



Volume 17, Issue 1

THE SIXTH BUGLE

March 2012

President's Message:

Recently many of you took part in a survey on how OFSOA benefits you and your agency, what we as an organization can do better, what improvements you would like to see, etc. Your responses were fantastic! The Board would like to thank you for taking the time to respond and to share your ideas and suggestions. Your input is invaluable and we are already working on your suggestions. Thank you, Laureal Williams, for doing such a great job putting it together and summarizing the results.

You will find a review of the survey inside but a PDF of the complete survey results can be found on our website at www.ofosa.com, under Documents.

At our January Board meeting, the Board began work on some of the top concerns that stood out in the survey and we will attempt to address some of them in this newsletter. You will find information on Email blasts, access to the Resource Guide and much more.

The Board made the decision to send out our newsletter to our membership via email and only send a hard copy to each fire district/department for the Chiefs to read and to post at their stations. This will save on postage but it also makes it very important that you keep us informed of your current email. The newsletter will also be available on our website.

We are a member-driven organization so we encourage you to share your thoughts and insights with us at any time. We're looking forward to serving you in 2012!

See you at workshop!
With kindest regards,
Rhonda Grant, OFSOA President

Exciting Happenings at OFSOA

It is our 20th anniversary this year and our conference will be at the Red Lion, Jantzen Beach, October 10-12, 2012. Details of the conference and the speakers are being determined at this time. It promises to be an exciting time, celebrating the past and future of OFSOA.

So put these dates on your calendar.
Workshop: April 19-20, 2012
Conference: October 10-12, 2012

OFSOA Email Blasts

OFSOA's email blasts appear to be a very popular tool and resource for our members and the fire service in general as we received a lot of comments regarding this on our survey.

I wanted to let you know that we are working on a process so that members will know who to contact to send out emails, what is the proper use of the email blasts, etc. Until those procedures are in place, you can forward your requests to either protocol@ofsoa.com or president@ofsoa.com. We are also looking into ways to store the responses for future reference. Until that is worked out, if you want to obtain copies of the information gathered, you can contact the person asking for the information as the responses will be directed to them specifically.

I'd personally like to thank everyone that takes the time to respond to these email requests and assist their colleagues and other agencies when they ask for help. You are so good at "Sharing a Standard of Excellence"!!

~ Rhonda Grant, OFSOA President

Oregon Fire Service Office Administrators
Spring Workshop—Sisters, Oregon

Rope in Your Role



Workshop information enclosed and
also available at www.ofsoa.com

An Email Blast Thank You

I would like to say thank you and extend my appreciation for the Oregon Fire Service Office Administrators.

My name is Fred Patterson; I am the Fire Chief at Drakes Crossing RFPD. I was hired in August 2010 when Chief Bartels retired after 25 years in office. I dove right into reviewing and updating policies, guidelines, and position descriptions. Many questions came up during my review. I took those questions to OFSOA and got the answers, templates, and copies of policies I could use to meet my agency's needs.

Drakes Crossing is a small, 100% volunteer fire district. It is very hard to fit this type of review and research into a busy schedule. With the help of the Oregon Fire Service Office Administrators, my job has certainly been easier. I would encourage anyone to utilize their resources.

Thank You OFSOA!

OFSOA Website

Our recent member survey indicated there were many inquiries on how to access the Members Corner of the website. Some "behind the scenes" work needed to be updated on the website but it is now completed and members should be hearing from their Region Reps soon, if they haven't already, with the instructions on how to access these resources. The actual data in the Resource Guide is a little outdated due to a crash in the software program delaying entry. The problem has been repaired and the most current data is being entered.

Every year, when dues invoices are sent out, members are asked to update their information sheets. This is very important as this information is the foundation for the Guide. We ask that you please wait until you receive the next invoice before you notify us of any changes. This way we can finish updating what we already have.

Thank you to Laura Houston and Amy Anderson-Rice for all their work on updating the website and repairing the database.

