

# IN THE LINE OF DUTY

July - September, 2016 Volume 2 – Issue 8



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*Professionalism ~ Integrity ~ Compassion*

Greater Naples Fire Rescue District

14575 Collier Boulevard  
Naples, Florida 34119  
239.348.7540

[www.GreaterNaplesFire.Org](http://www.GreaterNaplesFire.Org)



# Greater Naples Fire Rescue District

# IN THE LINE OF DUTY

July - September, 2016 Volume 2 – Issue 8

- Dedicated to our Community, Our Profession and Each Other -



## Office of the Fire Chief

By: Kingman Schuldt, Fire Chief



**J**ohn K. Murphy, contributor to Fire Engineering, describes fire department mergers and consolidations as complicated, but not impossible. We see private business mergers, acquisitions and takeovers daily in today's world of global economies, high tech automation, competition for efficiency, and increasing expectation of exceptional customer service.

When it comes to the delivery of fire and emergency services one may think we are different than big business, but are we? Why do you shop at Ikea, drink coffee at Starbucks or choose Apple products? Is it because they cater to their customers, are their products superior, are their business models exceptional, or do they simply have that “cool factor”?

As the District continues on its current journey we have just realized the formal expansion of boundaries to include the Isles of Capri and Collier County District 1. Then on November 1<sup>st</sup> we will grow yet again, with the expansion of management services to the Ochopee Fire Control District serving the communities of Everglades City, Chokoloskee and Port of the Islands. With this comes the addition of 26 new employees and responsibility to provide safeguard to the residents living in an area of more than 800 square miles. This will result in our Fire District being the largest of its kind in the State of Florida. In the upcoming year, firefighters will be expected to respond to nearly 20,000 requests for service and perform more than 7,000 fire and life safety inspections within the District's approximate 1,512 square miles. Administrative and support staff will be responsible to manage a budget in excess of \$35m, maintain a fleet of nearly 90 vehicles and 19 facilities. This will be accomplished by a staff of 211 personnel working as a team, efficiently and effectively.

I often ask myself how the organization continues to grow so rapidly in such a dynamic environment. In large part it is because of our professional staff who yes, cater to the community, provide a superior product and execute an exceptional business model. So when you look at the Fire District's operations and business practices you may agree that we are not much different from other mainstream business.

Considering this; the District, its members and the community must continue to embrace new service delivery models, collaboration and socio-economic drivers that will continue to reshape fire service delivery strategies. The good-ole-boys days are long gone, manual spreadsheets obsolete and residential fire sprinklers a reality. We are a big dollar-big business, employee intensive and extraordinarily service oriented.

This brings me back to big business (or small). When I find a company or business with just the right “cool factor” I ask, “Why?” For us at Greater Naples I am certain of some of our “cool factors” including a dedicated workforce, superior customer service and commitment to an evolving business model that embraces change, collaboration and efficiencies.

We have a fantastic organization with incredible people and a bright future, and that has a great “cool factor”.

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## Operations Section

By: Nolan Sapp, Assistant Chief



**W**hy are we here? The general answer given all the time is “to help people”. But once through the door, do we still know why we are here, do we still have the drive needed to be the professionals we believe we are. The answer to that is, of course. But what can we do to improve and maintain that drive and sense of urgency in our actions? Drive faster some think, but that’s not the answer. That only places us and the general public

in more danger. No one needs to see or be the red bullet flying down the street as a young driver once said. That statement shocked me as I realized that as I have aged, I have become more concerned about how personnel arrive on scene, even so much as to remind them to go quickly but safely as they proceed to the calls for help. Stop for the intersections. Yes, I said we should stop; but that slows us down!

So what do we do to decrease our response times? The answer is; be prepared, be alert, be professional. When the alarm sounds and it’s time to go, that is not the time for the final dinner bite, or a quick trip to the restroom. We should be moving to our apparatus and mentally preparing to respond to the scene. Do we need to don our Personal Protective Equipment for the fire or secure what we need to render medical aid?



