



# THE REVIEW

Central Arizona Fire and Medical - 8603 E. Eastridge Dr., Prescott Valley, AZ 86314 – December 20, 2019

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## **Quote of the Week**

*"I will have the courage to stand up for what is right, just, and honorable – even if it makes me the target for your criticism."*

-Combs Drawn by Fire

In 1991, Alex McKinnon began with CYFD as a reserve firefighter. His final day with CAFMA's Technical Services Division is December 31st.

While Alex retired in 2017 from the fire service with the rank of Captain, he came out of retirement with a dream of seeing the long-envisioned VHF radio upgrade become a reality. He has worked with Tech Services for the past 18 months, and his contributions to our agency are worthy of mentioning.

Alex finally got to see our VHF upgrade go live in March of 2019, but it should be mentioned that he has been one of the driving forces in pushing our radio initiatives forward for several years before that. He has been behind the scenes of many of our projects including tower construction, VHF & microwave installations, station alerting, site maintenance & construction, and tower climbing & safety. He has coordinated many projects that required Operations personnel for assistance, and has been an invaluable source of information and insight.

Please join me in thanking him for his many years of service, both to Operations as well as Technical Services.

Thanks, Captain McKinnon. Enjoy (for real this time) retirement!



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## The Chief's Desk



“It shows that big battles are accomplished by small victories and that even the smallest of steps can complete the grandest of journeys.” Kyle Carpenter – youngest living Marine to be awarded the Medal of Honor.

If you don't know Kyle's story and heroic journey to recovery, I highly recommend you listen to Jocko Podcast 207, or purchase Kyle's new book - *You are Worth it*. Just a little back-story, Kyle jumped on a grenade in Afghanistan to save the life of a friend and fellow Marine. There have been stories throughout history of brave Soldiers, Marines, Sailors, and Airmen that have covered grenades with their bodies to save others. The difference in this story is that despite the terrible injuries he sustained he lived.

Not only did he live, but during his recovery at Walter Reed, before ever taking a step from the bed, he resolved that he would run, skydive, and travel. After nearly 3 years, 71 procedures through 41 different surgeries Kyle ran the Marine Corp Marathon for those who could not. His perspective on life is absolutely amazing!

Kyle's story should remind us that we need to maintain perspective. We all have bad days that challenge our attitudes, behavior, and sometimes our actions. Generally, and I'm guilty of this at times, we are quick to give in to our anger, or feelings of despair. We have a tendency as humans to let the little things pile up until we hit a final trigger point that causes us to explode on the world around us. For our outbursts, we are rewarded with tarnished reputations and loss of respect. We may be able to get away with it once or twice, but if our default is sudden emotional outbursts – we lose, end of game, period. Maybe it's not a sudden emotional outburst, but it's simply walking around sullen or short tempered. None of those things are good for you or those you come in contact with.

Sometimes it can feel as if our world is falling down around us. Whether the issue is related to our finances, our personal relationships, health issues, a combination of all of the above, etc. stuff can stack up making us feel like the world is on our shoulders. In those moments, it's best to tell someone to gain perspective and calm down:/ Okay, maybe that's not the right time unless you like being a target. If I remember the meme correctly – “When someone is mad put a cape on them and say, there, now you're super mad.” Not helpful...

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### Upcoming Events:

Dec 23 – Office  
Dec 24 – Christmas Eve, Chief on Vacation, Office closed at 1300  
Dec 25 – Christmas Day office closed  
Dec 26 – Chief on vacation

### Board Meeting:

January 27<sup>th</sup> Administration  
CAFMA – 1700-1830



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## **Prescott Area Man Named Carnegie Hero for Acts of Extraordinary Heroism**

By: Chief Freitag

Julius (Jay) Ortenzo was recognized for his efforts at a motor vehicle crash on Hwy 89 just north of Drake Cement on August 30, 2018. As you may remember, two vehicles collided head on and then hit a third vehicle on the side of the road. One vehicle was on fire with a family trapped inside. Without regard for his own safety, Jay ran to the vehicle removing 6-year-old Ava Castelhana, 5-month-old Axel Castelhana, 9-year-old Addison Castelhana, and 31-year-old Rebecca Castelhana. Unfortunately, Mr. Castelhana along with their 3-year-old daughter died. Mr. Ortenzo was treated for scraps, bruises, and burns to the tips of his fingers.

CAFMA recognized Mr. Ortenzo and others for their efforts that day. Subsequently, the Carnegie Hero Fund Commission reached out to Fire Marshal Rick Chase for additional information. According to a news release from the Commission, "Mr. Ortenzo along with 17 other American and Canadian Citizens were awarded the highest honor for civilian heroism in the United States and Canada."