Merchandise

OFSOA offers merchandise and misc. items for purchase through the OFSOA store. The store has a variety of items including clothing, lunch bags, tumblers, etc. and we offer a variety of sizes, colors, and styles.

The OFSOA store is open at both the Spring Workshop and the Fall Conference. If you are unable to attend either of these great events, you may also place an order with me directly. Special orders are available if you don't find the color or size you want. I value your opinion and would like to hear your ideas and suggestions for future items, please feel free to email me at small_stores@ofsoa.com. At the 2012 Fall Conference we will have the new lapel pin for sale and I am excited to share them with everyone. If you would like to get involved with the OFSOA store, please contact me at 541.492.6727. I am always in need of assistance. I look forward to seeing all of you at the Spring Workshop.

Amy Anderson-Rice

OFSOA Name Badges

An order for the individual official OFSOA name badges will be placed soon. The purchase of the name badge is an individual expense with the cost being \$35.00. The order is due to be placed by March 1, 2012.

The following information is needed to place your order for either a new or replacement badge:

- Your name and your district name exactly as you want them to appear on the badge.
- Your contact phone & email address for billing information

Email your request to Amy Anderson-Rice, aanderson@cityofroseburg.org. We plan to have the badges available at the Spring workshop. The invoice will be sent once the order has been placed.

OFSOA Needs You!

This is your organization and each of you are important to the success now and in the future. Becoming a Board Member or volunteering on a committee is a rewarding experience. The following Board positions will be open at the 2012 Conference:

President, Secretary, Regions 1, 2 and 3 Representatives (two year terms), Region 4 Representative (one year term), Communication Chair.

If you have any questions about the open positions please do not hesitate to contact us at: past_president@ofsoa.com.

Administrative Tips

HOW TO BE MORE VALUABLE TO YOUR BOSS:

I think we all want to be more valuable to our Chief's and to assist them making all our positions more effective and run more smoothly.

- TAILOR YOUR STYLE TO YOUR BOSS'S MOOD. Be aware of what is going on.
- STAY A STEP AHEAD. Become a time manager.
- ASK TO TAKE ON MORE DUTIES. You can be a huge asset by being aware and asking to assist. If you see your boss is burdened down, ask what you can do.
- ADOPT A PROACTIVE MIND-SET. Suggest on how to get the work done more effectively, based on fact.
- DON'T BE AFFRAID TO OFFER SYMPATHY OR SUPPORT. Sometimes the fire service can be an emotional roller coaster. Be there when needed.
- MAKE THE MOST OF YOUR FRONT-LINE POSITION. Don't get caught up in the fear to change, change and demonstrate to others how easy it is. Put your best customer service face on at all times.
- BE PROFESSIONAL.

THE 9 BEST HOW TO WEBSITES

1. wikipedia.com
2. howstuffworks.com
3. lynda.com
4. fixya.com
5. treehugger.com
6. dictionary.com/Thesaurus
7. instructables.com
8. livemocha.com
9. yahooanswers.com

TIPS FOR GOOGLING WITH PRECISION

1. Use the terms you think the results page will use.
2. Phrase your question as an answer
3. Narrow a broad search
4. Let google scan the page for your search words.
5. Type "related" to get similar searches.

OFSOA Member Survey

Overall, how satisfied are you with your experience as a member of OFSOA:

73.4% very satisfied, 13.9% somewhat satisfied, 8.9% neither satisfied nor dissatisfied, 3.8% somewhat dissatisfied.

MOST VALUABLE BENEFITS:

Educational opportunities, 84%; Email distribution, 71%; Contact with other OFSOA members, 70%;

Newsletter, 61%; Accreditation program, 42%; Resource manual, 34%.

Newsletter, 53% of the membership read the newsletter, with approximately 11% not reading it.

How to improve membership? Continue workshops and conferences; more educational opportunities; more training opportunities outside of the workshop and conference venue; improve the accreditation program; literature or information on previous workshops and conferences for those who couldn't attend.

Comments on the organization as a whole are positive. Members like the networking, training opportunities and the support by members in answering questions via email blasts.

