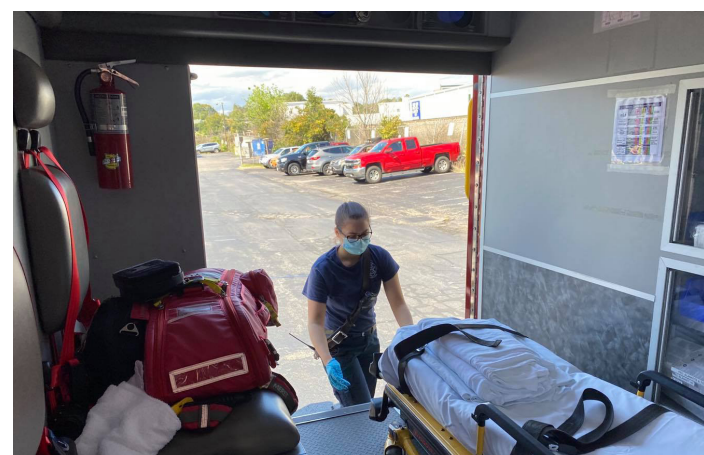




# WE ARE ROANOKE FIRE-EMS

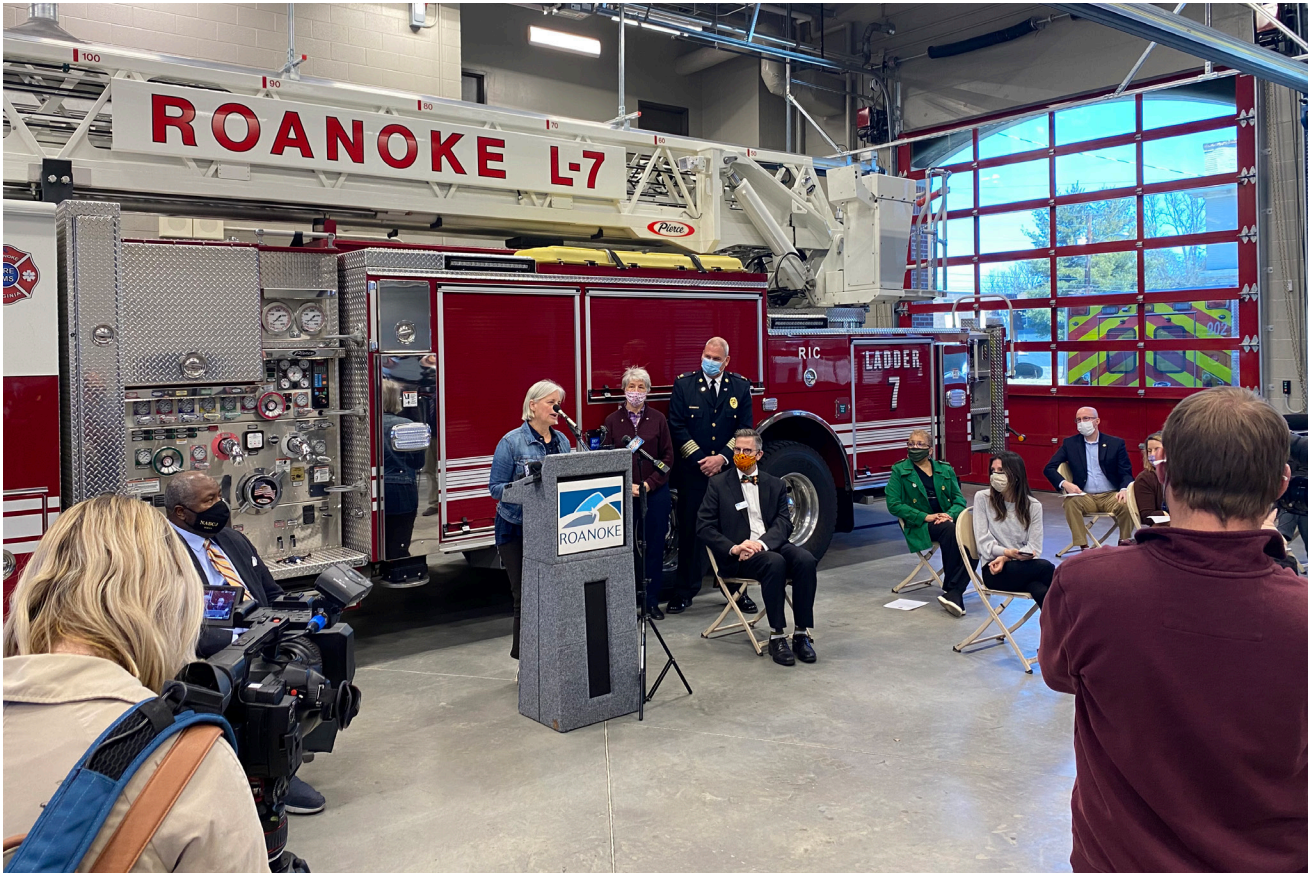
2020 ANNUAL REPORT













# CORE VALUES

Commitment, Courtesy, Compassion

## LEADERSHIP PHILOSOPHY

We will invest, empower and hold each other accountable to accomplish our mission.

The Roanoke Fire-EMS Department is a full-service fire and emergency medical service agency providing: Fire suppression services, basic and advanced pre-hospital life support, fire prevention and community risk reduction education programs, fire investigations, heavy tactical rescue (HTR), swift water rescue (SWR), regional hazardous materials team, vehicle extrication, and emergency management.

## MISSION STATEMENT

To foster a diverse, inclusive and innovative workforce that proudly serves the residents, citizens and visitors of Roanoke by protecting lives and property with professionalism, integrity and respect.





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These pictures were taken throughout the 2020 calendar year. Some pictures show-cased were taken prior to the mask mandate set forth by the State of Virginia and the City of Roanoke.







## LETTER FROM THE CHIEF

**" Work hard in silence.  
Let your success be your noise. "**

The Roanoke Fire-EMS Department is proud to foster a diverse, inclusive and innovative workforce that proudly serves the residents, citizens and visitors of Roanoke by protecting lives and property with professionalism, integrity and respect. For us to be successful in our mission, each department member must believe and embrace our purpose.

2020 was a very challenging year for our nation, community and department. Coronavirus had a profound impact, not just in the work place, but also impacting families and our daily lives. I am so very proud of how our Roanoke Fire-EMS family came together to navigate the challenges, keeping our staff safe and maintaining a high level of service to our community.

COVID-19 impacted the department's ability to achieve most of the 2020 goals as focus and attention was shifted to accommodate the dynamic environment of the 2020 pandemic. In addition to the pandemic, the City experienced a significant flooding event and a period of civil unrest. Our department responded to these events flawlessly and with great professionalism.

Construction on New Fire-EMS Station 7 progressed on schedule throughout the year with the grand opening held in February 2021. This station was designed by an employee driven committee that put great thought and attention to detail, blending the Station into a modern state of the art new Fire-EMS facility that will serve the community for the next 75 years.

Roanoke Fire-EMS is driven by our employees and it is only through them that we continued to move the organization forward and better serve our community. I am very proud to present this annual report and I am looking forward to opportunities ahead in 2021.

