



THE SIXTH BUGLE

VOLUME 15, ISSUE 2

AUGUST

President's Message

At every conference or workshop I attend I learn more about YOU, the members of OFSOA, and I see so many attributes and talents in you that I admire. I owe so much to OFSOA; for the training, absolutely, but especially for you the individuals that make up OFSOA, and the knowledge you have shared.

The majority of the articles in this newsletter are about who we are, what we do, and about getting involved. I hope you will gain some insight into our organization and consider the benefits of actively participating in a leadership role.

I know you have what it takes; I've seen you, listened to you, and learned from you. So I encourage you to talk to your Chief or Supervisor and seriously consider your role in the future of OFSOA.

We have a wonderful, information-packed conference coming up in October. I look forward to seeing you there and enjoying a great time of networking and learning together.

Never try to be better than someone else but always learn from others...Never cease trying to be the best you can be."

~ coaching legend, John Wooden

With my very best regards
Rhonda Grant
Stayton Fire District

About OFSOA Committees and Subcommittees

1. Education

*Accreditation

2. Membership

*Hospitality

*Good Will

*Merchandise

3. Communications

*Website

*Newsletter

4. Protocol

*Parliamentarian

We have four standing committee chairs which are elected positions. Subcommittee chairs and committee members are appointed positions.

In brief, Education and Accreditation committee members work with event hosts to line up workshop and conference topics and speakers.

Along with tracking member and agency information for the resource guide, the Membership committee welcomes new members and provides comfort, encouragement, and organizational merchandise to our membership.

Our Communications committee works to maintain contact and deliver current and pertinent news and resources to our members.

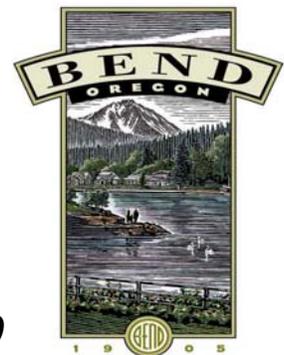
And lastly, our Protocol committee keeps us on-track and up-to-date with our policies and by-laws.

Believe it! Achieve it!

at the
**2010 OFSOA
Annual Conference**
to be held at

The Riverhouse Hotel
www.riverhouse.com

October 13-15, 2010



*QuickBook Tips *Customer Service *Business writing

*Managing Multiple Projects * Incident Reporting

*Performance Evaluations & Job Descriptions

*Understanding Personalities Differences in the Workplace

(See enclosed brochure for more information on this upcoming event)

Taking the Lead

For several years in the 1980s, fire service secretaries from Clackamas County met for lunch periodically to forge friendships and network. Around 1990, a few of us attended conferences with the Washington State Fire Secretaries Association and began exploring the possibility of creating a similar organization in Oregon. In 1992, around fifteen secretaries from throughout Oregon met at Boring Fire Department and identified the mission, goals, and objectives for what became the Oregon Fire Service Office Administrators. Officers were elected, and I had the honor of serving as the organization's charter president from 1993 to 1995. We formed OFSOA as a vehicle to train, mentor, and network Oregon's fire service office personnel. We were fortunate to have several very supportive Chiefs and Boards behind us and we quickly grew to over 100 members.

We began by offering two workshops and one conference annually. We also provided support for the annual Chiefs and Fire Directors conferences, in part to show our appreciation to them for their support. The early days were fun and many lasting friendships developed through the OFSOA network.

But there was also a serious side -- we recognized that we could grow professionally and thereby our departments would benefit

if we could share our expertise and stay abreast of industry trends. Our early mission statement reflects that -- "Sharing a Standard of Excellence."

The first, and most important characteristic, of a leader is the decision to become a leader.

At some point in time, leaders decide that they want to provide others with vision, help direct the course of future events, and inspire others to success.

I later served for a year as OFSOA Secretary and then left the fire service in 1996, becoming one of the first OFSOA Life Members. I have enjoyed watching the organization continue to grow and expand, setting new goals and then achieving them. It was especially thrilling to me when OFSOA established an Accreditation Program for fire service office personnel. Washington had that component in their organization and those of us who began the organization included accreditation in our vision for OFSOA.

