

NEWS FROM NORTH MASON REGIONAL FIRE AUTHORITY | FALL 2023

# Innovative NMRFA Pilot Programs Demonstrate Success in Providing Holistic Care at Home

ast year, the The North Mason Regional Fire Authority (NMRFA) launched two groundbreaking efforts in North Mason: the Resource Access Program and the Mobile Integrated Health Program. These two pilot programs are unique for an emergency response agency, and NMRFA designed them from the ground up to serve the needs of the local community.

While each has a different mission, these programs work in tandem to provide short-term assistance for medical, mental health, social, and psychological needs. The goal is to reduce the community's reliance on 911 services in nonemergent situations — while providing assistance to individuals in their homes. Both programs have been well received by the community and have already helped reduce the number of 911 calls.

"The idea is to provide short-term assistance so we can get folks to a place where they can be transitioned to other agencies for long-term support," says Abe Gardner, Resource Access Program coordinator. "We are seeing great success from the combination of these efforts."

In total, the Mobile Integrated Health



Mobile Integrated Health Program Physician Assistant Adam Boyd (left) and Resource Access Program Coordinator Abe Gardner bring care and resources directly to your door.

Program and the Resource Access Program have served nearly 300 individuals to date. Many of those participate in both programs, and a shared electronic health records system implemented this past April helps provide continuity of information.

#### **Mobile Health Makes House Calls**

The Mobile Integrated Health Program (MIHP) provides a full-time physician assistant who makes house calls, as well as seeing patients at Station 21.

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# Pilot Program to Provide Psychiatric Help

In recent years, the NMRFA has spearheaded several pioneering initiatives, including the Resource Access Program (RAP) and the Mobile Integrated Health Program (MIHP). Both these programs are unprecedented for an emergency response agency and were developed by NMRFA as a result of addressing acute needs in the community.

Building off the success of RAP and MIHP (see related article, cover), the NMRFA is launching a new pilot program for emergency psychiatric and behavioral health care. This program will bridge the gap between RAP and MIHP, which do not offer direct care for mental health emergencies.

Chief Beau Bakken shared the motivation behind this initiative, stating, "We have felt the success of our Mobile Integrated Health Program and the Resource Access Program, but we saw the void in North Mason for immediate behavioral health care in either crisis or emergent situations. So, we pursued a partnership with Mason County Public Health and Virginia Mason Franciscan Health to bring a part-time psychiatric mental health nurse practitioner on board to assist patients in immediate need."

Virginia Mason Franciscan Health and Mason County Public Health will fund the pilot program. One of the main goals is to minimize 911 calls and keep patients out of the emergency room while providing them with crisis care at home.

"I'm really excited for this program because it is exactly what I envisioned that communities need," says Kristi Eilers, a psychiatric mental health nurse practitioner who was hired by NMRFA to provide the service.

We are going to take care of our community members who are suffering.

Psychiatric Mental Health Nurse
 Practitioner Kristi Eilers

A longtime psychiatric nurse practitioner, Eilers says the mental health system is cumbersome to navigate for an individual in crisis. Childcare, work schedules, and other barriers often prevent these individuals from scheduling an appointment. In a rural community like North Mason, additional challenges such as lack of transportation and limited medical services compound the problem.

"By the time I see people at my practice, many have been suffering for months without getting the treatment they need," she says. "The situation escalates to a point where voluntary, inpatient health treatment is the only choice. We want to prevent those voluntary inpatient stays by providing early help to those who are struggling."

Eilers' role will be to provide shortterm care, including prescriptions, medications, and counseling

for emergency and crisis situations.

"We'll provide these immediate services and stabilize the patients, then connect them with long-term treatment and resources," Eilers says.

Eilers says this program is groundbreaking for a community. She notes that family members whose loved ones are struggling can also take advantage of this resource.

"Knowing that you can simply call the Fire Authority and get connected to someone for help can be of great assistance to exasperated family members," she says.

One of the most exciting aspects of this program for Eilers is the ability to take down the walls around mental health care.

"If someone is struggling, I'm going to come to them and walk alongside them in a moment of crisis," she says. "We are going to take care of our community members who are suffering, as well as improving overall community outcomes."



Psychiatric Mental Health Nurse Practitioner Kristi Eilers joined the Fire Authority to provide care as part of the new emergency psychiatric and behavioral health program.

# Home Care Aide Training Comes to Belfair

Like other communities across the state, North Mason faces a severe shortage of long-term, in-home caregivers. Nationwide, local Area Agencies on Aging report a 94% increase in the number of older adults requesting care. This need will increase rapidly as the number of seniors is expected to grow 33% between 2020 and 2030.

