. Following is a list with an explanation of each of those.

**Income:**

GL# 43010 Administrative IGA
We received and deposited Junes payment in July which put an additional month of revenue in the current fiscal year.

**Expense:**

GL# 511104 P.T. Admin Assistant
Received shared portion of Admin Assistants wages in August

GL# 511105 Admin Health Insurance
Through the insurance companies process of switching our OFCA plan to the SDIS plan the billing for July and August was sent to us in July. I anticipate that this percentage will even out as we get further into the budget year.

GL# 521150 Call Reserve Firefighter
There was additional payroll for the month of August from a conflagration that we sent firefighters to and backfilled for our FTE's. This will be reduced when we are able to bill for the conflagration and receive the revenue to offset the increase.

GL# 521170 Due to our payroll being processed on the first of each month for the prior month this line item appears over. Again, I anticipate that this will balance out.

GL# 523130 Training Officer O.T.
The Training Officer line is over percentage from a class that he attended in August. Ops Chief is currently monitoring his overtime.

GL# 525105 FTE Health Insurance-Operations
Through the insurance companies process of switching our OFCA plan to the SDIS plan the billing for July and August was sent to us in July. I anticipate that this percentage will even out as we get further into the budget year.
GL# 611230 Legal
Legal is over percentage wise YTD due to the costs associated with the election were billed in July. The legal line item will balance out for the year.

GL# 611255 Computer Maintenance
The invoice for the server replacement was not received until July so this was an unanticipated expense.

GL# 621050 Station Maintenance
The percentage is over from the Station 7 siding project which was budgeted for in the 2016/2017 fiscal year, but not completed until the current fiscal year.

GL# 621065 Vehicle Maintenance
Unanticipated vehicle repairs

GL#621075 Fuel and Lubricants
Previous fiscal year bill paid in August

GL# 621090 Cleaning Supplies
Unanticipated cleaning supplies purchased

GL# 622025 Prevention Education
Prevention was out of address signs and giveaways for the Wings and Wheels event.
Admin Team Work Distribution List

This list is an overview of the currently assigned Admin Team responsibilities. All of the tasks unless otherwise indicated are done for both districts.

**Mary**

FireBridge Data entry-SVFR  
Board Packets  
Schedule Chief/Director lunches with board members  
Monthly PERS reporting and data entry  
Monthly Birthday cards  
WLEOG recording secretary and board packet  
WLEOG financials  
Maintain workers comp list  
Monthly newsletter  
PERS Spreadsheet maintained for audit  
Maintain and update Duty Chief calendar  
Update SVFR training calendar online  
Volunteer payroll  
Reports for newspaper-SVFR  
Board notices to newspaper  
LifeMed data entry  
Year end audit prep  
Computer training  
Other duties as assigned  
Internal and external customer service  
Answer phones-SVFR  
New hire paperwork for SVFR  
Clerical support for management team at SVFR

**Karin**

Accounts payable  
Accounts receivable  
LifeMed data entry  
LifeMed list to Systems Design  
Reports for newspaper-WLAD  
Recording secretary for WLAD Board meetings  
Year end audit prep  
Saif report  
Computer training  
Internal and external customer service
Answer phones-WLAD
New hire paperwork for WLAD
Clerical support to Operations Manager at WLAD

**Holly**

LifeMed data entry
Year end audit prep
Computer training
Update and maintain employee portal
Property tax spreadsheet
Update and maintain policy manuals
Update and maintain SOG manuals
Internal and external customer service
Answer phones-SVFR
Clerical support for management team at SVFR
Maintain sick/vac spreadsheets

**Julie**

SVFR BOD recording secretary
Internal and external customer service
Answer phones-SVFR
LifeMed
Clerical support for SVFR/WLAD
Bank reconciliations
Monthly financials
Monthly A/R reconciliation
Weekly P & L for management team
Prepare and transmit Payroll to Payroll service
Monthly journal entries for payroll
IT management
Review of Accounts payable
Review of Accounts receivable
Grant Management-SVFR
Benefit coordination
Code & Verify all invoices to General Ledger
Coordinate annual audit process
Audit onsite visit
Annual Budget prep and presentation
Post Budget adoption submissions/filings
Review and analyze monthly billing reports from SDW
Unified Administrative Services at a Glance

Admin Team Experience
• Over 50 combined years of Administrative and Supervisory Experience
• Over 30 combined years of Human Resource Management Experience
• 50 combined years of Emergency Service Experience
• Staff with specialized HR certification and training

Financial Management, Oversight and Planning
• LifeMed
• Monthly Financials
• Accounts Payable
• Accounts Receivable
• Annual Audit Prep and coordination with Auditor
• Annual Budget Prep and Presentation
• Monthly PERS Reporting

Human Resource Management
• Benefits
• Policy Manual maintenance/updating
• Enhanced Employee Hiring practices
• Unified Employee in processing plan