I can't say enough about the value of taking a leadership role in OFSOA! I did not see myself as a leader before I was elected President of OFSOA, and of course I made mistakes along

the way; we all do when we expand outside of our comfort zone. But, I also learned from those mistakes and from others who patiently mentored me as I developed as a leader. There is great reward in being able to work with other talented office personnel in shaping the future of this organization and in developing bonds with the OFSOA officers and board members. Looking back, though, I see that taking the plunge and becoming a leader also benefited me directly -- I grew both personally and professionally, becoming more self-assured, improving my communication skills, and learning to be a team leader AND team member.

Having been a part of OFSOA from its infancy, I still feel a bit 'parental' about the organization. I've taken pride in seeing it grow to maturity and become the organization we envisioned. I know that it can continue to fulfill its mission, goals, and objectives only if members are willing to step forward and be actively involved. I encourage each OFSOA member to take time to share your individual talents and dreams by becoming an Officer or Committee Chair. Trust me as someone who has been there -- you won't regret it!

Christine Lewallen
OFSOA Charter President

Leadership – When do you know you’re ready to lead?

I often wonder how many members of any organization sit quietly by while others take on leadership roles, all secretly wishing they were born leaders and it would be an easy thing to do. Leaders grow, they are not made. Being an active member of an association puts each of us in a position to *grow* into leadership. If you care about what your association is doing, especially when you’re proud of it, it is easy to become one of its leaders.

At our first annual OFSOA conference in 1994, I was encouraged to run for the Board position of Secretary. Well, I was born a secretary (weren’t we all), how could that be hard? It wasn’t, and I became passionate about OFSOA and helping it develop into the support association for some of the most important players in the fire service community. I also noticed during my term as Secretary how supportive the membership was of its Board of Directors...no one wanted their leaders to *fail*...everyone wanted their leaders to be *successful!* WOW, a built-in fan club; what a deal!

Well, I threw my hat in the ring for the position of President and was thrilled to be elected at the 1996 conference. Honestly, it was the most satisfying four years of my professional life, and while it was a lot of hard work, it really *was* easy with so much positive energy and support provided by our members.

One of my happiest experiences during my membership years was watching the development of wonderful new leaders...some who even became physically ill at the thought of public speaking, let alone leading an immensely successful organization. I remember giving one of our Presidents a large “evacuation bag” before her first conference, and she probably used it; however, she went on to be a very successful two-term President, even though she NEVER got used to speaking before a group.

Stepping forward to learn about your leadership potential and abilities is really one of the responsibilities of membership. It’s easy to start as a Committee Chair or Co-Chair, then dip your toe in the water as a Regional Representative, Secretary or even Vice President. The more you know about how your association works and its place in the fire service industry, the more natural your desire will be to lead.

Bill Bradbury said “Leaders should be collaborative, modest, and generous”. You all have those qualities or you would not be successful fire service office administrators. Take that chance – step out of the audience to sit with the Board of Directors – give back to your association and your membership. The benefits are enormous to you, your agencies, and OFSOA.

Teri Van Wagner, OFSOA Past President

“People learn to lead because they care about something.” ~Charlotte Bunch

2010 Nominations Sought for OFSOA Board

The two-year term positions of President, Secretary, Region 1, Region 2, and Region 3 will be up for election at the 2010 conference in October. Serving on the board is a great experience and with the upcoming elections, members are encouraged to think about pursuing a board position.

There are four scheduled board meetings each year (first part of the year, at workshop, mid year, and at conference). The commitment of attending meetings, workshop and conference can take time away from your daily duties. However, serving as a board member is very rewarding.

Those interested are encouraged to review the by-laws to gain a full understanding of the process.

The nomination form, located on the OFSOA website under "Documents", must be completed and signed by your supervisor, and a letter from your agency indicating their support is also required. According to the OFSOA By-Laws, the duties of the upcoming positions include:

President – to preside over the meetings of the organization; to be the official representative of the organization, and perform other duties as are required of the presiding officer.

Secretary – to keep minutes of the proceedings of the organization and the executive board, to

attend to all communication pertaining to the organization; and perform all other duties as are incidental to this office and/or may be required by the president.

Region Representatives – to contact members in their regions and correlate information; to act as a liaison between the members of their area and the executive board; to work with the education committee in coordinating regional workshops and training seminars to be conducted in their areas.