In the Service,

Chief David Hoback



# 2021

## Department Goals

Increase recruitment campaigns to target diverse groups: minorities, females, second-career candidates, and candidates with special skills.

Continue to be a responsive employer engaged in routine outreach visits to help identify strengths and weaknesses at all levels of the organization by having face-to-face communications.

Encourage and facilitate growth of Fire-EMS Officers as leaders, mentors, coaches and administrators.

Work through the budget development process to identify funding to address community equity and disparities and support capital needs (Apparatus/Facilities).

Develop and implement a comprehensive, strategic community risk reduction strategy through the strengths of our existing Emergency Management, Fire Prevention and Public Information functions.

Continue to conduct a semi-annual SWOT analysis to determine areas of improvement.

Implement a meaningful rewards and recognition program to highlight employee achievements.

Conduct in-person training for live fire evolutions that educate and evaluate the effectiveness of our response to high-risk, high-frequency calls.

Conduct in-person multi-disciplinary training for active shooter scenarios to educate and evaluate the effectiveness of response to high-risk, low-frequency calls.

Adopt a competency check off program for all levels of promotable positions.

Conduct training for E-911 dispatchers to insure they understand response protocols and expectations for dispatching fire-EMS apparatus.

Pilot a BLS response program in coordination with the OMD's recommendations, evaluate the effectiveness/efficiencies of the program.

Continue work on the ET3 regional partnership with Carilion, Roanoke County and the City of Salem.

Reduce significant fires to below 70.

Revise the Department's Community Risk Assessment methodology.

Support Virginia Department of Health in ways that are impactful of mitigating the COVID-19 pandemic.

Update the City's EOP.

Complete a Hazard Vulnerability assessment.





# INCIDENT/ APPARATUS

## Response Summary



Land Area: 43 square miles  
Population: 100,033  
Stations: 11

**PERSONNEL**  
Uniformed: 260  
Civilian: 30  
Total: 302

Fire Related Deaths: 4  
Fire Related Injuries (Civilian): 12  
Fire Related Injuries (Firefighters): 7  
Total Fire Loss: \$2,637,715

\*A "working fire" is the designation given to fire calls when the arriving officer sees smoke or flames coming from the structure. By notifying the E-911 Center of the "working fire", additional resources are dispatched to the scene.

Apparatus	2020	Day Avg.
ENGINE		
Engine 1	1,519	4.16
Engine 2	1,580	4.33
Engine 3	1,291	3.54
Engine 4	754	2.07
Engine 5	1,437	3.94
Engine 6	1,169	3.20
Engine 8	1,165	3.19
Engine 11	583	1.60
Engine 13	1,128	3.09
Engine 14	559	1.53
LADDER		
Ladder 1	1,000	2.74
Ladder 2	808	2.21
Ladder 5	839	2.30
Ladder 7	1,012	2.77
MEDIC		
Medic 1	2,663	7.30
Medic 2	2,578	7.06
Medic 3	2,338	6.41
Medic 4	2,056	5.63
Medic 5	2,854	7.82
Medic 6	2,939	8.05
Medic 7	1,826	5.00
Medic 8	2,241	6.14
Medic 13	2,228	6.10
Medic 101	1,936	5.30
Medic 102	2,248	6.61
Medic 151	49	0.13
OTHER		
BC 1	1,128	3.09
BC 2	1,262	3.46
RS 1	1,747	4.79
RS 2	1,920	5.26
OMD 1	164	0.45
HTR 6	22	0.06
BOAT6	28	0.08
HZ 1	13	0.04
INV 1	91	0.25

## New Apparatus

Roanoke Fire-EMS took inventory of two new ambulances, Medic 1 and Medic 2.

The new ambulances allow us to serve our community more efficiently through upgraded features and new safety measures that will be beneficial to our response during COVID-19.

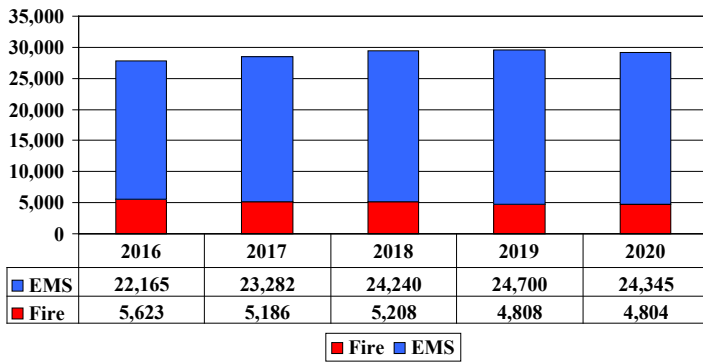
The most notable upgrades include:

- Longer and wider box, the area of the ambulance where patients are treated, which provides more room for providers to move around while treating the patient.
- Air filtration system that utilizes UV light to kill air-borne bacteria.
- Heating and air conditioning system.
- More cabinets to allow for more EMS supplies storage.
- Headsets for hearing protection and communication between the driver and provider in the back of the unit.

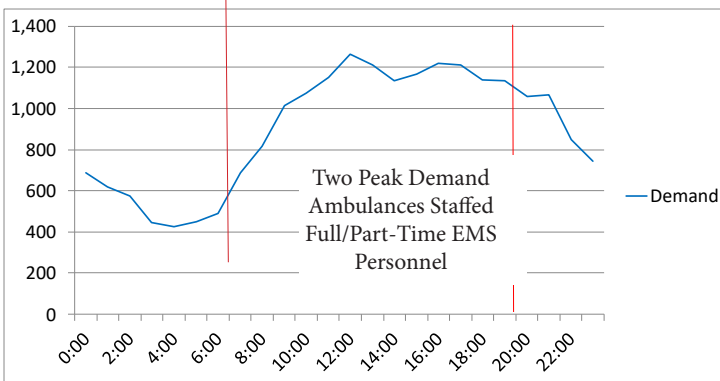
These ambulances will replace older, high mileage apparatus. The older ambulances will continue to be utilized for our reserve fleet. When in service apparatus need a repair or maintenance, reserve trucks are utilized in their place to continue service to our community.