General Administrative
• Phones
• Clerical support
• IT Management
• Provides Administrative supervision
• Project Management of Administrative duties
• Responsive internal customer service

Organizational Enhancements
• Improved succession planning through improved delegation of authority and training programs
• Maintaining political needs of the district
• Chief/Director and Operations Manager able to respond to incidents
• Single points of contact for questions
• Employee Portal
• Outsourcing of Payroll-reduction in Payroll errors & cost savings
• Monthly Newsletter
• Paperless Filing System for all administrative items
• Administrative support to coordinate and field calls and visitors
• First Local EMT Program in over 2 decades
• Ability to jointly purchase expensive software and other products
• Improved ability to partner with mutual aid partners and enhance their response capabilities (i.e., SH/DW).
• Policy manuals are organized, reviewed, updated and online.
• Strategic plans are being completed resulting in many improvements.
• Many cross trained members resulting in the ability to fill medic driver positions at critical times.
• The ability to redirect money to where it’s needed most; staffing ambulances and saving for future capital needs
• Improved succession planning through improved delegation of authority and training programs.
• Community Paramedic Program
• Reduced the Administrative burden on the field staff allowing them to focus on emergency response and training

**Without The IGA**

Total Cost $323,681

**With the IGA**

132,265 (Chief/Director, Admin Division Chief))

7,800 (P.T. Admin Assistant)

**Total $140,065**
Correspondence
Lei -

We wanted to send a quick note to say thank you for all you did for us & the Lewczko family. You helped make a difficult time bearable.

Wayne & Matt took your advise & tookDetail on a road trip home. A Memorial will be held in Houston on 9/26.

The family seems to be doing well considering.

Your kindness means the world to me.

& all of us.

Thank you for your caring.

Rob & Debbie Adams
August 10, 2017

James L. Dickerson, Division Chief of Operations
Siuslaw Valley Fire and Rescue
2625 Highway 101
Florence, Oregon 97439-

Dear Chief Dickerson:

It is my pleasure to inform you of your acceptance into the U.S. Fire Administration’s National Fire Academy’s (NFA) “Executive Fire Officer (EFO) Program.” This year’s selection process was particularly difficult for the NFA as there were with many qualified applicants and a limited number of EFO Program openings. You will be assigned to one of the Executive Development course offerings to be held at the National Emergency Training Center in Emmitsburg, Maryland. Your session will commence within Fiscal Year 2018 (October 1, 2017 – September 30, 2018).

You are expected to review and become familiar with the current EFO Student Handbook. This handbook offers additional programmatic guidance and attempts to categorize and present both the changes and current policies governing the EFO Program; the intent is to establish a protocol that promotes equity, trust, and a high level of academic standard. The handbook can be found at: http://www.usfa.fema.gov/training/nfa/programs/efop_curriculum.html.

I trust that you will find the courses of instruction, peer and faculty interaction, and applied research activities both challenging and rewarding. The Admissions Office will notify you of your course assignment and exact class date. If the assigned date poses a serious conflict with a previously made professional or personal commitment, which you cannot change, you should contact the Admissions Office to discuss possible rescheduling.

Thank you for your interest and congratulations on your acceptance to the EFO Program.

Sincerely,

Tonya L. Hoover
Superintendent
National Fire Academy
U.S. Fire Administration
August 18, 2017

Dear Chief Langbord,

Thank you so much for the fine crew that showed up when scheduled and made a difficult job (for me) look very easy.

This is a fine service you provide. And free batteries. Your professional team would not accept a very modest tip!

Thanks again —

Don Chapman
August 9, 2017

Chief Jim Langborg
Siouk Valley Fire & Rescue
2625 Highway 101
Florence OR 97439

Re: SAFER Grant

Chief Langborg,

As it is appreciative the SAFER grant was awarded to SFV&R. Mapleton Fire and Swisshome-Deadwood RFPD, there are some concerns we feel need to be addressed.

With consultation it was suggested to in sure the Mapleton Fire District is covered from any financial burden, please provide the information requested listed below by September 8, 2017:

1. A copy of the grant agreement awarded.
3. A monthly financial accounting of the grant and a copy of the accounting when sent to the granting agency.
4. Recruiting & Retention Officer to spend at least 8 hours a week in the Mapleton area, set up a recruiting table at sporting and community events and have a open house at the station once a week when there are no other events attended.
5. Chief Patterson to review any information and pictures prior to posting it on the Mapleton Fire Face Book page.
6. Read out loud this correspondence at the next Board meeting.

Some of this information was requested in the December 16, 2016 letter addressed to the SVF&R Board of Directors. (Please provide an accounting of the time, education reimbursement and equipment that will be allocated to MFD and SDRFPD that is allowed within the grant).

Please let me know if there are any questions. The Board looks forward to your response.

Sincerely,

Ann Miller, Vice-Chairperson
Board of Directors
Mapleton Fire District

Cc: SVF&R Board of Directors
Swisshome-Deadwood RFPD