Anyone interested in pursuing a board position can contact Past President Karen Bracken at: kbracken@keizerfire.com or call 503-390-9111, who is serving as chair of the Nominations Committee.



I would like to thank all the members of OFSOA for their cards, phone calls, prayers, words of comfort, and moral support. I really appreciated the support

that came so quickly at a time of total disbelief for me. Watching our station and offices burn for hours will always be embedded in my memory, but so will watching my bosses, our firefighters, Tillamook Fire, Netarts Fire and N. Lincoln Fire come to our rescue.

I saw absolutely beautiful moments of human caring that are embedded just as deep as the wound the fire left. I am very, very proud of Tillamook, Netarts, and N. Lincoln's fire personnel; they were there in minutes to help us and they were fast, efficient, and cared when the night came upon us and the fire still flamed up as it found more fuel.

I get goose bumps when I think of our own fire personnel's actions as they battled the fire that destroyed their Station and Chief's office. The look on their faces of disbelief, sadness, but determination to get their job done to the best of their ability in order to save the building that housed their memories will also remain with me forever. I am so proud to be a part of this Fire District. It is filled with very special people, just as OFSOA is. Good things do come out of horrible experiences.

Deanna Brunson
Nestucca Fire



**OREGON FIRE SERVICE
OFFICE ADMINISTRATORS**

VISIT US ON THE WEB
WWW.OFSOA.COM

*“Sharing a Standard
of Excellence”*

Share this newsletter -
post it at your station!

Proposed Membership Dues Increase

At the July 14, 2010 quarterly Board of Directors meeting a motion was made and seconded to increase the annual dues for regular, retired, and associate members from the current \$30.00 (established in 2002) to \$40.00.

- This discussion and motion was based on the additional cost to maintain the website, secure excellent educational presenters, and the increased use of scholarships.
- According to our bylaws this action must be approved by the general membership during the annual meeting at conference.
- The dues increase, if approved, would take effect with the 2011 / 2012 renewal.

Fun & Informative Websites

- www.ineedmoretime.com
- www.pluggedinonline.com • www.fpu.com
- [http://hotjobs.yahoo.com/
career-articles-what_your_workspace_says_about_you-1348](http://hotjobs.yahoo.com/career-articles-what_your_workspace_says_about_you-1348)

The Sixth Bugle

*Oregon Fire Service Office Administrators
1284 Court St. NE
Salem, Oregon 97301*

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Believe it, Achieve it



2010

**OFSOA Annual Conference
Riverhouse, Bend Oregon
October 13 – 15**

2010 OFSOA Fall Conference Schedule

Wednesday, October 13, 2010

Office Attire Suggested

6:30 am	Complimentary Full Breakfast for hotel guests (\$9.95 for non-guests) * Restaurant	
7:00 am – 8:15 am	Hospitality Room Open	* Room 318
8:30 am– 9 am	New Member and/or First Time Attendee Orientation	* Deschutes C
9 am – 9:30 am	Welcome and Opening Ceremonies	* Deschutes C
9:30 am – 10:30 am	<u>Courage to be Safe</u> – Kim Lightley	* Deschutes C

Kim Lightley is an advocate for providing stress management training for surviving co-workers and families following critical incidents. She will help prepare you to provide peer support after tragic or catastrophic events in your workplace or community. She will share her tragic firefighting experience, her battle with post-traumatic stress disorder, and the hurdles of loss, guilt, and grief overcame during her recovery.

Kim worked as a forest technician and a firefighter for the US Forest Service from 1989-1994. She is a surviving US Forest Service - Prineville Hotshot crewmember from the 1994 Storm King Mountain Fire in Glenwood Springs, Colorado. After the tragic fire she declined to continue firefighting but stayed on with the Forest Service as a Forest Technician until 1997.

10:30 am – 10:45 am	Break / Hospitality Room Open	* Room 318
10:45 am – 12:00 pm	<u>We Come Running to Serve You</u> - Brian Capp	* Deschutes C

How often do you arrive at work with the energy and enthusiasm that your “customers” and co-workers deserve? In this session we will look at practices that help create a positive attitude towards your work, resulting in exceptional customer service.