See all results at www.ofsoa.com, under Documents.

Join OFSOA

The organization strives to keep members updated on changes in the fire service, administrative procedures and other topics that support and encourage its members. Our fall conference and spring workshop are an excellent opportunity to network with your peers and find out what other fire districts are doing. Membership information available on www.ofsoa.com.

Participation Tracking Log

You will find a new form on our website titled "Participation Tracking Log". This form was created with a dual purpose in mind; the information will help when I am called upon to report for OFSOA and in writing my annual report.

It can be a useful tool to keep your own records as well; for your personnel performance evaluations or for your résumé. If you have helped another organization in the past or worked on a committee on behalf of OFSOA, please note it on the log and send the log to me at president@ofsoa.com. Thanks so much.

Rhonda Grant, OFSOA President

WANTED – 2013 Conference Committee!

Here's your opportunity to:

Use your creativity and organizational skills
Assist with the growth and development of your colleagues
Develop your leadership skills, Challenge yourself
Have fun!

Contact any board member if you've been thinking this is something you want to be a part of!

THE SIXTH BUGLE
Oregon Fire Service Office Administrators
1284 Court St. N.E.
Salem, Oregon 97301

PRESORTED STANDARD
US POSTAGE
PAID
EUGENE, OR
PERMIT NO. 462

- Workshop Flyer and Registration Form (included)
- * Presidents Message
- Volunteer-Board Positions and Committee openings
- OFSOA Website
- OFSOA Email Blasts
- Join OFSOA
- Thank You
- Administrative Tips
- Don't forget Workshop Fun Night



OREGON FIRE SERVICE
OFFICE ADMINISTRATORS

VISIT US ON THE WEB
WWW.OFSOA.COM

Share this newsletter by
posting it at your station!

BREW & MOVIE NIGHT!

Please join us for "Brew & Movie" Night at Spring 2012 workshop.

This is a great opportunity to network with fellow office administrators! The evening begins with dinner at Sisters own Three Creeks Brewing Company at 5:30 p.m. and will be followed by a movie (to be determined) at next door to the Brewery.

Admission price for the movie is \$6.50 and you will also receive a 10% discount at Three Creeks Brewing.