Turn out time is truly the time we can make a difference in reduction of our overall response time and do so safely without being affected by heavy traffic or rainy hazardous roads. GNFD has improved notification method by installation of new Station Alerting reducing our notification times by some serious seconds and even minutes in some cases. When the alert comes, we need to quickly get to the apparatus and don our gear and respond to the community that we are here to help.

NFPA Standard 1710 states that turn out time should be 60 seconds for medical and 80 seconds for a fire response. That is the goal we constantly strive to meet. We need to take each call for service seriously and get to the scene as urgently as we can, as safely as we can. The first step in getting to the apparatus is where we can control the environment and conditions of the response. Once we clear that door, factors mostly beyond our control will affect our response to those in need.

As we move quickly but safely to the calls, we need to use the tools in our tool box. The enhanced Station Alerting, Apparatus Opticom, and knowledge of the District will help us be the professionals we want to be.



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## GREATER NAPLES FIRE RESCUE FIRE STATIONS

### Station 20

4798 Davis Blvd.  
Naples, FL 34104  
239.774.4511

### Station 21

11121 Tamiami Trail  
Naples, FL 34113  
239.774.1700

### Station 22

4375 Bayshore Dr.  
Naples, FL 34112  
239.774.9342

### Station 23

6055 Collier Blvd.  
Naples, FL 34114  
239.793.3332

### Station 24

2795 Airport rd.  
Naples, FL 34105  
239.263.2266

### Station 70

4741 Golden Gate Pkwy  
Naples, FL 34116  
239.348.7547

### Station 71

100 13<sup>th</sup> St. SW  
Naples, FL 34117  
239.348.7550

### Station 72

3820 Beck Blvd.  
Naples, FL 34112  
239.774.9342

### Station 73

14575 Collier Blvd.  
Naples, FL 34119  
239.348.7508

### Station 75

4590 Santa Barbara Blvd.  
Naples, FL 34104  
239.207.1630

### Station 90

175 Capri Blvd  
Naples, FL 34113  
239.394.8770

## ON SCENE





# Greater Naples Fire Rescue District IN THE LINE OF DUTY

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## Logistics Section

By: Rob Low, Deputy Fire Chief

**O**n February 22, 2008 Firefighter Joey Turner headed out of the door to participate in training, little did he know that our paths would cross 20 months later. After serving 22 years as a Marine, Master Sergeant Turner lived in Homerville, a small town in southern Georgia halfway between Valdosta and Waycross. Working as a manager at the local auto parts store to support his wife Suzanne, son Jeb, stepdaughter Crystal, and his stepson Matt, Joey also had the desire to give back to his community which he did as a volunteer firefighter. Like many others Joey took advantage of training opportunities and headed to the Georgia Public Safety Training Center in Forsyth Georgia to enhance his skills as a firefighter.

Little did I know, that on October 2<sup>nd</sup> 2009, after driving for more than 12 hours that I would get to know Joey Turner and hear his story. After receiving a briefing on Joey and his accomplishments, I set out nervously looking for his wife Suzanne and his four children, wanting to introduce myself and to learn more about this American hero. After about an hour of looking I realized that my search was in vain; they were not here. I never actually got to meet Joey or his family, Joey was killed in the line of duty on February 22, 2008 during a training exercise.

Reflecting back, October 4<sup>th</sup> 2008 would become one of the single most important days for me as a firefighter. Earlier in the year I was selected as a family escort for National Fallen Firefighters Memorial Weekend at the National Fire Academy in Emmitsburg Maryland and on this day I would be the sole representative for Joey and his family. As the sun began to rise on this Sunday morning, I sat quietly with 103 other escorts and family members thinking about Joey and his family preparing myself for what lied ahead; it was on this day that that I would receive the United States flag on behalf of Joseph “Joey” Turner and his family.