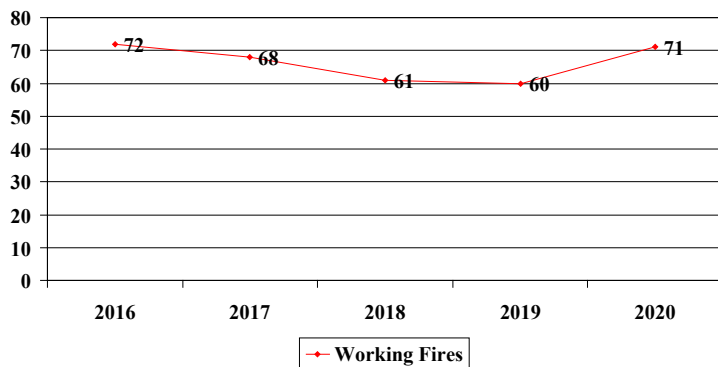
### Demand for Service (Overall Demand for Service Decreased by 1.8%, EMS Demand Decreased 1.44%)



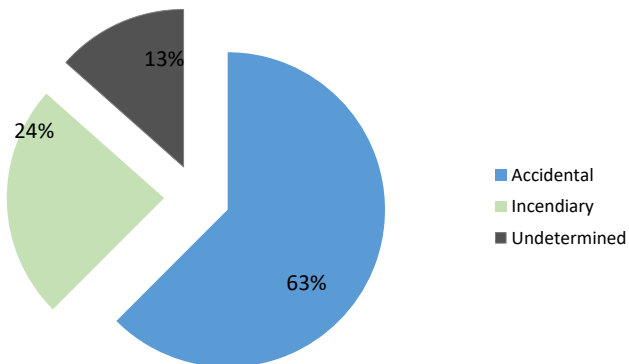
### EMS Demand for Service by Time of Day



### Working Fires\*



### Fire Causes





# SIGNIFICANT INCIDENTS

## January 17th

At 3:07am, Roanoke Fire-EMS was dispatched to the 700 block of McDowell Ave NW for a working fire. When initial units arrived crews found heavy smoke and flames coming from a residential structure. After crews made entry they were pushed out of the home due to the heavy fire conditions. The fire was then attacked defensively and the on-scene commander marked a 2nd alarm.

Residents in the neighboring residential structures were also affected by the blaze. Four adults, one infant, and a pet were displaced from two separate homes, and were assisted by the American Red Cross.

Two firefighters sustained minor injuries during the fire, one was treated on-scene and one required evaluation at the hospital. The firefighter who was transported was treated and released within a few hours of injury.



## May 15th

At 3:06pm, Roanoke Fire-EMS was dispatched to the 1100 block of Industry Ave SE for a possible structure fire. Units arrived to find a commercial vehicle which held hazardous materials engulfed in flames. Units on scene immediately initiated a second alarm. The fire was swiftly put out by the first due unit and the Hazardous Materials Team was dispatched for the containment of the leakage. 27 units responded to the scene from Roanoke Fire-EMS with support from Roanoke County Fire & Rescue. No injuries were reported. There was no threat to the surrounding community during this incident.

At the time of the incident Hazardous Materials were being transferred from the facility to a Chemsolv tanker truck. The truck was carrying several flammable liquids, the liquid being transferred at the time of the fire was believed to be hexane. Damage was sustained to the truck with additional smoke and heat damage to the metal non-combustible canopy that housed the transfer operations, and some minor damage to an outbuilding. Damage is currently estimated at \$277,000.

The cause of the fire was ruled accidental. A spark was generated while loading flammable products which caused the fire.



## May 19th

At 9:35am, Roanoke Fire-EMS was dispatched to Lake Dr SW for a medical call. Units arrived to find a residential structure under renovation. A construction worker, who was working on the home at the time, had fallen into a void area under the house after experiencing a medical episode. The void area had no exit and the patient wasn't easily accessible from the floor in which the patient fell through. Because of this, the Technical Rescue Team was dispatched to extract the patient. The Technical Rescue Team was able to extricate the patient through an exterior wall. Following extrication, the patient was then transported to the hospital for evaluation.





## Week of May 22nd

In a weeks time, Roanoke Fire-EMS department responded to a 2nd Alarm hazardous material fire, two structure fires, a technical rescue incident, five swift water rescues, numerous medical calls and led the evacuation of two neighborhoods and worked with the National Guard to rescue approximately 115 residents at a local hotel inundated by flood waters. A busy week for Roanoke Fire-EMS!

## July 20th

At 1:50pm, Roanoke Fire-EMS was dispatched to the 1600 block of Stewart Ave SE for a fire. Units arrived to find flames coming from a residential structure. Firefighters were told on scene that one person escaped from the home by jumping from the 2nd story window and three other residents were trapped inside the structure.

After further investigation it was determined that there were only two residents in the home at the time of the fire, and the other two residents believed to be in the home at the time of the fire were found safe. One resident was confirmed deceased. The resident who jumped from the window was transported to RMH with injuries. One firefighter was also taken to the hospital for heat exposure.

Throughout the process of the investigation crews found the remains of a family pet, two additional animals remain unaccounted for.

The home next door also sustained damage from the fire, displacing one adult and a number of pets.

The cause of the fire is accidental(?), the damage is estimated at \$125,000.

A second working fire was dispatched around the same time (2:16pm) on Wise Ave SE, the fire was not believed to be related.

## October 10th

At 5:45am, Roanoke Fire-EMS was dispatched to the 700 block of Bullitt Ave SE for a fire. Units arrived to find a residential structure heavily involved in smoke and flames.

All crews were operating defensively, fighting the fire from outside of the structure. Some Firefighters also made access to the neighboring house that had been exposed to the flames to ensure there was no extension.

While companies were operating a crew member saw a partial collapse in the foundation of the structure and warned all crews surrounding the building of the potential hazard. Shortly after the initial warning for partial collapse the structure completely collapsed.

In the collapse one firefighter was struck by debris that came off the structure and sustained minor injuries. They were treated on-scene and released. No other injuries have been reported. Some equipment was also caught in the collapse and is deemed un-salvageable. A scary situation, but one our personnel handled well and with a positive outcome. The cause of the fire is undetermined.





## October 15th

Roanoke Fire-EMS was dispatched to the 1900 block of Salem Ave for a subject down on a roof. Responding units requested a ladder truck to assist with safe extrication of the patient. The patient was transported to the hospital with serious injuries.



## October 21st

Units were initially dispatched to a fire alarm in the building. When units arrived on scene personnel found smoke filling a hallway on the fifth floor. Due to the size of the structure and number of residents personnel on scene marked a 2nd Alarm. The majority of residents evacuated the building. The source of the fire was located and found extinguished. No injuries were reported. The cause of the fire is deemed accidental and started due to a lithium battery that had exploded. One resident was displaced as a result of the fire.



## November 15th

At 11:41pm, Roanoke Fire-EMS was dispatched to the 600 block of Orange Ave NE for a fire. Units arrived to find a hotel building with smoke coming from the first floor. Upon arriving, occupants were evacuated by Fire-EMS personnel. After the initial knock down of the fire crews checked for extension. During the search, they found that the fire had extended into the walls and spread to the second and third floors. Due to the extension the Incident Commander marked the fire a 2nd Alarm, dispatching more units/personnel to assist with fire suppression.

A portion of the residents were temporarily displaced and re-located by hotel management. One firefighter was transported to LGH with a minor injury, and was treated and released.

The cause of the fire was deemed incendiary and damages were estimated at approximately \$100,000. The cause is still under investigation.



## December 22nd

At 11:14am, Roanoke Fire-EMS was dispatched to the 100 block of 10 1/2 St SE for a fire. Units were made aware by 911 callers that a second home was engulfed in flames, prompting a 2nd Alarm to be called, dispatching additional apparatus/personnel to the scene. Heavy smoke and flames were seen upon arrival. One resident sustained non-life threatening injuries and was transported to RMH. One dog, and five puppies were rescued from the home by the resident. One puppy died as a result of the fire. The cause of the fire was accidental and started due to improperly discarded smoking materials.





