



THE SIXTH BUGLE

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President's Message

As we progress into the new year we may be thinking about those goals we made at the start but may have gradually forgotten or have let fall by the wayside. Well don't give up on yourself just yet. The surest way I've found to succeed is by taking baby steps... making small changes and tackling large problems or tasks in smaller, more manageable steps.

Each day can be a fresh start no matter what we did, or didn't do, the day before. Taking baby steps is not a new concept but one worthy of remembering and one we can apply to all areas of our lives whether it be our finances, our physical condition, our emotional well-being, or our careers.

Small steps in the right direction will get you where you want to be. Don't give up, press through the tough times and keep pushing forward.

Inside you will find the flyer and registration information for our upcoming workshop. The committee has been working hard to provide important and appealing sessions. Make sure to reserve your hotel room, register for the workshop, and send in your payment early.

My best regards to all....
Rhonda Grant
Stayton Fire District

Congratulations to our recently elected Board members:

Vice President

Susan Boyle, Tualatin Valley Fire & Rescue

Treasurer

Susan Shepard, Polk County Fire District #1

Region 4 Rep

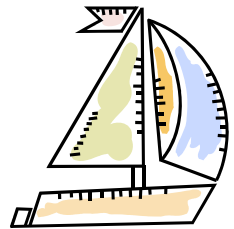
Jill Dorrell, Newberg Fire

Region 5 Rep

Bonita Johnson, La Pine Fire

GET INVOLVED WITH OFSOA!

"Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails.



"Explore. Dream. Discover."
~ Mark Twain

Go ahead, get your feet wet - join a committee! See page three for more information.

Learn, Grow, & Bloom

OFSOA Workshop 2010

Sessions.....

- ★ Leadership ★
- ★ Office Safety and Security ★
- ★ Harassment in the Workplace ★
- ★ Communication Among Peers ★
- ★ Wellness ★ Healthy Food Choices ★
- ★ Core Strengthening ★

April 22-23, 2010

Hosted by
Clackamas Fire



Kris' Story

OFSOA is an organization devoted to the professional and personal growth of Fire Service Administrative personnel by providing education and networking opportunities. We all have our story on how we heard about OFSOA, why we decided to join, and why we maintain our membership. Here is a Kris' OFSOA story.

I am writing you this letter to let you know what OFSOA has meant to me since joining in 2008.

I started working in the Fire Service for Canby Fire District in May of 2005. I'd been a stay-at-home mom for about 10 years and worked for Jenny Craig prior to coming here. Needless to say, the Fire Service was a complete unknown to me prior to working for Canby Fire.

I was hired to do the ambulance billing and reception duties at the station and I soon found myself sequestered in the Medical Billing and Coding world. I liked my job immensely, but at the same time, unsure that there was no where else to go for me in the Fire Service billing. I wasn't interested in finance and wondered how long it would be before I burned out on what I was doing and where I could possibly go that would provide for my family's needs as well as my job at Canby Fire did.

The Administrative Manager here at CFD was a member of OFSOA so I had heard about the group but was not introduced to until Lori Fawcett took the AM position here. She INSISTED that I go to the 2008 conference and even handled my room and registration arrangements. She all but kicked me out the door, complete with a goodie bag that included candles, chocolate, and bubble bath. Someone from OFSOA had done this for her when she went to her first conference.

I was nervous about going to a conference with a group of ladies that had known each other for years and wasn't sure what to expect. The billing conferences I'd been to were helpful, but impersonal and detached. I expected the same at OFSOA ... why

would it be any different? After all, this was work, right? Holy cow was I ever wrong! I still can't get over the warmth with which I was greeted and integrated into this amazing group of people. I was introduced, wined, dined, cared for, helped, checked on, and befriended. Everything Lori had gushed about OFSOA was absolutely true. They are golden. There was even Bunco!

The conference itself was incredible too... every speaker and session was pertinent to either what I was doing at work or to my own personal growth. I took copious notes and enjoyed every minute. (Well ... okay ... the IRS part was a bit dry, but hey, it's the IRS. They can't help it.)

Since then, I have found the networking that OFSOA provides to be a lifeline. Any question, any document, or need that we have can be broadcast to the group and within moments, answers and solutions come flooding in. OFSOA is truly a community of fellow Fire Service Administrators locking arms and moving forward together, leaving no one behind. It's an amazing, alive group with vision, determination, and an excitement that is contagious.