At 48 years old, our brother firefighter Joey Turner was taken from us as a result of a heart attack during training. This month starts our annual physical cycle and I encourage each and every member to fully participate and follow-up with your medical doctor; if recommended. As we move forward with changes in our training branch you will see a greater emphasis placed on firefighter health and safety. As a member of Greater Naples Fire Rescue it is our personal and professional responsibility to ensure that everyone goes home each and every day. In the very near future you can expect significant changes within the training branch and a refocus of the health and safety committee in support of our mission and strategic plan.

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## Finance Section

By: Tara Bishop, Deputy Director of Administration and Finance



**I**n early July Pokémon Go became the hot new game to hit social media. Greater Naples Fire Rescue HQ popped up on the game as a Poke stop, what did this mean? Strange cars in the parking lot and people walking around the building staring into their cell phones. What brought them to HQ? A game. A game where people are to explore the area in hopes of finding creatures, collecting rewards and getting some physical activity. In the weeks that followed the games launch, the news was full of tragic stories of people getting injured while playing the game prompting the game creators to add warning messages and safeguards to keep drivers from driving and playing.

What is the relevance? It's usually a tragic event that makes us look at a situation and evaluate it for a safer solution. I challenge each of us to take a look at your daily, weekly, monthly routines and see how current, relevant and up-to-date your actions are. Are you stuck doing things just because? Are you alert to your surroundings and the changes going on? Are your important financial and family matters up to date? Have you changed the batteries in your smoke detectors?

If you haven't welcomed some of our newest employees, please go out of your way to say hello and welcome them to our family. If you witness strangers walking around HQ, greet them and ask them how their search for Pokémon is going.

Stay relevant.

Stay alert.

Stay up to date.

Stay safe.





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## Investigative Section

By: Shawn Hanson, Division Chief

October is most commonly associated with Fire Prevention Month in the fire service industry with fire station open house events happening throughout the month, school presentations, Sparky the Fire Dog special appearances, reminders to check your smoke alarm batteries (also a good time to replace your smoke alarm with one containing a non-removable 10 year battery) and the ongoing debate of was it really Mrs. O’Leary’s cow that started it all that fateful night on October 8<sup>th</sup>, 1871 that killed an estimated 300 people and caused over \$200 million in damages, infamously known as the Great Chicago Fire.

While fire & life safety education is our primary message in the month of October, there is another event that calls for our attention in promoting safety tips – Halloween. The following tips are some reminders for the upcoming festivities:

- ✓ Pick out costumes, wigs and accessories that are clearly labeled fire-resistant or flame-resistant
- ✓ Costumes should be bright and reflective and short enough to prevent tripping
- ✓ Consider adding reflective striping or reflective tape to costume and trick-or-treat bags
- ✓ The use of non-toxic makeup is a good alternative to masks which can obstruct a child’s vision
- ✓ Decorative contact lenses should only be used if prescribed by your eye care professional
- ✓ Keep a flashlight with and remember to use fresh batteries
- ✓ Have a safety plan in place (review of 9-1-1) in the event of an emergency or your child becomes lost
- ✓ Consider using a glow stick or battery operated candle instead of a traditional candle for pumpkin illumination
- ✓ If a tradition candle is used, ensure the pumpkin is on a level surface, placed far away from combustibles and is never left unattended
- ✓ Keep front porches well lit and free of trip hazards for trick-or-treaters
- ✓ Only trick-or-treat at homes that are well lit
- ✓ Never enter a strangers home or vehicle for a treat
- ✓ Always use sidewalks and crosswalks and never cut across yards and alleys or cut between parked cars
- ✓ Be aware of your surroundings and report any suspicious activity to Law Enforcement
- ✓ Treats should only be consumed after they have been inspected by an adult



Remember to Practice your Home Exit Drills and have a Safe and Happy Halloween.

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## Planning Section

By: Wayne Martin, MS, EFO  
Deputy Director Planning Division

**I**n keeping with the District's Mission, Vision and Values, the members of the Greater Naples Fire Rescue District have an opportunity for personal credentialing through the Center for Public Safety Excellence (CPSE) to receive a professional designation. This model is accepted internationally and recognizes professional accomplishments and competence in fire and emergency services as well as offers career guidance and planning.