# NEW FIRE-EMS STATION 7

## Grand Opening Celebration

After six years of planning, and more than a year of construction, crews officially marked in-service at the new Roanoke Fire-EMS Station 7 Tuesday morning, Feb. 16th. A ribbon cutting and virtual grand opening were held Wednesday, February 24th. A video of the ceremony can be found on the departments Facebook page.

Station 7 brings a modern Fire-EMS facility to the Raleigh Court community that will meet the needs of the fire service for the next 75 years. The New Fire-EMS Station increased in square footage by 12,000 sq ft. Providing more space to accommodate all genders and meet the needs of the health and safety of our personnel who occupy it. Included in the structure's design are pieces of the station's past through artifacts salvaged from the original structure, built in 1922. Bricks, solid wood closet doors, the brass slide pole, and many more mementos from its history are built into the new station. In addition, the station's façade imitates the architectural history of the community that surrounds it.

A virtual Station Tour was posted to the departments YouTube page for viewing. The virtual tour not only gives you a tour of the new facility, but the history and reasoning behind the pieces of history installed into the station.

We are happy to be back in the heart of the Grandin Court community!

## Trojan Dog Returns

On Saturday, February 13th, Roanoke Fire-EMS celebrated the homecoming of our beloved Trojan Dog, as it was brought home from the Raleigh Court Library to new Roanoke Fire-EMS Station 7.

Personnel relocated the installation with a grand homecoming, filled with lights and sirens.

This installation has been an adored fixture in the Raleigh Court community for over a decade. Ann Glover, the artist, first showcased this piece in the City's Second Art in Roanoke Temporary Exhibition in 2010. Ann created the first version of the dog out of marine paint and plywood. After an 18 month stint, the neighborhood rallied to work with the artist and the City to make the piece permanent in 2011. Glover fashioned her second version of the piece, what you see today, working with 4DD Studios, a local fabricating firm, to enhance its sustainability in the outside elements, extending its lifespan.

Ann Glover, the artist, was in attendance to welcome the Trojan Dog back home. Once the installation was placed cheering and claps filled the area, with passing cars also giving a honk for the celebration.





# DEPARTMENT NEWS

## Roanoke Fire-EMS on Salvage Dawgs

Members of Roanoke Fire-EMS and Black Dog Salvage worked together to salvage history from Black Dog's neighborhood firehouse, Roanoke Fire-EMS Station 7. The salvage was filmed for their reality TV series, Salvage Dawgs. January 9th, the episode aired on the DIY Network. The episode can be downloaded on Amazon and iTunes.

Members of the Fire-EMS Station Planning Team gathered at Fire-EMS Station 1 to watch the premier with popcorn and ice cream, special for the occasion.

## Fire-EMS Personnel Sworn in as VFCA Officers

February 19th, two members of Roanoke Fire-EMS were sworn in to designated roles within the Virginia Fire Chiefs Association, Inc. Deputy Chief Stone will serve as the Vice President for Region 6 of VFCA's Board of Directors. Administrative Assistant Wilkes will serve as President of the Administrative Professionals section of the VFCA.

Roanoke Fire-EMS holds a long history of representation within the Virginia Fire Chiefs Association. With Chief Grigsby in the late 1990's and continuing with Chief Hoback, who took the role as President in 2014.

## Showing Appreciation to Healthcare Partners

Emergency personnel from around the valley came together to show appreciation for hospital staff at Lewis Gale and Carilion Roanoke Memorial Hospital for their hard work during the COVID-19 crisis. As a partner in healthcare, local emergency responders worked together to show up for hospital staff throughout the Roanoke Valley to demonstrate our appreciation for their hard work and perseverance.

This time has been hard on us all and the event was able to bring multiple localities and departments together, safely, to commend hospital staff for all they have done.

## Guns & Hoses

The Guns and Hoses faced off twice in 2020, once for hockey and the second for softball.

Guns & Hoses Hockey came back to the Berglund Center for their annual face off to raise money for the Roanoke Chapter of the MDA. 5,911 fans were in attendance and raised \$32,000 for families fighting Muscular Dystrophy in the Roanoke Valley. A close game, the Guns beat the Hoses 5-4.

The 16th Annual Guns & Hoses Softball game started with record attendance of 600+ fans! The Hoses lead 10-9 for the win. Overall the game raised, \$4,000 for the Roanoke Chapter of the MDA.





## Hunton Life Saving Crew and REMS

The Hunton Life Saving and First Aid Crew was organized on Dec. 21, 1941, by Alexander A. Terrell and was the first all-black volunteer rescue squad in the United States. An integral part of the history of the City of Roanoke and across the Nation. Monday, September 28, the City of Roanoke held a ceremony to unveil and dedicate an historical marker recognizing the Hunton Life Saving and First Aid Crew. The location of the marker will be at 28 Wells Ave. NW, in the grassy area between Henry Street and Jordan Alley. See the full dedication of the historical marker on our YouTube page.



The dedication of a Historical Marker commemorating the Roanoke Life Saving & First Aid Crew was held on October 6th. The Roanoke Life Saving and First Aid Crew is recognized as the first independent, all-volunteer rescue squad in the United States. Roanoke Life Saving received an ambulance from John M. Oakey Funeral Service and operated from Oakey's properties on Kirk Ave. and on Luck Ave., where the historical marker sits.

## COVID-19 Vaccinations

Today, area EMS workers began receiving the first round of COVID-19 vaccinations through the Virginia Department of Health. Roanoke Fire-EMS personnel were among those who received the vaccine. Thank you to Dr. Morrow and the Virginia Department of Health for their work in making this event successful. This was the first phase in the distribution of the vaccine throughout the valley.



## Mini-Isolettes

In an effort to continue adequate patient care while protecting our personnel, the department, along with several regional partners, implemented the use of mini-isolettes, or oxygen tents, during specific instances where forced oxygen is needed for a patient.

Roanoke Fire-EMS, Salem Fire & EMS Department and Botetourt County Department of Fire & EMS, under guidance from our Operational Medical Director, and in coordination with the Virginia Department of Health, engineered this new initiative.



## Frogg Toggs

With a nationwide shortage of personal protective equipment (PPE), our department has come up with creative ways to provide the same protection to our personnel with reusable materials, including the use of Frogg Toggs in place of disposable medical gowns.

This new personal protective equipment uses a specific material that is impervious to blood borne pathogens and other bodily fluids, giving our crews the same protection of a disposable medical gown.

The coat is also easy to decontaminate, gives our providers better range of motion, and reusable, cutting down waste.

In addition, cost of the Frogg Toggs were comparable to the current price of the disposable gowns, helping cut down on expenditures for the department.





# GRANTS AND DONATIONS

## Community Donations

Throughout the pandemic, community partners, businesses, and organizations were gracious to provide in-kind donations of various items to our department. This helped off-set costs and provided needed supplies to our first responders during the pandemic. Whether small or large donations, Roanoke Fire-EMS is thankful for all of those who helped contribute to our mission of serving the residents and visitors of the City of Roanoke. While we aren't able to thank everyone personally, please know that our department is grateful for your contributions.