But the best part of what OFSOA has done for me personally is that it removed the assumed 'glass ceiling' and opened up the sky for me. It removed the limits. I came back and told Lori that I thought I had a job in the Fire Service but I had NO IDEA I had a career.

Now I'm beyond excited to see what the future holds for me. I have a healthy list of goals set for myself to accomplish, and am excited at the thought of where this path will take me. Two things I know for sure are; I don't have to worry about getting burnt out at my job and I'm never left to fend for myself. All in thanks, literally, to OFSOA.

With Warm Regards,
Kris Rocha
Administrative Assistant
Canby Fire District 62

We Have A Winning Team!

OFSOA’s committee members are those wonderful people behind the scenes that keep the wheels of our organization turning and they are very good at what they do.

Our current structure is made up of four committees with each committee chair being a liaison to a sub-committee. The four committees are:

Membership: Chair Barb Kunkel; liaison to Hospitality, Goodwill, and Merchandise

Education: Chair Pam Webber, liaison to Accreditation, Events, and Scholarship

Protocol: Chair Pat Cane, liaison to but also fulfilling the role of Parliamentarian

Communications: Chair is currently vacant, liaison to Newsletter and Website.

Our Subcommittee chairs and their members are:

Hospitality: Jan Mann

Goodwill Representative: Brenda Burks

Merchandise: Amy Anderson-Rice

Accreditation: Susan Boyle

Website: Laura Houston with Phil Hull and Pat Cane assisting with editing and posting.

The committee titles are fairly self-explanatory but a more detailed description of the job functions are explained in our policy manual which can be found at www.ofsoa.com under Documents.

Yes, we do have a winning team of dedicated professionals but I know they would welcome assistance and fresh ideas. I would encourage you to contact a committee member or myself and see where your skills could best be put to use.

“Many hands make light work”.

~ Rhonda Grant

Customer Service

I have recently had two extremely frustrating and lengthy interactions with a national firm after ordering a replacement shelf for my refrigerator (about 16”x16”) and receiving two very large, very heavy oven racks instead. In a nutshell, the firm wanted me to drive the oven racks 15-20 miles and drop them at a shipping firm, who would return them to Kentucky and I would receive my refrigerator shelf after the oven racks were received back at the vendor. To say that I was totally nonplussed by the vendor’s customer service is the understatement of the year, hence, the thought behind this article. I did some research and found the following questions and answers that could help us in our daily communications with our customers – the citizens of our communities. How would you answer these?

1. A frustrated citizen calls with a question. It is always great customer service to offer them an immediate solution. True or false?
2. Citizens trust you more if they have problems with your service and receive speedy resolution than if they have no problems with your service at all. True or false? (answers below)

Making great customer service a priority is excellence in action.

Have a great spring and I hope to see you at our Spring Workshop at Clackamas County Fire District #1.

~ Susan Boyle, Vice President



1. False. The citizen doesn't always want an instant answer, but to have their frustration heard, validated, and soothed.
2. True. It's not the absence of problems that develops trust, but your reaction when things go wrong. Citizens want to know that, no matter what happens, you care about them and are on their side.

Answers:

Practice Office Ergonomics

Are you looking for ways to take better care of yourself and get more done? If you spend a significant amount of time at your desk, it's a good idea to periodically organize and check the comfort level of your workspace.

Being organized and comfortable at your desk can save you a headache (or backache) later on. Even small discomforts can cause stress over time. Try to pay attention to sustained postures, repetitive motions, and atmospheric conditions in your workplace.

Some things to ask yourself:

1. Do you have clear access to the items you reach for most frequently? Can you reach them without twisting or stretching?

2. Do you have a clean area for both computer work and paperwork, or does one or the other dominate your desk? Are you cramping into an awkward position to access a notepad or a laptop on the side?
3. Does your workstation fit you? Are you able to work in a neutral position? Is your furniture adjustable?

Remember to get up periodically, stretch, and walk around. Let your eyes focus on different points of vision. Even though you're on a deadline, you'll have more energy and better endurance if you vary your posture from time to time.

~ submitted by Laura Houston, Stayton Fire District

Safeguard Data

(Excerpts from "SC Magazine, article "Size Doesn't Matter", Issue, January 2010)

Experts say that online banking fraud is the greatest cyber risk facing many of today's businesses. Crooks are targeting small and mid-sized businesses (SMBs) more and more. With more resistance from large businesses, hackers are directing their attention to SMBs, looking for the easiest door they can break down to get the stuff they want.

