

**Surprise Fire-Medical Department** Organization Profile

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# Application Overview

Grant Request (SFMD Crisis Response Volunteer Program, ID: 10010333)

Grant Request Data Surprise Fire-Medical Department 

## Overview

The Surprise Fire-Medical Department (SFMD) is a full-time, career urban fire department providing fire protection and emergency medical services to the 10th largest city in AZ, responding to over 10,000 medical emergencies per year. SFMD has created and currently manages a Crisis Response (CR301) Volunteer Program that provides an extended service to residents in the City of Surprise and surrounding communities. The Civilian Volunteers accompany fire and police personnel to traumatic events, offering reassurance and resources to those left suffering in the wake of accidents, deaths, pediatric drownings, and violent crimes. This valuable program allows our fire and emergency medical crews to focus on treating the patient and return to service as soon as possible.

### SFMD Mission Statement:

“Always There, Always Ready.” Our mission is to protect and preserve life and property with the highest level of safety, customer service, pride and professionalism.

### SFMD Vision Statement:

We balance the needs of our people, organizational leaders, City, and public in our plans, policies and operations. We consider the effects on our people, who are our greatest asset, first when making decisions. We recognize that if we support, respect, empower, and challenge our people, they will deliver superior service and continuous improvement.

### SFMD Values:

We value our City, organization, citizens, and each other.

We value the following behaviors within our organization:

1. Respect each member as a professional
2. Be intolerant of negative behavior
3. Take responsibility for our own action or inaction
4. Recognize honest and sincere efforts
5. Utilize consensus, when possible, for decision-making
6. Support employee and employer decisions
7. Demonstrate the highest level of pride and professionalism

SFMD CR301 Volunteer Program has 85+ professionally trained Civilians. The Program is overseen by a Division Chief and managed by a SFMD Captain and 7 Civilian Volunteer Shift Supervisors.

## Mission Statement

The City of Surprise completes a background check, including criminal history, motor vehicle, and drug screen, on all volunteers prior to start date. Volunteers must possess CPR/AED certifications. SFMD extensively trains all volunteers. Orientation and ongoing training includes:

- Online Target Safety Training in Basic Crisis Intervention
- 5 hours of Surprise/CR specific training
- Minimum of five 8 hour observation/practical Ride-Alongs with experienced team members
- Minimum of 16 hours of shift work per month
- Quarterly meeting attendance
- Ongoing Target Safety Training

#### Brief Overview

Volunteers must complete the City of Surprise Driver's Training Course. Volunteers learn how to become efficient with vehicle check-offs, radio communications, MCTs (Mobile Computer Terminal), mapping, Ipads (for incident reporting), and shift scheduling.

CR301 utilizes a van and operates out of SFMD Firehouse 301 with the intent of keeping the van staffed and in service 24 hours per day, 7 days per week. The van is stocked with supplies. CR301 is dispatched to emergencies through the Phoenix Fire Department Dispatch Center to assist with fire and police departments throughout the west valley. If needed, CR301 members schedule follow up appointments with residents. The van is also used as an alternative means of transportation.

Our CR301 members are dedicated volunteers who want to give back and help their community, and include nurses, retired firefighters and police officers, pastors, psychologists, doctors, computer engineers, stay-at-home mothers, and business owners.

The Crisis Response Volunteer Program (CR301) was established in the Fall of 2001 as the AR (Alternative Response) Program with the assistance and foresight of SFMD Chiefs and Leslie Childers. SFMD purchased the first CR301 van for \$30k. The program received the Point of Life award for creating meaningful change in the community, by President George H. W. Bush. The program continued to develop and expand to the current Crisis Response Program, where it again, received the Point of Life award in September of 2009.

#### Major Achievements

The Program has been extremely successful assisting people in crisis situations that need assistance from contacting insurance companies, rides to the hospital, food arrangements, welfare checks, pet assistance, to making initial funeral arrangements. CR301 Volunteers spend an average of 3-4 hours with residents on each call.

CR301 responded to 1,789 calls for assistance in 2015. Our Volunteers arrived on scene and assisted "customers" in some manner on 993 of those calls. CR Volunteers are able to offer a variety of resources to people in need, for example, contacting the American Red Cross, helping the elderly install safety equipment in their homes, putting customers in touch with support groups, to having lock boxes installed on

porches for ease of access for emergency responders. CR301 also assists with all SFMD events such the Christmas Toy Drive, Aisles of Smiles, Turkey Drive, Water Safety Day, and a host of other Department and City activities.