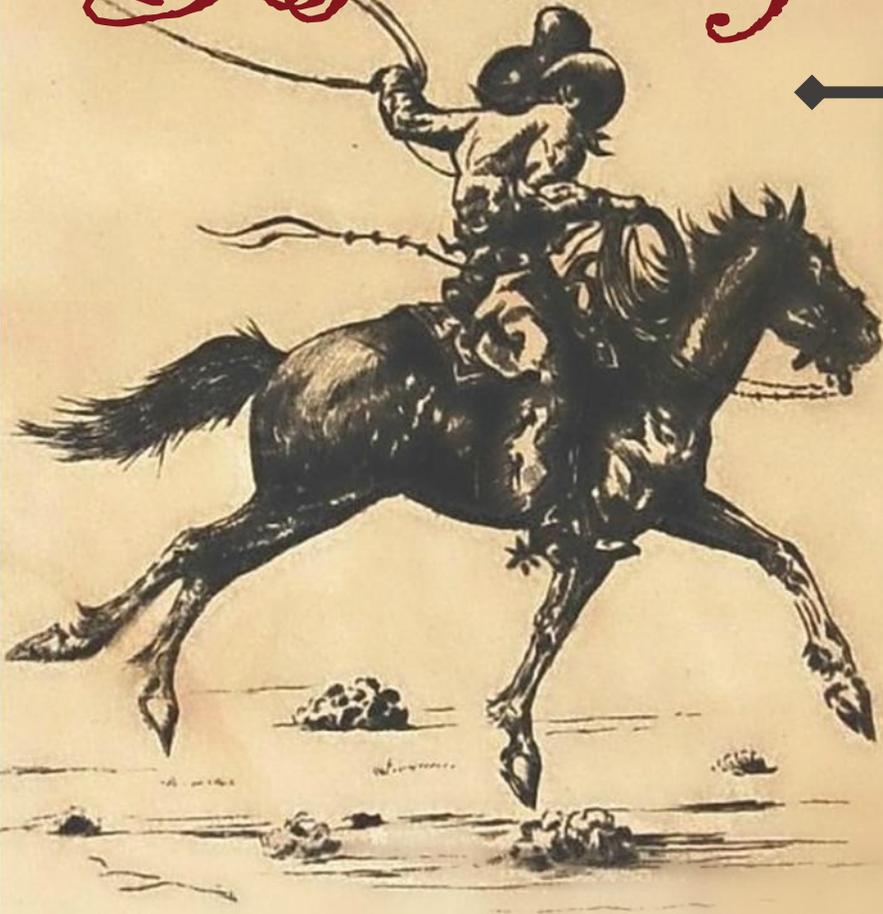
&



REMINDER

If you have a basket you would like to contribute to the workshop please let Julie Spor at Sisters Camp Sherman Fire District know.
541-549-0771

Rope in your Role



April
19th and
20th
2012

OFSOA
Spring Workshop

Sisters -
Camp Sherman

Fire District
Community Hall

2012 OFSOA Spring Workshop Schedule

Wednesday, April 18

- 3:00 pm Board Meeting.....Best Western Ponderosa Lodge: Meeting Room
- 5:30 pm Dinner/Networking.....Bronco Billy's Restaurant

Thursday, April 19

Office Attire Suggested

- 7:00 am Hotel's Complimentary Continental Breakfast.....Best Western Ponderosa
- 7:30 am - 8:00 am Registration (301 South Elm Street, Sisters, OR 97759).....Community Hall
- 8:00 am - 9:00 am Workshop Welcome & Opening Ceremonies.....Community Hall
- 9:00 am - 10:15 am **Office Administrator's Role in Fire Chief/Board Conflict**: Fire Chief Tay Robertson

Chief Tay Robertson will present an informative and entertaining overview of how office administrators can effectively deal with conflict in the boardroom, and the resulting issues in the workplace. This presentation looks at the causes and effects of dissention between Fire Chiefs and Board Members, and how to function as an office administrator or clerk of the board in a sometimes dysfunctional environment. Chief Robertson will also offer solutions to resolve a conflict-filled environment, and tips on how to understand your role and to remain professional.

- 10:15 am - 10:30 am *BREAK*

- 10:30 am - 12:00 pm **3 Reasons Chiefs get Fired and How you Help or Hurt**: Fire Chief Jeff Johnson

The Executive Assistant to the Fire Chief holds a unique vantage point to the chief's work and activities. Occasionally, the chief may need a tactful question or "close the door visit" from such a trusted partner. Learn to recognize signs of trouble and the three things that cost a chief their job.

- 12:00 pm - 1:30 pm *LUNCH: Catered by Tate & Tate Catering*

- 1:30 pm - 3:00 pm **Social Media Gone Wrong**: Paul LeSage

Access to Facebook and other social networks has created instant communication between individuals and groups on a worldwide platform. A disgruntled member or customer can freely post misinformation on the web with very little oversight or responsibility for the content. How the leadership of a fire organization deals with social networking is a new skill set that requires new thinking. This session will explore the social networking topic and offer real-world scenarios and solutions to this challenge.

3:00 pm - 3:15 pm *BREAK*

3:15 pm - 4:00 pm **Travel Planning Secrets**: Fire Chief Jeff Johnson

The travel industry has changed dramatically since the end of the travel agent era. Whether for you personally, or for work, travel is a part of all our lives. Chief Johnson has logged over 1 million miles of air travel and will share the secrets of getting the most from your hotel and airlines and how to avoid common mistakes.

4:00 pm - 4:15 pm **Closing Comments**: OFSOA President Rhonda Grant

6:00 pm - 9:00 pm Workshop Fun Night.....Brew & Movie Package

Please join us for "Brew & Movie" Night. This is a great opportunity to network with fellow office administrators! The evening begins with dinner at Sisters own Three Creeks Brewing Company at 5:30 p.m. and will be followed by a movie (to be determined) at Sisters Movie House next door to the Brewery.