One of the barriers for rural areas is accessibility to training for individuals who would like to become caregivers. To help solve this challenge, the Fire Authority recently hosted a Home Care Aide training course for local residents.

"Through the efforts of our Resource Access Program, we noticed that it's difficult to connect folks with home care aid workers," says Abe Gardner, program coordinator. "The local workforce is lacking, and we decided to reach out to potential partners and coordinate training locally."

Virginia Mason Franciscan Health funded the \$16,000 cost for 24 students. Visiting Angels — an agency specializing in home caregiving — provided the instruction. The course focused on areas such as dementia, mental health, safety, and practical caregiving skills.

Marian McGunagle, a Visiting Angels intake coordinator and state-registered caregiving trainer, provided the instruction. She says that the excellent turnout speaks to the need for home care.

"Belfair's location often prevents people from being able to seek training, and this was a rare opportunity to have a class locally," she says.

Participants came from diverse backgrounds, ranging widely in age and their reasons for pursuing the education. Some were on the path for obtaining a caregiving license, while many wanted to gain skills to help take care of family members or neighbors. Students who completed the course had the option of taking the state Home Care Aide test, which was also funded by the grant.

the grant.

"The impetus for this program was to support the community and ultimately lessen 911 calls," McGunagle says. "We provided foundational, practical skills needed to care for a loved one in the home and keep both the client and the caregiver safe."

## New 'Baby Box' to Aid Newborns with Parents in Crisis

When a new mother is in crisis and makes the decision that she cannot care for her infant, ensuring the baby's well-being is extremely important. Washington state's "Safe Haven Law" protects parents from prosecution if they hand over their infant anonymously within 72 hours of birth to a qualified person at a staffed fire station, hospital, or rural health clinic. Yet, for various reasons, new mothers may hesitate to physically hand over their newborn to someone in person.

The Fire Authority is working to remove that barrier by bringing a Safe Haven Baby Box to Fire Station 21 in Belfair. Designed to prevent unsafe abandonment, this secure box provides a temperature-controlled environment with a medical bassinet. When the box is opened from the outside, emergency personnel receive a notification so the closest unit can respond with medical help for the baby. The box will also contain a pamphlet with resources and a crisis hotline that the mother could call for assistance.

Firefighter/paramedic Tavia Henry says she was inspired to spearhead this effort after hearing numerous stories about



Firefighter/paramedic Tavia Henry spearheads NMRFA's Safe Haven program.

babies being abandoned in backpacks in places like dumpsters and even hospital garbage cans.

"The Fire Authority is getting a lot busier responding to calls, and we're not necessarily always available at the fire sta-

tion — but moms are not legally allowed to leave their baby on the doorstep and just walk away," she says. "This got me thinking that we need a resource so mothers wouldn't simply abandon their child somewhere."

The NMRFA is pursuing a change to state law that would protect parents who leave their baby in the Safe Haven Baby Box rather than through a physical handover. Henry is also spearheading fundraising to help pay for the box.

Chief Beau Bakken emphasized the seriousness of the Fire Authority's commitment, stating, "We have been entrusted by the state with this responsibility when folks find themselves

in a problematic situation where they can't care for the child. We take this responsibility seriously and want to do everything possible to ensure the transition is as easy and safe as possible. In a rural community

### Want to Help?

If you'd like to contribute to fund the Safe Haven Baby Box, contact the NMRFA at Station 21.

like ours, we desperately need a resource like the Baby Box to eliminate any barrier to ensuring a newborn's safety."

"Many of the 911 calls we receive do not require emergency care services and transport to a hospital. My scope of practice allows me to deliver medicine in a way that can provide urgent care at home while preventing unnecessary 911 calls," says Adam Boyd, a physician assistant who delivers the service.

Funded with support from Mason County Hospital District No. 2, the service can be accessed through hospital and EMS referrals. Each visit costs a nominal fee, and the Fire Authority has also been working with insurance companies to become a credentialed provider.

Since its inception last year, MIHP has kept 61% of the program's participants out of the emergency room. With the costs of each ER visit adding up to thousands of dollars, this translates into a tremendous amount of resources saved — not only for the healthcare and the emergency response systems but also for individuals. Patients who receive emergency house calls also get care much faster instead of potentially waiting for hours in the ER.

"We're not only freeing up beds for patients who have more critical and complex needs but are also freeing up ambulances so they can support the community in true emergencies and improve their response time," Boyd says.