The Center for Professional Credentialing (CPC) offers five designations.

1. Chief Fire Officer (CFO) is open to chief officers serving at or above the level of Battalion Chief.
2. Chief EMS Officer (CEMSO) is open to chief EMS officers with a minimum of 10 years emergency medical services field or system experience as an Emergency Medical Technician, Paramedic, Registered Nurse, Advanced Registered Nurse Practitioner or Physician.
3. Chief Training Officer (CTO) is available to administrators of training programs in fire and emergency service agencies.
4. Fire Marshal (FM) is open to fire marshals or fire prevention officers having responsibility over a fire prevention bureau or management responsibilities over code enforcement, education, fire investigations and engineering or other aspects of fire prevention programs.
5. Fire Officer (FO) is open to all junior officers, company officers or those who have served in an intermittent acting status for 12 months.

The CPC developed these designations using a model that looks at the "whole officer". Achieving the designation requires a strong educational background, diverse participation in emergency services at the local, state and national level and demonstrated involvement in the broader community, all validated by emergency service peers.

Some of the benefits of obtaining personal credentialing include:

- highlighting a fire/emergency service officer's professional growth
- demonstrating a commitment to life-long training, skill development, education and community service
- affirming an officer's dedication to proficiency and delivery of all hazard services to the community
- fostering a sense of pride for fire and emergency service personnel
- improving the hiring and promotion process by enabling authorities to identify individuals who possess superior skills, knowledge and leadership abilities

The Center for Public Safety Excellence (CPSE) is a not-for profit 501(C)(3) and is a primary resource for the fire and emergency profession to continuously improve services, resulting in a higher quality of life for communities. It provides the only accreditation program for fire service organizations in the world and offers nationally-recognized designations for fire and emergency services officers. The CPSE has over 200 accredited agencies and over 1700 designated officers throughout the world.



## Health & Safety

### *Post Traumatic Stress Disorder (PTSD)*

By: Brian Mading, Fire Inspector

#### **PTSD in Firefighters**

Rates of PTSD in firefighters may be heightened more so than in other professions. However, people who have experienced multiple traumatic events have been found to be at greater risk for developing PTSD.

One group of people that may experience many traumatic events as part of their job -- and thus be at a heightened risk for PTSD -- is **firefighters**.

#### **Types of Traumatic Events Experienced While on the Job**

One study, of United States firefighters looked at the type of traumatic events experienced. High rates of traumatic exposure were found. For example, many had been exposed to crime victim incidents, people who were "dead on arrival" (where the death was not due to natural causes), accidents where there were serious injuries, and some also reported that they had experienced stress associated with giving medical aid to children and infants.