SFMD fully supports the program and budgets approximately \$29k for the annual operation of CR301. This money is used for training expenses, uniforms, office supplies, equipment, van maintenance and fuel, recognitions, and the award ceremony. The Program is always seeking ways to further assist customers in Surprise and surrounding communities. SFMD continually receives compliments and positive feedback from their customers.

### Infrastructure

Type of Organization

Social Programs ▾

Program Area

Community Development/Social Programs ▾  
 Social Programs ▾  
 ▾

Key Staff

- Chief Jesus Rivera, Battalion Chief
- Chief Julie Moore, Battalion Chief
- Chief Brenden Espie, Assistant Chief
- Chief Darrell Johnston, Assistant Chief
- Chief Tom Abbott, Fire Chief

Non-Discrimination Policy

Yes ▾

Upload ▾

 [Non-Discrimination Policy.pdf](#)

### Documentation

990 or 990PF Upload

 [irs-subsection-codes.pdf](#)

Operating Budget Upload

 [CR budget April 2016.pdf](#)

Audited Financial Statement Upload

 [FY15 Final CAFR Secured.pdf](#)

IRS Tax Upload

 [Federal-State--Local-.pdf](#)

### Funding

Working with CRC

No ▾

Being Referred

Yes ▾

Employee Info Bjorn Bondo

Previously  
Funded

Other Donors The SFMD is a government municipality and is able to support the CR program with an annual budget of approximately \$29k. The SFMD Crisis Response Program may accept donations from private citizens that wish to show their gratification for services they received from our volunteers. The funds are used as designated by the donor per the SFMD CR Donation Policy. The donation account currently has a balance of \$2,529. This money will be used for the Annual Award Ceremony to acknowledge and highlight the services of our Volunteers.

### Information

Type of  
Support

Request Title SFMD Crisis Response Volunteer Program

Request  
Amount \$5,000.00

Operating  
Budget \$29,500.00

Total Project  
Budget \$5,000.00

Detailed  
Project Budget Upload

Start Date 06/01/2016

End Date 06/30/2016

SFMD would like to expand the services offered to patients through our CR Program by introducing alternative transportation to alternative medical destinations.

Currently, SFMD patients with medical issues are transported to a hospital emergency room (ER) by ambulance and Surprise patients with behavioral or substance abuse concerns are transported by Community Medicine 307 (CM307) to a designated mental health facility. SFMD recognizes there is significant need for alternative transportation, to alternative facilities for residents with minor medical concerns.

Nature of  
Request

In 2015, SFMD responded to over 10,000 medical calls. Almost 20% (1,910) of these calls were for minor medical emergencies, referred to as Basic Life Support (BLS) calls. These minor medical patients, who wish for transportation and medical treatment, currently must ride to the hospital emergency room by ambulance, which is the most costly method of transportation to the most expensive medical facility.

In a recent study, from 2014, SFMD data showed that “the age population of the highest 9-1-1 callers in Surprise, Arizona, was between the ages of 60 and 90 years of age, and account for 51% of the 9-1-1 calling population. Of the BLS calls for

assistance, 24% of the patients refused ambulance transportation, of which 70.66% said it was because they did not feel ambulance transport was necessary for their medical need.” This data reveals the need to offer other means of transportation for patients to obtain minor medical treatment.

SFMD has obtained, from the City of Surprise, a wheelchair accessible “Dial-a-Ride” Ford van. The van will transport minor medical patients to Urgent Cares, doctor offices, clinics, etc. A CR volunteer will drive and a SFMD emergency medical technician (EMT) will treat the patient, in the van, enroute to the proper destination. This van will be named Community Medicine 301 (CM301).

The SFMD Crisis Response Program would like to offer residents a new service with the help from Ford. The need for alternative transportation to alternative medical destinations is crucial. Establishing the CM301 unit will:

- Allow ambulances to be available for transporting patients with true medical emergencies.
- Allow the hospital ER beds and personnel to be available for patients with true medical emergencies and receive treatment in a timely manner.

Although the Crisis Response Program receives a small annual budget from the SFMD, we do not have enough funds to update the Dial-a-Ride van to establish the new proposed service.

#### Request Overview

In conclusion, if SFMD is awarded grant money from Ford, the SFMD Crisis Response Volunteer Program would like:

1. The Dial-a-Ride van painted Ford red, matching SFMD units.
2. SFMD and CM301 white lettering on the Dial-a-ride van.
3. Ensure the wheelchair accessibility is safe, functional and operational.

SFMD would like Ford to perform these services. SFMD would also like to recognize Ford’s commitment to this new service, if awarded, by marking the CM301 van as “Painted by Ford”, “Partnering with Ford”, or any other agreed upon statement. We would also include Ford in the media release announcing the new service.