Special thanks to SafeSide Tactical for donating 500 medical grade masks and to Sam Moore Furniture of Bedford for manufacturing and donating 300 cloth masks to our department.

We also want to thank the numerous community members and organizations that provided food for our department staff throughout the year.

## EMS Grants

Roanoke Fire-EMS received three 50/50 grants from the Virginia Office of Emergency Medical Services:

Laerdal Suction Unit \$15,422.50  
Panasonic CF-20 \$36,000  
9 Tempus ALS Monitors \$162,000

## FEMA Grant

Although applied for in 2019, the Fire Prevention and Safety FY19 grant was accepted in 2020. Roanoke Fire-EMS was awarded \$5,752 to repair the Department's Fire Safety Trailer.

## VDEM Grants

Emergency Management Performance Grant (EMPG-S) Health Equity \$99,608

State Homeland Security Program Special Ops Hazmat Team \$87,475

State Homeland Security Program Special Ops Technical Rescue Team \$74,480

Local Emergency Management Performance Grant \$106,774

Roanoke Fire-EMS relies on grant funding to support advanced training activities, purchase of supplies, and equipment upgrades. We are thankful to have received funding from the agencies listed above that helped provide our responders with the necessary tools they need to do their jobs more effectively. The Department





# AWARDS & RECOGNITION

## LewisGale Clinical Excellence in Care

Each year, LewisGale Medical Center honors providers who demonstrate Clinical Excellence in Stroke and Cardiac Care.

This years Excellence in Cardiac Care recipients include: Malcom Curtis (retired), Zachary Fuqua, Rob Matzuga, Cody Harvey, Devin Smith, Aaron Parker, Travis Brammer, Drew Abel, Mariah Trimble, Hunter Moore, Josh Pruitt, Leon Taylor, Stacey Wills, Collin Lasek, Brandon Winesett, Matthew Beard, Jordan Pouzar, Clarissa Swanerbury, Tyler Ergenbright, William Driver and Thomas Schacter.

This years Excellence in Stroke Care recipients include: Nathan Bryant, Patrick Fales, Ryan Smith, Jordan Pouzar (2), Barry Kincer, Ambrose Ezeigbo, Jeff Francisco (2), Caleb Hadfield, Robert Reid, Cecil Coleman, Robert Coley, Gregory Templeton, Cody Feury, Randall Jepson, Drew Abel, Brian Wray, Jason Focht, Hayden Conner, Brandon Winesett and Clarissa Swanerbury.

## American Red Cross Celebration of Heroes

Even while our Fire-EMS personnel are off duty, they are always prepared to jump in if needed.

FF/EMT Barton received a Red Cross Heroes Award for his part in saving a little girl who was choking while attending church.

Lt. Curry was awarded a Red Cross Heroes Award for risking his life to save a young boy drowning in the ocean while on vacation with his family.

## Western Virginia EMS Council

Personnel from our department were recognized by the Western Virginia EMS Council for their outstanding contributions to our department, the City of Roanoke, and the surrounding Roanoke Valley area throughout the calendar year.

Captain Jason Crouch was awarded the Outstanding EMS Provider award for his contributions to EMS within our department. Crouch serves as a Rescue Supervisor, taking on responsibilities designated by the EMS Battalion. During the year, Jason helped coordinate EMS response protocol changes and lead the efforts to obtain new heart monitors for the department.

The City of Roanoke Emergency Management Team was awarded the Outstanding EMS Preparedness and Response for their response to three declared disasters, locally and nationally. The declared disaster include: COVID-19, Civil Unrest, and a local Flood event.

EMS Training Coordinator, Melissa Brock, was awarded the Outstanding EMS Educator for her work over the years training personnel, keeping their EMS certifications updated, and all that she contributes to our department in EMS Education.





# COMMUNITY RISK REDUCTION

## Read Across America Day

Each year, Roanoke City Public Schools hosts Read Across America Day, where local public figures read their favorite books to students. Roanoke Fire-EMS had the opportunity to read at a number of elementary schools across the city.

## Virtual Birthday Shout Outs

Virtual Birthday Shout Outs- Birthdays looked a little different this year, but our department still wanted to help celebrate the occasion. Personnel participated in virtual Birthday Shout Outs for our community members to mark the special day. The videos were short clips of Fire/EMS personnel wishing a personal "Happy Birthday!" to community members who requested.

## Virtual Classroom/Station Tours

While this year has made it difficult to meet in-person, Roanoke Fire-EMS still wanted to bring education to the classroom (virtual or in-person), home, or learning center. We created an online tool to assist with teaching students about fire safety. Our virtual classroom includes lesson plans for all ages, activities, coloring pages, virtual field trips and more. For those interested in using our virtual classroom, email [fire-ems@roanokeva.gov](mailto:fire-ems@roanokeva.gov).

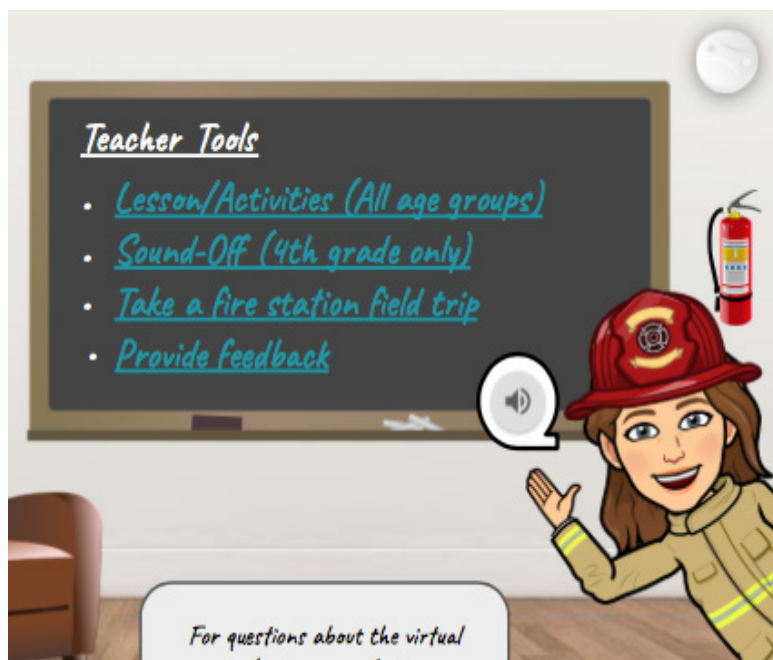
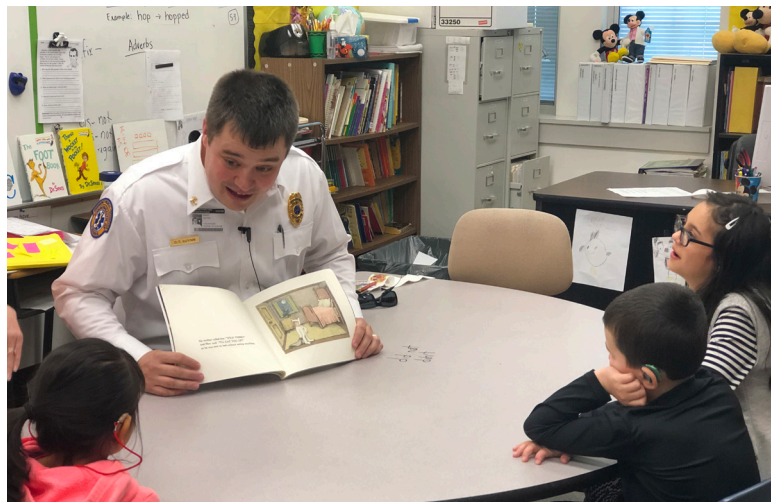
In addition to taking our educational programs virtual, we produced virtual Fire-EMS Station Tours for our communities to view in the comfort of their own home. These videos will continue as we build our YouTube channel.