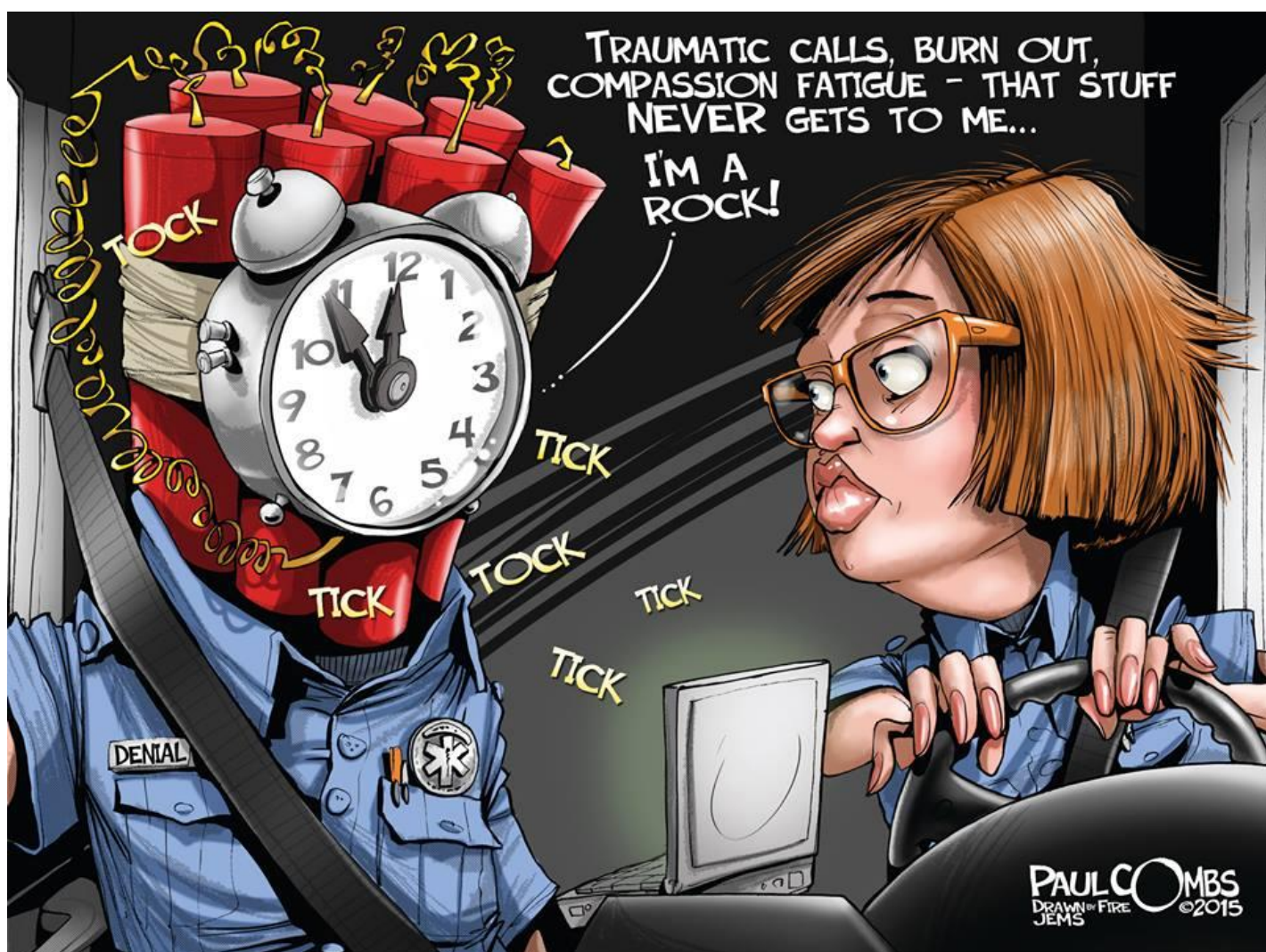
Another study, found that firefighters generally reported that medical emergencies and motor vehicle accidents were the most upsetting types of calls that they received.

#### **Rates of PTSD in Firefighters**

Studies have found that anywhere between approximately **7% and 37%** of firefighters meet criteria for a current diagnosis of PTSD.

It is clear from these studies that there is a big range in PTSD rates among firefighters. This is likely due to a number of reasons, including how PTSD was assessed (through a questionnaire or interview), whether other emergency responders were also surveyed along with the firefighters, whether the firefighters were volunteer or not, and where the firefighters worked.

(Continued on page 9)



**THERE IS NO SHAME IN ADMITTING YOU'RE HUMAN.**



## Health & Safety

(continued from page 8)

### Risk Factors for PTSD among Firefighters

A few studies have also looked at what factors might put firefighters at greater risk for the development of PTSD. A number of risk factors for PTSD among firefighters have been identified.