Admission price for the movie is \$6.50 and you will also receive a 10% discount at Three Creeks Brewing.

Friday, April 20

Office Attire Suggested

7:00 am Hotel's Complimentary Continental Breakfast.....Best Western Ponderosa

8:00 am - 8:30 am *NETWORKING*..... Community Hall

8:45 am - 10:15 am **Audits and New Local Budget Law**: Richard Donaca, CPA

Most local governments in Oregon, from the smallest cemetery district to the largest city, must prepare and adopt an annual or biennial budget. Schools, counties, cities, rural fire protection districts, and most special districts are all subject to the same budgeting provisions. Richard Donaca will help to breakdown the importance of a balanced budget and what to expect when the dreaded auditor comes for a visit.

10:15 am - 10:30 am *BREAK*

10:30 am - 12:00 pm **Rescue Demonstration**: Sisters-Camp Sherman Fire District Personnel

Sisters-Camp Sherman Fire District Personnel will be doing a vehicle extrication demonstration with patient packaging.

12:00 pm **Closing Comments**: OFSOA President Rhonda Grant

12:00 pm **Raffle Drawing**

Workshop LODGING

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

OFSOA Spring Workshop

2 queen beds for \$81 + tax

1 king bed and a hideaway couch for \$81 + tax

Suites: king bed, fireplace, Jacuzzi tub and waterfall shower for \$129 + tax

Discount room rate will be held until April 4, 2012



500 Hwy 20 West
Sisters OR 97759

Toll free: 888-549-4321
Direct: 541-549-1234

April 19th and 20th, 2012
Workshop Registration/Invoice Form
Or register online at www.ofsoa.com

Last Name: _____ First Name: _____
 Position: _____ Agency: _____
 Mailing Address: _____
 City: _____ Zip Code: _____
 Phone: _____ Fax: _____
 Email: _____



Join us for President's Fun Night Movie and Brews

- | | | |
|--|---|---------|
| <input type="radio"/> This is my first OFSOA event | <input type="radio"/> Full Workshop – member
Includes lunch Thursday | \$55.00 |
| <input type="radio"/> I will be attending President's Fun Night | <input type="radio"/> Full Workshop – non-member
Includes lunch Thursday | \$70.00 |
| <input type="radio"/> I will be bringing a guest to Fun Night
<i>This is a great opportunity to network with fellow office administrators! The evening begins with dinner at Sisters own Three Creeks Brewing Company at 5:30 p.m. and will be followed by a movie (TBD) at Sisters Movie House next door to the Brewery. Admission price for the movie is \$6.50 and you will also receive a 10% discount at Three Creeks Brewing.</i> | <input type="radio"/> Thursday Only – member
Includes lunch | \$30.00 |
| | <input type="radio"/> Thursday Only – non-member
Includes lunch | \$45.00 |
| <input type="radio"/> I would like to learn more about joining OFSOA | <input type="radio"/> Friday Only – Member | \$30.00 |
| | <input type="radio"/> Friday Only – Non-member | \$45.00 |
| | <input type="radio"/> Thursday Fun Night Movie (\$6.50 ea.) | \$_____ |

LAST DAY TO REGISTER:
April 06, 2012

Registration fees cannot be refunded after this date



*The OFSOA Scholarship Fund was created to assist members with training expenses. If funding is the reason you may not be attending, please contact Deb Keehn at (541) 327-2822 or via email at scholarships@ofsoa.com

Total Due with Registration: \$_____

Make checks payable to OFSOA and mail with this Invoice to:
 OFSOA (Attn: Treasurer/AR)
 1284 Court Street
 Salem, OR 97301
 Registration/Invoice may also be faxed to: 503-838-1235
 For questions or more information, please contact Julie Spor, Sisters-Camp Sherman FD, 541-549-0771