Brian is the Vice President of Marketing and Sales for Les Schwab Tire Centers, where he has been employed for 33 years. Les Schwab has a history of providing service that goes beyond their customer’s expectations. Les Schwab takes pride in their customer service and pride in their employees. This was evident in 2008, when Les Schwab was ranked amongst the top 20 best places to work in Oregon.

12:00 pm – 1:00 pm	Lunch and Business Session (First call for nominations)	* Deschutes B
1:00 pm – 2:30 pm	<u>Business Writing & Multiple Projects</u> – Laureal Williams	* Deschutes C

Laureal Williams will be continuing her presentation from the fall 2009 Conference in Newport. She will be discussing the tools, techniques and concepts related to business writing, this is a great class for anyone that wishes to improve the appearance and content of their reports, letters, memos and more. She will also be discussing that in today’s modern business environment, we are expected to manage multiple projects and juggle everyone’s schedules concurrently without getting overloaded, all-the-while handling successful day-to-day operations of the office environment.

Laureal is the Director of Admin Services at Emergency Services Consulting International, a firm providing specialized and high quality consulting for emergency services. She has been overseeing office relations for the firm for the last 13 years.

2:30 pm – 2:45 pm	Break	
2:45 pm – 4:00 pm	<u>Continuation of Laureal Williams...</u>	* Deschutes C
6:00 pm – 9:00 pm	President’s Fun Night - Bunco - Finger foods & No-Host Bar available	* Deschutes B

6:30 am	Complimentary Full Breakfast for hotel guests (\$9.95 for non-guests) * <i>Restaurant</i>
7:00 am – 8:15 am	Hospitality Room Open * <i>Room 318</i>
8:30 am – 8:45 am	Welcome and Announcements * <i>Deschutes C</i>
8:45 am – 10:00 am	<u>Handling Conflict in the Workplace</u> – Barbara Thurman * <i>Deschutes C</i>

Barbara Thurman will be speaking to you on the tough topics: sexual harassment, diversity and discrimination. Prevention is the best tool to eliminate harassment in the workplace. We will create both consensus and understanding amongst us on appropriate and proper workplace conduct. The training emphasizes ethical considerations, common sense, and respect.

Barbara is the President of Thurman Consulting and has provided this training to both state and local government, the Military, Schools, Fire Districts, Law Enforcement, EMS, and private businesses across the United States for the past 24 years. She has authored numerous books, pamphlets, and brochures on the topic.

10:00 am – 10:15 am	Break/Hospitality Room Open * <i>Room 318</i>
10:15am – 11:30 am	<u>Continuation of Barbara Thurman...</u> * <i>Deschutes C</i>
11:30 am – 1:00 pm	Lunch and Business Session (Second call for nominations) * <i>Deschutes B</i>
1:00 pm – 2:30 pm	Performance Evaluation & Job Descriptions – Michael Sherman * <i>Deschutes C</i>

Chief Michael Sherman will provide us with a clear direction in converting an employee's average behavior into an exemplary one. Providing staff with job descriptions point out in broad terms a person's job goals, responsibilities, and duties. Performance evaluations based on an employee's job description are important for staff motivation, attitude and behavior development, communicating and aligning individual and organizational aims, and fostering positive relationships between management and staff.

Former Fire Chief from Newberg, OR and current Fire Chief of Crest Forest Fire Protection District in Crestline, CA, Mike has worn many hats throughout his 30+ years in the fire service, including President of the Oregon Fire Chief Association. Mike is now the owner and president of 4M Consulting, advising numerous fire agencies.

2:30 pm – 2:45 pm	Break
2:45 pm – 4:00 pm	Break Out Sessions (Choose One)
	1. Accreditation – Susan Boyle * <i>Room 318</i>
	The OFSOA Accreditation Program is an optional program for the self-improvement for our membership. Though structured, it is an on-going and flexible program. Come to this class to learn more on how to achieve it!
	2. QuickBook Shortcuts and Tips – Karen DeMaris * <i>Deschutes C</i>
	Karen is a certified QuickBooks Pro advisor by QuickBooks. She has over 20 years experience of consulting and currently teaches QuickBooks at COCC. She will help us to simplify QuickBooks with tips and shortcuts. This session will be a group interactive session and she requests attendees to email bonita@lapinefire.com with any specific questions or areas that you would like to have addressed.