All of our educational videos and station tours can be found on our YouTube Page, Roanoke Fire-EMS Department.

## Virtual Art Contest

Roanoke Fire-EMS and Roanoke City Public Schools came together (virtually) for the 16th Annual Fire Prevention Art Contest. Despite having to change our strategies, a number of talented artists showcased their abilities and helped spread awareness about fire safety! The winners and their art pieces were showcased on our social media pages and during a City Council Meeting. Thank you to all the students and teachers who participated, and to Rockingham Insurance for sponsoring this cherished event.

To set up a smoke alarm/ carbon monoxide detector install, community education event, car seat installation, contact our Community Risk Reduction Office at  
(540) 853-5785.





# EMERGENCY MANAGEMENT

## A Busy Year for Emergency Management

Nationally, the President of the United States issued a National Emergency Declaration for COVID-19.

Battalion Chief of Emergency Management, Trevor Shannon, along with the City Manager's Office, spearheaded the City of Roanoke's response to COVID-19, in partnership with the Virginia Department of Health.

Locally, the Office of Emergency Management:

- Liaison to Virginia Department of Health for City of Roanoke response to COVID
- Coordinate response with Human Resources and City Administration to assist all departments throughout the duration of the event
- Brought an additional full-time deputy coordinator to provide resources for disinfection/decontamination and policy implementation throughout the City of Roanoke departments
- Coordinated mass vaccine clinics with VDH and the Berglund Center
- Worked with VDEM and VDH receiving masks and sanitizers early on for equity throughout the City which turned into grant funding for equity and community outreach - purchased trailer to provide vaccine clinics embedded in the community
- Coordinated vaccines for City of Roanoke employees working with city administration in a tiered approach
- Served on multiple outreach committees that were led by council members including Faith Leaders to assist in response and recovery conversations
- Worked with multiple non-profits to provide shelter / housing for potentially infected un-housed population
- Worked with multiple departments to build up supply of logistics for response and recovery

Locally, the City of Roanoke City Manager and City Council issued a Local Emergency Declaration for Civil Unrest and the May Flooding Incident.

During the Rallies the Emergency Management Team:

- Assisted with creation of incident action plan
- Served in unified command for resource coordination
- Managed resource requests in coordination with Virginia Department of Emergency Management

During the Flooding Event the Emergency Management Team:

- Coordinated response from Emergency Operations Center
- Provided briefings to city management and department leaders for situational awareness
- Coordinated evacuation and shelter operation of large long-term stay hotel
- Assisted Spring Valley Lake Dam Owners in evacuation of downstream (at risk) homes
- Coordinated with VDEM and National Guard request for evacuation operations

During this time the Office of Emergency Management also assisted Roanoke City Public Schools with their Reunification Exercise to coordinate and implement emergency protocols in case of significant incidents.





# FIRE MARSHAL

The Fire Marshal's Office and Fire Prevention Division are dedicated to the goal of reducing the number and impact of fire-related incidents within the City of Roanoke. We accomplish this through a comprehensive fire inspection program, plan review and acceptance testing of new construction and fire protection systems, and investigation of all fires that occur within the City. The Fire Marshal is also invested and involved in the fire and life safety education programs that are provided by the department's Community Risk Reduction division.

## Fire Inspections

Fire inspections are conducted in businesses on an annual or biannual basis. Scheduling is based on the risk posed by the building's occupants or operation – for example, a restaurant or theater has a greater inherent risk than a physician's office or an insurance office. These inspections are based on the Statewide Fire Prevention Code and local amendments as adopted by the Roanoke City Council. Fire inspections are conducted by state-certified Fire Prevention Inspectors who work with business owners and representatives to achieve compliance with all applicable codes.

## Plan Review and Acceptance Testing

The Fire Marshal's Office conducts plan reviews of new construction site plans to ensure the ability of the Fire-EMS Department to adequately respond to the building once construction is complete. Plans are reviewed for fire department access, the presence of fire hydrants, the location of fire department connections, and any other issues which could affect fire department response.

The Fire Marshal's Office also acts under the authority of the Building Commissioner to conduct plan reviews and inspection of all new and upgraded fire protection systems. This includes fire sprinkler systems, fire alarm systems, and restaurant fire suppression systems.

## Fire Investigations

The Code of Virginia requires that the Fire Marshal's Office investigate all fires and explosions for the purpose of establishing cause and origin. Fires are classified in one of four ways: accidental, incendiary, natural, and undetermined. An accidental fire is a fire for which the cause does not involve an intentional human act to ignite or spread fire into an area where the fire should not be. Conversely, an intentional fire is a fire that is caused by an intentional human act to ignite fire where it should not be. A natural fire is caused without direct human intervention, and an undetermined fire is where the fire's cause cannot be proven to an acceptable level of certainty. It is important to note that all incendiary fires are not arson – arson is a crime that also requires a malicious act. All fire investigations are conducted by state-certified fire investigators.





# TRAINING

## Rethinking the way Training is Done

2020 began as another banner year for your training division. By April, our efforts were halted due to the Pandemic and the Training Division focused solely on keeping the recruits healthy to finish recruit school.

## Andy Starnes with Insight Fire

Roanoke Fire-EMS hosted Andy Starnes and his team with Insight Fire Training, who trained personnel from around the Roanoke Valley over two days for a train-the-trainer event on Thermal Imaging Cameras (TIC). The training educated firefighters on how to better utilize thermal imaging cameras in the field. Their knowledge and expertise benefited over 100 firefighters in the two days of classes. Subsequently, in the fall, our trainers hosted the department for a full day of TIC training and live burn training. We were able to deliver this training to nearly the entire department prior to Coronavirus protocols halting mixed department training to lessen the spread of COVID-19.

## Old Fallon Park Elementary Training

The Training Division hosted companies at Old Fallon Park Elementary for breaching and commercial flat-roof ventilation training. The building, next to the lot where the current Fallon Park Elementary stand, was being demolished. Before its demolition, Roanoke City Public Schools offered the location for us to train with. We were able to conduct multiple scenarios for our personnel to continue their education and sharpen their skills for real-life scenarios. Thanks to Roanoke City Public Schools for the use of this building!

## Mental Health 101

The Department's Peer Support Team held sessions for all department members about mental health. The Team shared their own experiences with Mental Health, how it has impacted their lives, explained problems that commonly affect first responders, and went over signs, symptoms, and treatments for those experiencing crisis.