"The Carnegie Medal is given throughout the U.S. and Canada to those who risk their lives to an extraordinary degree while saving or attempting save the lives of others. With this final announcement of 2019 recipients, a total of 10,135 Carnegie Medals have been awarded since the Pittsburgh based Fund's inception in 1904."

We appreciate Mr. Ortenzo's efforts and wish to congratulate him for receiving the honor. Based on reports from our crews on scene, his actions were extraordinarily courageous.

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## **15 Practical Ways To Improve Your Leadership Communication Skills**

By: Forbes Business Council

Good leaders prioritize communication, both with customers and within their companies. Communication is the key to solving problems, coming up with new ideas, and keeping loyal customers and employees. It's a skill you can constantly hone, no matter how long you've been leading a team

As experienced business leaders, Forbes Business Council know how to communicate effectively and have continued to build those skills throughout their careers. We asked them to share 15 practical approaches for leaders looking to improve their communication skills.

### 1. Be Present In Your Interactions

Two practical steps to improve communication is to be present in each interaction and recognition that every person has their own specific communication style. Removing distractions, such as devices, from personal interactions or meetings is critical. Second is the awareness of your own communication style as it relates to others and how each person involved best gives and receives information. - Amy Hall, Caton Commercial Real Estate Group

## 2. Focus On The Intended Audience

As a leader, I've mindfully designed communication for the intended audience. What information do my readers or listeners already have? What terms are they going to understand best? How much time do they have to consume my communication? The best communication is usually layered so that everyone can get the gist from the first few sentences and some can dive in for more details if they need to know more. - Yana Welinder, Kraftful

[Forbes.com](https://www.forbes.com)

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### **Chief's Desk Continued**

Question is how do we learn to take a step back from our situation, assess, make a plan, and reengage? First and foremost, it has to be a conscious effort. It can be difficult not only in the moment, but over days, weeks, or months. I try to ask myself, if I get mad, will it change the situation? Sometimes, especially if I've been able to separate myself from other stressors, this works. Honestly, getting mad usually only makes things worse not better. Unless, you are working on a Jeep and a bolt is stuck – in this case using the correct language and the right amount of force can correct the issue.

There are times when something happens and I will come to the realization that I simply cannot suppress my feelings of anger. In those situations I have given myself the approval to be mad for 24hrs, but then I have to move on. During those times I do not allow myself to take my anger out on others. The difference here is that I am in control of my emotions as opposed to those times when I'm not. Nobody's perfect, that's a given.

Other times I try to remind myself that whatever the situation, its likely temporary. Trucks broke – we'll get it fixed eventually\$\$\$ Well goes dry – we'll figure it out and get water eventually\$\$\$ All of this happens at Christmas and right before a graduation party – guess I'm not retiring tomorrow☺ I wasn't trying to retire right now anyway. It sucks when it all seemingly piles on at once, but what are you going to do about it? Answer, not much other than formulate a plan and deal with it.

The reality is stuff happens at the most inopportune times. It tests our patience, our will, and sometimes our relationships. From a perspective standpoint, I didn't get blown up by a grenade, I'm not going through treatment for a horrible disease, my family is healthy and thriving, I have a fantastic career working with amazing people – sooooo, why walk around in a funk because some things happened? In the moment it is difficult, but we must fight our negative emotions in an effort to maintain some perspective.

My point is that we need to gain and maintain perspective in our lives. It's not enough to have it today and lose it tomorrow. Gaining perspective is practiced; it's something we have to be reminded of everyday. This means we have to have people around us who care enough to listen and provide sound counsel. It's good to vent your frustrations; it's just that you need to do it in the company of someone

who is not there to push you over the edge. In some cases gaining perspective may mean seeking professional guidance. Behavioral health issues and suicide have increased significantly over the years within emergency services. \*It's okay to seek help\* Seeking help takes courage and commitment.

Personally, I've found listening to Podcasts has helped me tremendously with trying to maintain perspective. It has also opened an entirely new literary world to me. I have not read Kyle's book yet, but it's in the que on my end table. I'm currently reading Dr. Jordan B. Peterson's *12 Rules for Life: An Antidote to Chaos*. Others are technically next, but I think I may move *You are Worth It* to the front of the line. On the other hand, *Everybody Matters* also comes highly recommended, and my copy of *The Stress Effect* should be here in a week or so. So many decisions.

I'm not saying the New Year is around the corner and you should resolve to be a completely new you – New Year's resolutions rarely stick. That said, now is a good time to reflect on how fortunate we are to have our families, and to have each other at CAFMA. Don't resolve to gain perspective, start maintaining it one day and one small issue at a time.

When I listen to Kyle's life story I cannot help but want to be a better human. It's not just his selfless act on a rooftop in Afghanistan, but the way he led his life before and after he jumped on a grenade.

For those that celebrate Christmas, I hope you have an enjoyable Christmas surrounded by family and friends!!