These days, all a criminal has to do is send you a link in an email and say click here. You go to the website and your computer is infected. Or they engineer an email to financial officers responsible for online banking duties, (info they can sometimes get from websites), that contains malware designed to hijack banking login information. They then can use the stolen information to sign in the bank account with the intent of transferring out funds.

Meanwhile, businesses are not providing cybersecurity training to employees nor have an Internet security policy in place.

So how can small to mid-sized businesses (meaning any of us using email, Internet, online banking, etc) protect ourselves?

1. Employee training—if the user doesn't know what to do, it doesn't matter what technology you have in place
2. Invest in current product suites and updated browsers and operating systems for core protection
3. Keep anti-virus solutions updated
4. Consider outsourcing for managed security service if your staff does not have the expertise
5. Monitor your bank transactions, daily if necessary
6. Never give out personal information over the phone, in response to a text, or in an email
7. Reduce privileges
8. Implement a web content filter
9. Consider dedicating a PC strictly for online banking, no email or web surfing

Heart, Pride, Commitment

In January, I attended a conference with my husband in Florida. In addition to sitting by the pool and reading three books, I attended two of the keynote speaker presentations for the event. Both were motivational speakers but with two very different points of views. The first, Jon Gordon, focused on keeping your priorities straight and always finding the positive. The second, Mike Eruzioni, focused on positive leadership and teamwork.

Jon's presentation, "Developing Positive Leaders, Organizations, and Teams", focused on building relationships, learning how to motivate yourself and those around you to keep positive and positively re-enforced. There were several quotes he repeated but the ones that stuck with me were "Rules without relationships and common sense will always result in rebellion"; "Be blessed not stressed"; and "Always say thank you". He closed his presentation with this thought: "Know what legacy you want to leave". I have pages of notes from this presentation, but on his website there are a lot of motivational information and posters that are free downloads (www.JonGordon.com).

Mike's presentation centered on his experience as the Captain of the US Hockey team that won the 1980 Winter Olympics and how that experience influenced him. He focused mainly on his coach, Herb Brooks, and his leadership style. He said Herb was an 'all black or white' kind of person and always spoke straight to the point – he never left any room for interpretation or misconceptions. He told about the last quarter of the game and how his coach came into the locker room and told the team they had the choice of leaving with the Gold or Silver. He told them it was their decision and he would back them with whatever they chose, then he left. At the end of his presentation, Mike was asked if there was one defining moment in his hockey career and he said there were two. One was those minutes in the locker room before they played that last quarter and the second was when he and his teammates were asked to light the Olympic flame at the 1992 Olympics. (The movie "Miracles" is based on this event.)

Why am I telling you all of this? Because these two gentlemen, while vastly different in style, spoke of respect for yourself and respect for your team. I know that I struggle often (personally and professionally) with **doing the right thing because it is the right thing to do** vs. standing up to those who I believe have lost sight of this basic rule. We all have the responsibility of trying to keep ourselves and those around us on track spiritually, emotionally, and physically, while striving to do everything within our capabilities to serve our citizens and community. I know you all are incredible assets to your families, your communities, your departments, OFSOA, and the fire service, and I am very honored to be associated with ALL of you.

One question that both of these speakers asked the audience was "What separates the good from the great"? They got a multitude of answers, and I think we all need to answer this for ourselves. For me, three answers would be: with God's grace we share a heart of love and service; pride in the strengths and abilities of those around us and ourselves; and a shared commitment to make a difference.

Thank you for your "Heart", "Pride", and "Commitment"!

Jill Dorrell, Newberg Fire
OFSOA Region 4 Rep.



**OREGON FIRE SERVICE
OFFICE ADMINISTRATORS**

VISIT US ON THE WEB
WWW.OFSOA.COM

*“Sharing a Standard
of Excellence”*

Share this newsletter by
posting it at your station!

2010 Conference / 2011 Workshop

Since our last newsletter we have made a change in the location of our 2010 conference. **It will be held in Bend on Oct 13-15, 2010.** The Board meeting will precede the conference on Oct 12th at 3:00 pm. Bonita Johnson from La Pine Fire will be chairing the event.

Amy Anderson-Rice will chair the 2011 Workshop which will be held in Roseburg in April.

Both committees would welcome assistance so if you are interested in learning more about putting on an event or getting some experience on one of our committees, this would be a great opportunity for you.

The Sixth Bugle

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