#### Targeted Areas

- |                   |   |
|-------------------|---|
| Genders           | <ul style="list-style-type: none"> <li>• Not Gender Specific: 100%</li> </ul>   |
| Ethnicity         | <ul style="list-style-type: none"> <li>• African American: 5%</li> <li>• Asian Indian : 2%</li> <li>• Caucasian: 71%</li> <li>• Hispanic: 18%</li> <li>• Other: 4%</li> </ul> |
| Target Population | <ul style="list-style-type: none"> <li>• All: 100%</li> </ul>   |
| Target Age        | <ul style="list-style-type: none"> <li>• No Target Age Group: 100%</li> </ul>   |

**Implementation**

Contributors	<p>SFMD Crisis Response Volunteer Program has no other financial or in kind contributors to fund the painting and graphics of the existing Ford vehicle necessary to begin our new service. The minimal funding the Department is able to provide for the Volunteer Program is used for operational expenses, awards and recognition for our valued civilian volunteers. This Crisis Response budget was submitted earlier in the application, and the Department budget is included in the final submitted documents of this application.</p>
Objectives	<p>The current objective of initiating the CM301 service is to provide a new method of transportation to residents who would like to receive treatment for a minor medical concern, but do not want to incur the high expenses of being transported by ambulance to a hospital emergency room. This new and much needed service will allow residents another option to obtain necessary medical attention and hopefully help reduce their medical expenses. The new service will increase availability of ambulances to run critical medical emergencies. SFMD is always striving to meet the needs of our residents through cost effective and creative ways and offering the services of CM301 will certainly enhance our Crisis Response Program goals of helping residents in a time of need. We currently have a qualified pool of civilian volunteers who are willing, and capable, of staffing the new CM301. Once CM301 is established, we will continue to creatively think of other ways to serve our growing community.</p> <p>The implementation timeline and key milestones to establish a new transportation service through the SFMD Crisis Response Volunteer Program are:</p> <ol style="list-style-type: none"> <li>1. Transform the Dial-a-Ride van into CM301 by painting, lettering, and ensuring the wheelchair accessibility is safe, functional and operational. This is a key milestone. SFMD Crisis Response Program has the vehicle and the volunteer manpower to operate CM301.</li> <li>2. Once the van is transformed, CM301 can immediately begin running calls for assistance by placing CM301 in service through the Phoenix Fire Department Dispatch Center.</li> <li>3. The process listed below will take no more than 30 days to establish, which will allow volunteers to transport minor medical patients to alternative destinations with an EMT.</li> <li>4. SFMD has already established medical protocols for CM301, similar to SFMD CM307, on procedures for qualifying residents to be transported by CM301 to alternative facilities.</li> <li>5. SFMD has already established relationships with medical facilities in Surprise to receive minor medical patients from CM301.</li> <li>6. Review and adjust policy and procedures for SFMD volunteers to operate CM301, similar to CR301.</li> <li>7. Track data from calls, and consult with our Volunteers, to evaluate the effectiveness of the program.</li> <li>8. Make necessary adjustments or changes as needed, to ensure the success of this new service.</li> <li>9. SFMD will continue to track and monitor the CM301 Program for effectiveness.</li> </ol>
Timeline and Key Milestones	

## Guidelines Fit

SFMD Crisis Response Volunteer Program grant request fits within the guidelines of Ford Motor Company because we've identified a need in the Surprise community for alternative medical transportation to alternative medical destinations. Like Ford Motor Company, we are constantly looking for new and innovative ways to serve our residents. Even though the Surprise Fire-Medical Department is staffed with full-time career firefighters and paramedics, we created a program that utilizes civilian Volunteers who also have a desire to give back to their community. Ford's goal of supporting "Community Life programs ranging from hunger relief to health care to support of cultural activities" are parallel to the goals of the SFMD Crisis Response Volunteer Program . We believe our innovative approach of offering alternative transportation for medical attention to our residents coincides with Ford's approach called Operation Better World. We are hopeful that we can successfully repurpose an existing Ford vehicle for a new and innovative service. In addition, SFMD is very proud to partner with Ford by providing all-hazards emergency response and training to Ford employees at a nearby facility. We kindly ask for Ford's grant to help us provide a unique and innovative service to our residents in need.

Additional  
Information  
Upload

-  [Dial-a-Ride van-1.jpg](#)
-  [SFMD Budget April 2016.pdf](#)
-  [SFMD Budget pg2 April 2016.pdf](#)
-  [Census Report City of Surprise.pdf](#)