This information session encouraged responders to speak up if they are feeling or see someone who may be experiencing symptoms common with mental health struggles. The team promoted an environment of conversation and shared the teams information as a resources for Fire/EMS personnel struggling to cope.

## Other Classes Held in First Quarter

- TEEX Wide Area Search
- Investigator 1033
- Officer 1





# NEW HIRES

## Recruit School 26

In 2020, Recruit Class #26 graduated from the Roanoke Valley Regional Fire & EMS Academy.

The 20 week academy began on February 24th and ended on July 10th, with a formal graduation. Thirty-six Firefighter/EMT's joined their respective departments within the valley. Twelve of the recruits joined our ranks, with the remaining recruits joining Roanoke County Fire & Rescue, Salem Fire & EMS, and Botetourt Fire & EMS.

Class 26 was very unique in many ways related to the pandemic. The Training Division was able to adjust as needed to graduate thirty-six personnel to ranks of Fire-EMS amongst the Roanoke Valley.

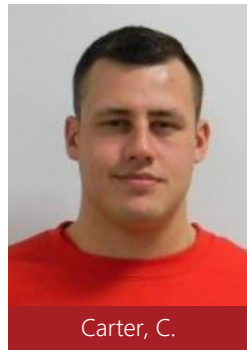
Pictured are the newest members of Roanoke Fire-EMS.



Achino, B.



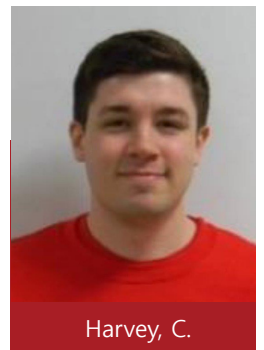
Carr, R.



Carter, C.



Conner, H.



Harvey, C.



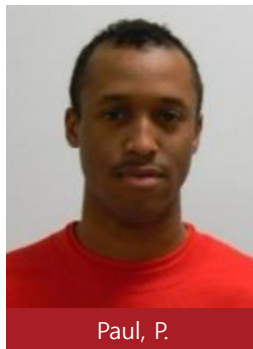
Lasek, C.



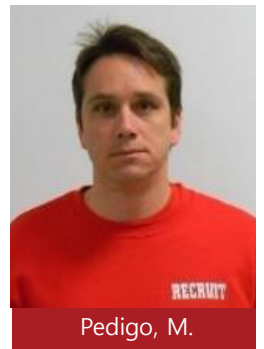
Levette, A.



Louis, W.



Paul, P.



Pedigo, M.



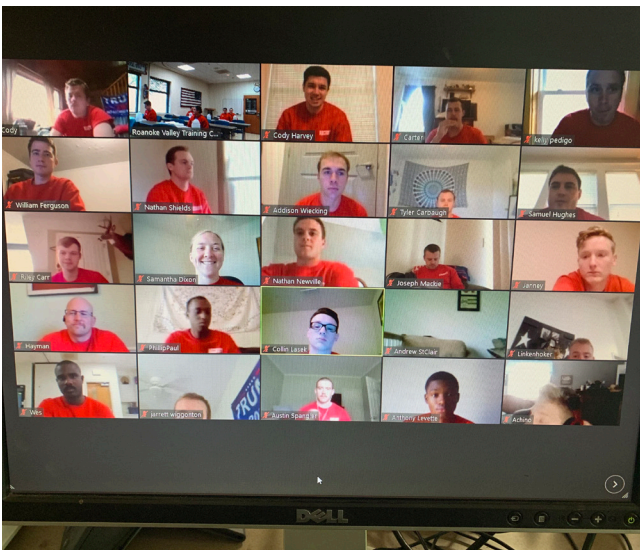
Wiecking, A.



Wiggonton, J.

## Class #26







# PROMOTIONS

Roanoke Fire-EMS is proud to announce the promotions of twelve personnel to the ranks of Deputy Chief, Battalion Chief, Captain, 1st Lieutenant, and Lieutenant.

A Promotion Ceremony was held July 14th, for those promoted to the positions of Lieutenant, 1st Lieutenant and Captain. The Promotional Ceremonies for Battalion Chief and Deputy Chief will be held at a later date.

Congratulations to all promoted!



Lt. P. Jessee



Lt. M. Moomey



Lt. J. Richards



Lt. K. Waskewicz



1st Lt. J. Adkins



1st Lt. P. Matthiessen



1st Lt. B. Glidden



Capt. M. Jenkins



Capt. T. Mouglin



Capt. D. Lucas



B.C. T. Cady

Gynn is a City of Roanoke native, who became involved in Fire-EMS in 2004 as a volunteer for Back Creek Fire & Rescue in Roanoke County. During his time as a volunteer, he decided that he was interested in making emergency services into a career. He began working for the City of Roanoke in 2005 as a Telecommunicator Trainee in the E-911 Center, and then joined Roanoke Fire-EMS with Recruit Class #9 in 2007.

In 2010, he made the difficult decision to leave the department to return to school where he obtained his Bachelor of Science in Physics at Roanoke College and completed his Master of Science in Physics at the University of North Carolina at Chapel Hill.

David rejoined the Roanoke Fire-EMS department in 2018 as the Fire Marshal for the City of Roanoke. He is currently enrolled in the National Fire Academy's Executive Fire Officer Program, and held designations as a Certified Emergency Manager, Certified Fire Marshal, Certified Fire and Explosion Investigator, and recently received the Chief Fire Officer designation, becoming the department's fourth designee.



D.C. David Gynn



# RETIREES

In 2020, Roanoke Fire-EMS had fourteen personnel retire from our department. To all of our retirees, thank you for your years of service and enjoy retirement. We wish you well in your future endeavors!



Lt. B. Hudson (1/1)



Cpt. K. Weeks (1/1)



T. Brown (2/1)



Cpt. S. Alford (3/1)



Cpt. A. Austin (4/1)



J. Mone (4/1)



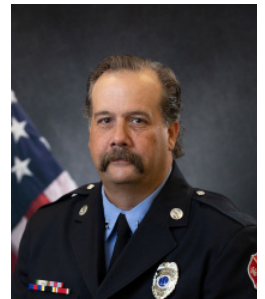
M. Curtis (5/1)



Lt. R. Roach (5/1)



BC J. Firebaugh (6/1)



Cpt. R. Smith (6/1)



Cpt. D. Hurd (8/1)



Cpt. S. Stump (10/1)