- 3. Incident Reporting – Claire McGrew** ** Deschutes B*
Claire McGrew is with the Oregon State Fire Marshals Office and will be discussing fire agency incident reporting and the Fire Bridge program. If you have a specific question or topic please email bonita@laine-fire.com

- 6:00 pm – 8:00 pm** **Banquet – Installation of Officers; No-Host Bar Available.** ** Deschutes C*
Dressy Attire
- 8:30 pm -** **Hospitality Room and Networking** ** Room 318*

Friday, October 15, 2010

Office Attire Suggested

- 6:30 am** **Complimentary Full Breakfast for hotel guests (\$9.95 for non-guests)** **Restaurant*
- 7:30 am – 8:30 am** **Hospitality Room Open** ** Room 318*
- 8:45 am – 9:00 am** **Welcome and Announcements** ** Deschutes C*
- 9:00 am – 12:00 pm** **Understanding Personality Differences – Bill Gallagher** ** Deschutes C*

Bill Gallagher will coach you on maximizing your office’s “personable atmosphere” and will promote positive staff interaction through teaching us the strengths and weaknesses of each personality type and he will educate us on becoming more effective in relating to different personalities.

Bill has been counseling and professionally working with people for 30 years. His emphasis in the workplace is to help develop both relational skills and professional standards among administration and staff. He formed Teamworks in 2001 to help organizations achieve their goals for establishing high morale and customer/client satisfaction.

- 12:00 pm** **Conference Closing – Silent Auction Closes – Raffle Drawing - Lunch on your own**
- 12:30 pm** **Post Conference Board Meeting** ** Deschutes B*

CONFERENCE LOCATION AND LODGING

When making reservations, be sure to use the block name:

Oregon Fire Service Office Administrators

There are still rooms available for:

1 queen bed for \$93 (\$109 for a couple) *No view

2 queen beds for \$109 for one or \$119 for two *River view

Discount room rate will be held until September 12, 2010

Tax exemption certificates for Federal Agencies are accepted at check-in



866-453-4480

3075 North Business 97

Bend, OR 97701



*Join us for President's Fun Night
Wednesday evening!
Enjoy good food, friends, Bunco
and fun prizes!*

October 13-15, 2010

CONFERENCE REGISTRATION FORM / INVOICE

Or register online at www.ofsoa.com

Last Name: _____ First Name: _____

Position: _____ Agency: _____

Mailing Address: _____

City: _____ Zip Code: _____

Phone: _____ Fax: _____

Email: _____

- This is my first OFSOA event
- I will attend the banquet (Included in the registration fee)
- I will bring a guest to the banquet
Number of Guests at \$32 each: _____
- I will be attending President's Fun Night
Additional \$20.00 (Not included in registration fee)
- I will be bringing a guest to President's Fun Night
Number of guests at \$20.00 each: _____
- I would like to learn more about joining OFSOA

- Full Conference – Member \$175.00
Includes lunch Wed & Thurs, and Thurs. Night Banquet
- Wednesday Only – Member \$100.00
Includes lunch
- Thursday Only – Member \$100.00
Includes lunch
- Friday Only – Member \$50.00
No lunch
- Full Conference – Non-member \$225.00
Includes lunch Wed & Thurs, and Thurs. Night Banquet
- Wednesday Only – Non-member \$120.00
Includes lunch
- Thursday Only – Non-member \$120.00
Includes lunch
- Friday Only – Non-member \$70.00
No lunch

Select One Breakout Session for Thursday

- Accreditation
- QuickBooks
- Incident Reporting

Total Due with Registration: \$ _____

LAST DAY TO REGISTER: October 1, 2010
Registration fees cannot be refunded after this date.

*You can obtain your tax exemption form by contacting OFCA or by downloading the form at www.ofsoa.com under Documents.

*The OFSOA Scholarship Fund was created to assist members with training expenses. If funding is the reason you may not be attending, please contact Susan Boyle at 503-259-1129 or via email at scholarships@ofsoa.com

Make checks payable to OFSOA and mail to:
OFSOA (Attn: Treasurer/AR)
1284 Court Street
Salem, OR 97301
Phone: 503-378-0896

Registrations may also be faxed to: 503-364-9919