These include:

- Starting work as a firefighter at a younger age
- Holding a supervisory rank in the fire service
- Proximity to death during a traumatic event
  - Being previously in treatment for another disorder
  - Being unmarried
  - Experiencing feelings of fear and horror during a traumatic event
  - Experiencing another stressful event (for example, loss of a loved one) after a traumatic event
  - Holding negative beliefs about oneself (for example, feeling as though you are inadequate or weak)
  - Feeling as though you have little control over your life
  - Hostility

### Protective Factors for PTSD among Firefighters

Even though firefighters might be at high risk for stress as a result of their jobs, it is important to point out that most firefighters will not develop PTSD. In fact, several factors have been identified that may *reduce* the likelihood of developing PTSD among firefighters after the experience of multiple traumatic events.

One of the most important protective factors found was having *social support* available either at home *or through work*. In addition, it has also been found that having effective coping strategies available may lessen the impact of experiencing multiple traumatic events. The availability of social support and effective coping strategies have consistently been found to reduce the risk for developing PTSD following a traumatic event.

#### 2014

- Suicides 104
- LODD 87

#### 2015

- Suicides 68
- LODD 49

- New Ben-Gurion University found, that 9 out of 10 firefighters experience either full or partial symptoms of PTSD in their lifetime.
- Unfortunately, in many departments, even if the stigma is reduced, there are no programs in place for addressing behavioral health issues. Others may offer employee assistance programs (EAPs) but these are simply a referral line to community services.
- “We need to do a better job of recognizing the signs and symptoms and providing the tools to help address it,” says Schaitberger. “Behavioral health services need to be embedded in all fire departments.”
- “PTSD is a terrible condition that affects firefighters and paramedics at double the rate of the general population, and we need a better way to deal with it.” ~ *IAFF General President Schaitberger*
- “A key to reducing the stigma is awareness,” says Frank Leto, a member of the Uniformed Fire Officers Association (UFOA) of New York Local 854 who has spent many years managing the FDNY Counseling Service Unit. “It is important to make sure the behavioral health services are there and are kept confidential.”

~*But only a few departments provide these programs.*

For confidential assistance and additional resources, you may contact GNFD District Chaplain Jack Strom at 616-437-1831.



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## Patriot Day



On the 15<sup>th</sup> anniversary of 9-11, Greater Naples Fire Rescue District attended several Patriot Day events including remembrance ceremonies held at the Golden Gate Governmental Center and the Freedom Memorial, and a salute to first responders at the Golden Gate Community Park. 15 years post 9-11, the scars remain deep in our communities and the sacrifices of 343 brave firefighters will never be forgotten. Please take a moment to thank the firefighters who place their lives on the line for the safeguard of the community each and every day.





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## Behind the Scenes



*FF Lewis, Lt. Forte and Lt. Weinbaum-  
Collier County Honor Flight*



*Retired DE Wilroy, FF Jenks, DE Cranor, FF J. Diaz-  
Crawford Cup*

*DE C. Diaz, DE Sims, Lt. Nugent, Lt. McGowan, DE Citak and their growing families (Pictured right)*



*Congratulations to Inspector James Cody's son, Trent, for his recent accomplishments at the National Kayak Championships in Oklahoma City. Trent placed 4<sup>th</sup> in the Nation in the Juvenile Men's 5000 meter race, 9<sup>th</sup> in the Nation in the Juvenile Men's 1000 meter race and 12<sup>th</sup> in the Nation in the Juvenile Men's 200 meter race. Trent plans on competing next April to qualify for a spot on the National Junior Olympic team. Trent is also an Honor Student at IDA Baker High School where he was recently accepted into the school's fire academy. (Pictured left)*



