

## Apparatus Talk: Communication and Driving the Apparatus

Every Fire Department relies on effective Communication between management and their employees. Ineffective communication most often leads into misunderstanding. Like this:

The new employee stood in front of the paper shredder looking confused. "Need some help?" asked a passing executive.

"Yes," he replied. "How does this thing work?"

"Simple, she replied, taking the fat report from his hand and feeding it into the shredder.

"Thanks," he said, "but where do the copies come out?"

***A small misunderstanding could result in a major catastrophe!***

In the Fire Service, that communication process must exist between the Management, Officers, Firefighters, Apparatus Drivers, and Dispatchers. Your fire department will be successful only if all of you work well together!!

When we're upset, we tend to dwell on our feelings, rather than concentrating on our work, our safety, our driving the apparatus. I know we get frustrated with management, officers, fellow firefighters, dispatchers, our spouse, traffic and road conditions, etc.; but you are a professional firefighter.

I would like to share with you Continental Western's "Top Ten Reasons for Not Having Accidents": (Directly from the Home Office in Urbandale, Iowa Thanks to: Wayne Venteicher in Truck Safety.)

10. We hate to see you ruin your perfect driving record.
9. It creates extra paperwork for you and the Fire Chief
8. It makes you **real late** for your next assignment or getting off work.
7. It messes up your pretty paint job!!
6. Other people see your apparatus lying on its side or in the ditch and hurt their necks trying to figure who was driving the fire truck.
5. It makes your local agent and insurance company underwriter cry.
4. The claims adjuster doesn't become your personal friend.
3. It makes Fire Department-PAK's safety people look bad!
2. You can spend your deductible on the Department's Christmas Party.

And the Number One Reason for not having an Accident IS:

- 1. WE WANT YOU TO RETURN SAFELY TO YOUR HOME AND FAMILY.**