



**Fire Rescue Support exists to support fire rescue personnel  
before, during and after the call**

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A tragic accident occurred on Saturday, May 3 as this newsletter was being prepared. The following information was taken from the Florida Highway Patrol website. Our hearts are heavy for our brothers and sisters with the Florida Highway Patrol due to the loss of Trooper Richard.



In Memory of Trooper Chelsea Richard  
1983-2014  
End of Watch: Saturday, May 3, 2014

It is with a heavy heart that the Florida Highway Patrol announces the tragic death of Trooper Chelsea Richard. Trooper Richard was killed in the line of duty while working a crash on I-75 in Marion County.

Trooper Richard had served with the Florida Highway Patrol for nine years. Trooper Chelsea Richard began her career with the FHP as a graduate of the 111th recruit class in Tallahassee on January 12, 2006. She was assigned to Troop B – Ocala. At the time of her death, she was 30. She is survived by her grandparents, parents, a brother and her four year old son, Clayton.

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## **Before the Call**

One of my great passions is teaching. I love the opportunity to share relevant information that will make a difference in people's lives. During the month of April, I had the chance to teach on several occasions.

I started by teaching Individual/Peer Crisis Intervention. This is one of the two foundational critical incident stress management (CISM) courses. In this course we learned how to help an individual in a crisis situation by using questioning techniques to create a strong, empathic connection.

Next was Group Crisis Intervention. This is the second foundational CISM course. Here the focus is on helping a group move through a crisis situation. We learned a variety of intervention techniques that could be used with a classroom of students, a fire crew, or even an entire community.

The Fire Chaplaincy is a course I designed for current chaplains, as well as those considering involvement as a chaplain in the future. During our time we looked at the philosophy behind the chaplaincy, as well as how to connect with others before, during and after the call.

Finally, I had the opportunity to share "How to Prepare for Stress" at the Orlando Fire Department's Safety Symposium. This presentation is designed to bring up the issues of stress before a crisis situation exists.



*CISM Individual class*



*CISM Group class*



*Orlando Fire Department's Safety Symposium*

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**During the Call**

**This call took me by surprise**



On Sunday, April 6, Marion County Fire Rescue was dispatched to the report of a small plane down. Arriving units confirmed a plane crash with two fatalities.

In the world of fire rescue, this was a relatively basic call. While there certainly was the tragedy of two deaths, there were no other hazards to be concerned about. That's why I was rather surprised to find what I did when I arrived.

I noticed there were a large number of bystanders already there. The crash happened at a private airstrip, so the crowd was unexpected. As I got closer to the people, I noticed that many of them appeared injured; their faces and their clothes were bloodied. I couldn't understand why there wasn't a greater medical response to this call.

Then it all came together. This plane crash had happened during the filming of a movie. That explained why there were so many people standing around. But it wasn't just any movie; it was a zombie movie; that explained why it

looked like so many were injured. Once I got my mind wrapped around what was going on, I was able to get busy.

After checking in with incident command and seeing that fire crews were okay, I started to check on all those who witnessed this terrible tragedy. As I took in the scope of this incident, I decided to call for help from the Ocala/Marion County Critical Incident Stress Management Team.

With the team's assistance, we were able to look after the fifty or so people that were affected by this incident.

**Fire Rescue Cares**



Fire Rescue Cares is the victim support arm of our organization. Through the financial support of local Walmart stores and others, we are able to offer immediate, assistance to those suffering fire-related loss. In fact, in April, Fire Rescue Support distributed \$1,150 in gift cards to help families begin taking steps of recovery.

Your financial support can help make sure we have funds available when the next fire strikes. Go to the "Donate" page of our website for more information.



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### The Human Side of Victim Care

You have probably had the experience of being helped by someone who knew their job well, but they just were not very nice as they did it. That is, they were proficient in completing the task assigned to them, but they did so in a manner that was not very personal. Think of a highly competent doctor who gets a bad rap for having poor bedside manners.

Ability, competency and proficiency are all sought after qualities of those in the fire rescue profession. The work is comprised of intricate technical skills based on a strong educational foundation. On-going training makes sure skills such as hose line deployments, medical procedures and extrication techniques stay sharp. But what about the manner in which you relate to the people that you serve? What about the human side of victim care? These questions came to mind when I saw a video from the Cleveland Clinic.

In his 2012 “State of the Clinic” address, CEO Toby Cosgrove showed a video called “[Empathy](#).” This video, which now has over 1.4 million hits on YouTube, explores the human side of victim care. Referring to the video and the issue of empathy, Chief Experience Officer Dr. Jim Merlino said, “Without empathy, we can’t deliver high-quality, compassionate care.”

So what is empathy? And what place does empathy have in the work you do day-to-day? Dictionary.com gives us this information: “Both empathy and sympathy are feelings concerning other people. Sympathy is literally ‘feeling with’ – compassion for or commiseration with another person. Empathy, by contrast, is literally ‘feeling into’ – the ability to project one’s personality into another person and more fully understand that person.”

Vocabulary.com says, “Empathy is heartbreaking — you experience other people’s pain and joy. Sympathy is easier because you just have to feel sorry for someone. You send a sympathy card if someone’s cat died; you feel empathy if your cat died, too.”

Empathy is sitting side-by-side with someone and letting them know you’re there for them. Empathy is taking the time necessary for someone so they see that you are willing to come into their world. Empathy is deeply understanding the pain of others often because you’ve experience that pain yourself.

The Cleveland Clinic video opens with this quote from Henry David Thoreau: “Could a greater miracle take place than for us to look through each other’s eyes for an instant?”

As you do the skillful work that you do, don’t forget to see the people that you are serving.

According to the Cleveland Clinic, “Patient care is more than just healing – it’s building a connection that encompasses mind, body and soul.” According to the Bible, “When Jesus saw the crowds, he had compassion on them, because they were harassed and helpless, like sheep without a shepherd.”



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May 2014

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Jack & Jill's Boutique is a unique kids store specializing in buying and selling kids gently loved clothes. They also sell new children's top brand clothing such as Gap, Children's Place, & Baby Gap to name a few.

During the month of May, Jack & Jill's is offering a 10% discount to first responders (law enforcement, fire rescue, emergency medical services) and their families. Just show the proper identification to receive your discount.

Jack & Jill's Boutique is located at 3535 SE Maricamp Road – Suite 1006 (Cedar Shores Plaza – facing 36th Avenue). You can reach them at 352-236-0063 or find them online at [www.facebook.com/jackjillsboutique](http://www.facebook.com/jackjillsboutique) or [www.shopjackandjills.com](http://www.shopjackandjills.com).

Fire Rescue Support is pleased to have Jack & Jill's Boutique as one of its financial partners.

**Thank you!**

Thanks for your interest in and partnership with Fire Rescue Support. Because of you, we have the opportunity to support fire rescue personnel before, during and after the call. Visit [www.firerescuesupport.com](http://www.firerescuesupport.com) for more information or to donate. You can also find us on Facebook. And please don't hesitate to contact me if I can be of assistance personally or professionally. You can reach me at 352-425-1643 or [joe@firerescuesupport.com](mailto:joe@firerescuesupport.com).