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## Public Relations



*Sea Stars Club Sneaker Drive Donation*



*Fiddler's Creek CERT CPR class*



*Golden Gate Middle 9/11 Presentation*



*FF Appreciation Lunch courtesy of 21 Spices by Chef Asif*



*Golden Terrace Elementary Presentation*



*Station 20 Truck Tour*



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## Employee Spotlight

**Name:** Marta L. Soto

**Job Title:** Firefighter/ Paramedic/ Station 21

**Hire Date:** June 22, 2015

**Hobbies:** Softball and being team mom for my daughter's sports activities

**Interests:** Currently seeking my Bachelor's Degree in Public Administration

**Can't Live Without:** My ambition



**Name:** Tom Purcell

**Job Title:** Lieutenant/ Station 72

**Hire Date:** November 12, 2005

**Hobbies:** Snowmobiling

**Interests:** Hockey and football

**Can't Live Without:** Pizza



## Welcome Isles of Capri, Naples Reserve and District One

Voters of Collier County went to the polls on August 30, 2016 to participate in the Primary election process. Included were three separate ballot questions giving voters of the Isles of Capris MSTU Fire District, Naples Reserve and Collier County MSTU District 1 the option to be annexed into the Greater Naples Fire Rescue District. Isles of Capris voters approved annexation by 78.52%, Naples Reserve by 100% and MSTU District 1 by 52.27% of those casting ballots. These approvals result in Greater Naples Fire Rescue District becoming one of the largest special fire taxing districts in the State and a 25% reduction in ad valorem taxes for these residents.



*Pictured: Isles of Capri Advisory Board and GNFD Staff*



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## Awards & Recognition



Lt. Ruddy Forte  
Promotion to Lieutenant



Accountant Charlotte Johnson  
10 Years of Service



Driver Engineer Aaron Cline  
Promotion to Driver Engineer



Lt. Harry Zafiris  
25 Years of Service



Lt. Bill Packard  
25 Years of Service



Maintenance Technician Charlie Heweker  
Completion of Probation



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## Awards & Recognition



New Recruits sworn in on July 19, 2016



FF Collins  
Completion of Probation

## Chaplain's Corner

By: Jack Strom, District Chaplain



I invite you to take time to evaluate your life and what you do as a member of the GNFD Team and to consider your activities and relationships. I believe that the GNFD Team is unique. In fact, the questions I pose here I believe, have a given answer that sets you apart from other agencies and service teams.

**Your employment with the GNFD... Do you see it as a right... or a privilege?**

**Your place of service in the Community... Do you consider it a right or privilege?**

**Your friendships with others... Do you evaluate it as a right or privilege?**

**Your opportunities in the market place... Do you approach it as a right or privilege?**

**Your personal *space* whether at home, on location at your particular fire station or wherever you may be... a right or privilege?**

A lot of people think that they have "rights" even when those "rights" run contrary to another's "rights." I remember my father once took me aside to talk to me about what I thought were "my" rights. This after he had observed it was difficult for others to have "their" rights because of my actions.

My father explained to me that when my actions and even attitude infringed on others' rights ... that my rights ended where theirs began. That day I learned a lesson that I still remember and choose to practice to this day.

Those who **think privilege, are grateful – congenial – satisfied. It may seem as only a mindset... an attitude... or a simple approach to life. However, I have found it is the best way to measure the quality of life... and effectiveness of the service I do.**

I am thankful that I am privileged to serve alongside the caliber of women and men who are more focused on privilege than rights. Without question it flows from the top down. As I have watched Chief Schuldt and his Leadership Team I realize how the "PRIVILEGE" ...attitude and style of the entire GNFD team has come to be. Keep thinking "**privilege**" and together we'll **continue to enjoy all that we do.**



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## Employee News

### Condolences

Our prayers are with the following families:

Nick Garafalo Family  
Debbie Schwarz Family  
Shar Hingson Family



### Just Arrived!

Welcome our newest family members:

Jackson born to Robert and Amy McGowan on July 5, 2016

## Find us on Social Media

Find us on  
Instagram



<https://instagram.com/greaternaplesfire>



[https://twitter.com/GN\\_Fire](https://twitter.com/GN_Fire)



<https://www.facebook.com/Greater-Naples-Fire-Rescue-District>

You can also stay informed by visiting our website at  
[www.greaternaplesfire.org](http://www.greaternaplesfire.org)

\*Be sure to sign up for the Chief's Weekly Email Update on  
our website or Facebook page.