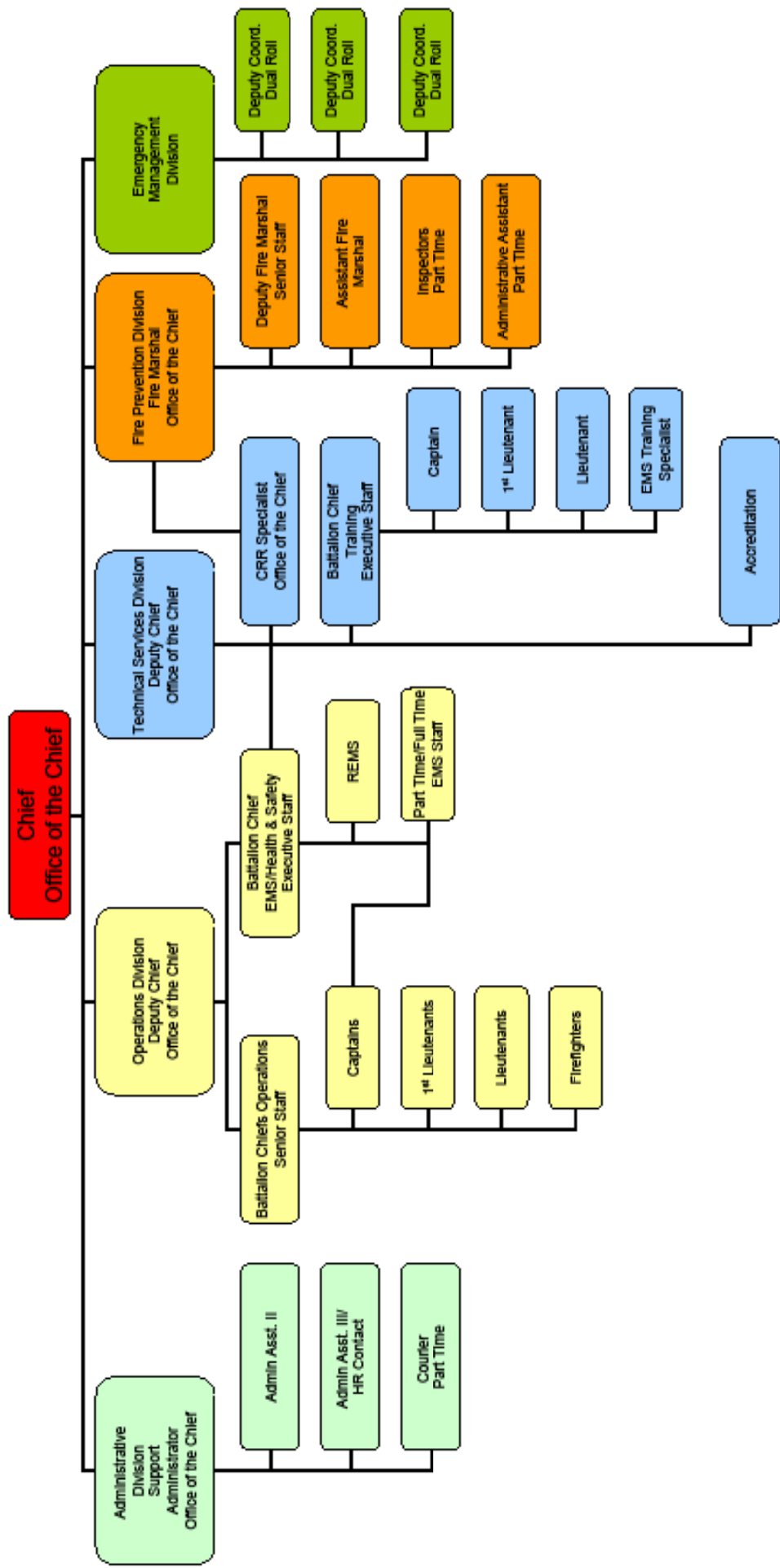
J. Thompson (11/1)



Cpt. S. Graham (11/1)







1/15/2019



# STATIONS



Station 6  
1333 Jamison Ave., SE  
Roanoke, VA 24013  
Built in 1979



Station 1  
Administration  
704 Franklin Rd.,  
Roanoke, VA 24016  
Built in 2006



Station 7  
1742 Memorial Ave.,  
Roanoke, VA 24015  
Built in 2020



Station 2  
55 Noble Ave.,  
Roanoke, VA 24012  
Built in 1950



Station 8  
2328 Crystal Springs Ave.,  
Roanoke, VA 24014  
Built in 1928



Station 3  
4803 Williamson Rd.,  
Roanoke, VA 24012  
Built in 2008



Station 11  
1502 Bennington St.,  
Roanoke, VA 24013  
Built in 1964



Station 4  
3768 Peters Creek Rd.,  
Roanoke, VA 24013  
Built in 1999



Station 13  
4330 Appleton Ave.,  
Roanoke, VA 24017  
Built in 1978



Station 5  
1920 Orange Ave.,  
Roanoke, VA 24017  
Built in 2010



Station 14  
1061 Mecca St.,  
Roanoke, VA 24012  
Built in 1994

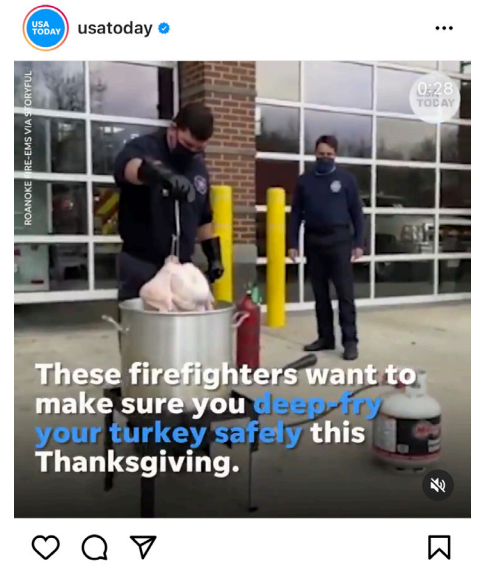


Roanoke Valley  
Regional Fire-EMS  
Training Center  
1220 Kesler Mill Rd.  
Salem, VA 24153  
Built in 2000

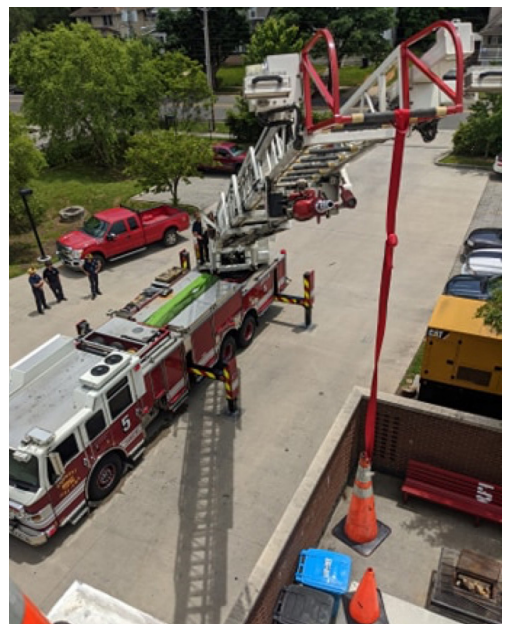


Roanoke Emergency  
Medical Service (REMS)  
374 Day Ave.,  
Roanoke, VA 24016  
Built in 1955













## CONNECT WITH US

Website- [Roanokeva.gov/Fire-EMS](http://Roanokeva.gov/Fire-EMS)  
Facebook- [RoanokeFireEMS](https://www.facebook.com/RoanokeFireEMS)  
Twitter- [@RoanokeFireEMS](https://twitter.com/RoanokeFireEMS)  
Instagram- [roanokefireems](https://www.instagram.com/roanokefireems)  
Jobs- [Workforroanokefireems.com](http://Workforroanokefireems.com)