Recently, the Fire Authority purchased a new MIHP vehicle that will be outfitted with equipment such as a cardiac monitor and an IV station. In upcoming months, mobile laboratory, mobile X-Ray, and mobile ultrasound capabilities will be added.

This vehicle will allow for more flexibility on calls, as well as providing specialized equipment not available on ambulances. The state-of-the-art equipment is funded through a \$337,000 American Rescue Plan Act (ARPA) grant that the Fire Authority received last year.

### **Assisting with a Range of Needs**

Many individuals who are referred to the Resource Access Program (RAP) are struggling with complicated physical, mental, or social difficulties. RAP offers short-term case management to help them through the crisis and connect them with long-term services.

Additionally, RAP delivers a range of other services, including fire prevention, fall prevention, and resources to help with needs such as housing and transportation.

"Some individuals require a lot of contact hours to get them through a difficult situation, while others simply need assistance to make their home safer," Gardner says.

Volunteers from the Resource Access Program and the Community Response Teams are instrumental to these efforts. They provide assistance ranging from the installation of safety equipment (see related articles, pages 5 and 6) to cleaning debris from a property to improve safety.

RAP has received 114 referrals since the program's launch. To date, the program has resulted in a 62% decrease in 911 calls by the program participants.

### **Collaboration-Driven Results**

Gardner and Boyd collaborate regularly and often respond together to ensure an individual's needs are met holistically. One of the advantages of both programs is their nontraditional format. There are no lights or sirens when help arrives, and no urgency typically associated with a dispatched ambulance, making the visit more comfortable for the client.

"We take the approach of advocacy and education, and we meet people wherever they are," Gardner says.

# Mason County Moves Forward with Old Fire Station 21

Tork is underway to repurpose the old NMRFA headquarters into a satellite location for Mason County services. The county recently executed a 10-year lease on the building and began working on renovations to accommodate its needs.

The North Precinct of the Mason County Sheriff's Office will be the primary building occupant, moving from its previous location on State Route 3 by the end of the year. The facility will also provide an alternative space for the county Emergency Operations Center staff in the event of a local disaster.

"If there's a disaster such as flooding or a major storm in North Mason, we may need to open up the Emergency Operations Center and dispatch staff to North Mason to provide the constituents there with emergency services. Now we will have a dedicated space for that purpose and for centralizing communication," says Mason County Administrator Mark Neary.

Expanding access to emergency services in North Mason is the final piece of the new NMRFA headquarters project. Part of the vision was to create a North Mason Emergency Management Campus allowing responders from multiple agencies to improve coordination and share resources.

"Having Mason County Department of Emergency Management next door during large emergencies or weather disasters makes emergency response in North Mason much more effective," says Chief Beau Bakken. "We are very excited to see this vision come to fruition."

### **Other County Services Coming Soon**

Although emergency services are a priority focus for the repurposed building, other services are expected to be added in future months. Various county agencies have expressed interest in a satellite North



NMRFA Fire Chief Beau Bakken and Mason County Sheriff Ryan Spurling in front of the old Station 21, soon to be the home of the North Precinct.

Mason location for services such as permitting, environmental testing, and voter registration, according to Neary.

"We're bursting at the seams at our current facilities," he says. "Having a home base for staff like building code inspectors or building officials to do some work or meet with clients are the types of ideas we're exploring for the future."

When not in use for emergency situations, the building could also be available for training and meetings.

"When North Mason Fire Authority began its project for the new facilities, one of the promises that Mason County made was to utilize the old space to provide additional county services," Neary says. "We are moving forward to fulfill those promises. I'm excited to see the opportunities for us to provide services to individuals in North Mason."

## Station 21 to Go Solar in 2025

NMRFA has recently been approved for a grant from the Washington State Department of Commerce Energy Division to embark on an exciting solar project. The \$819,000 award, made through the Solar Plus Storage for Resilient Communities program, will pay for a significant portion of the solar panels and battery storage equipment, along with design, permitting, installation, and five-year warranty.

The solar panels are estimated to generate 113,265 kWh per year, or about a third of Station 21's energy consumption.

"When we built the new facility, the intent all along was to provide solar to reduce our carbon footprint — so prewiring was done to accommodate solar panels in the future," says Executive Assistant Katie Musgrave. "Unfortunately, the final budget simply didn't allow funding for a solar project to happen during construction of the new station. We were thrilled upon receiving notification of the grant award."

The goal of the state grant program is to create more resilient communities. For North Mason, an important aspect of improved resilience is making sure emergency equipment is charged and available during power outages. Additionally, the Fire Authority will be able to offer new services for extreme situations. Some ideas under consideration include a warming station, refrigeration for medications, and access to charging stations when power is out during a weather emergency.

The project will fund in 2024 and installation is expected to be completed by July 2025.

"In the event of something catastrophic going on in our community, we will have access to power if there's an outage," Musgrave says. "This is an incredible opportunity for the Fire Authority and our community to have access to this kind of technology."

### **Congratulations to Promoted Personnel!**



Lieutenant Anthony Rhead was promoted to captain in August 2023.



Firefighter/ EMT Deric Klahr was promoted to lieutenant in September 2022.



Firefighter/ paramedic Mickey Cotter was promoted to lieutenant in February 2023.

## Full-Time Staffing to Start at Trails End Lake Fire Station



Volunteer firefighters Caden North (left) and Kellen Leavell train in preparation for staffing the Trails End Lake Fire Station.

Last year, the Fire Authority expanded the Trails End Lake Fire Station by purchasing the home next door to the existing building. Thanks to this addition, the Fire Authority has begun to explore how to staff the fire station in either a part-time or full-time capacity and expects to do so in 2023. Volunteer crews are currently undergoing fire academy training and are expected to graduate in December.

"Full-time staffing has been in our strategic plan for the better part of 10 years at Trails End Lake, and it is finally coming to fruition with volunteer support," says Chief Beau Bakken.

A recent fire just five homes from the fire station illustrated the need for the staffing expansion. Typically, response time to the area takes 12-15 minutes. Fortunately, one of the firefighter lieutenants was on shift and responded within seconds — keeping the fire in check until more help arrived.

"Trails End Lake is an area where the Fire Authority has our highest response times," Bakken says. "Once the station is staffed, our goal is to reduce response time to under five minutes."

# **Neighbors Helping Neighbors**

For the past 20-plus years, the North Mason Firefighters Association has raised funds to assist the North Mason Regional Fire Authority. The Association extends its support beyond the NMRFA, actively assisting community members facing emergencies. Through this initiative, "Neighbors Helping Neighbors," we are committed to providing essential aid and resources to those in need. This program is made possible through the generous contributions of our community, reinforcing our collective commitment to the well-being of our neighbors.

As the Fire Authority expanded its assistance services through new programs, new community needs have emerged. These needs range from temporary shelter or medication supplies to food or hygiene products.

"When crews are out on emergencies, they have the discretion to assist someone when urgent needs come up," says Chief Beau Bakken. "Our Resource Access Program and Mobile Integrated Health Program teams are also seeing very complex behavioral, social, and mental health situations where individuals don't even have the basic necessities."

To help assist as many neighbors in need as possible, the North Mason Firefighters Association (a nonprofit organization) is ramping up fundraising efforts. Anyone interested in helping their neighbors is welcome to contribute.



Community
Response
Team
member Kristi
Jacobson
(left)
with two
community
neighbors
who received
assistance.



### Want to Help?

Scan this QR code or go to bit.ly/3EM57h1 to make an online donation through Square. Or mail a check (made out to North Mason Firefighters Association) to PO Box 994, Belfair WA 98528 (please write Neighbors Helping Neighbors on the check). You can also contribute by supporting NMRFA's fundraising efforts at events around North Mason.

### **Grab Bars Available for Fall Prevention**

The Fire Authority is offering grab bars to individuals with mobility limitations. Provided free of charge, the 16-inch, metal bars can be placed anywhere in the home to help prevent falls.

Skilled volunteers from the Fire Authority's Resource Access Program and the Community Resource Teams are available to install the bars for homeowners who would like assistance. The volunteers can also provide recommendations for licensed contractors to homeowners who prefer to use a professional installer.

Funded through a Washington State Department of Health grant, the 80 grab bars will be offered while supplies last.

# CPR Progam Revamped with New Curriculum and Expanded Training

The NMRFA recently modernized and expanded its CPR program, which includes training opportunities for both individual and professional needs. The comprehensive program offers ongoing first aid and CPR training for community members, as well as specialized training for healthcare and emergency response professionals.

Classes for infant first aid, CPR, and automated external defibrillator (AED) procedures are scheduled bimonthly for community members. Local organizations can request additional dates for groups of



Firefighter/paramedic Kyle Severance demonstrates CPR during a recent class.

10 or more people, with classes provided either at their site or at Station 21. Based on the American Red Cross curriculum, this program equips participants with essential life-saving skills, ensuring they can respond effectively in critical situations involving infants, children, and adults.

Each class offers instruction modules and hands-on skill practice for a variety of medical emergencies, including cardiac arrest, choking, and respiratory distress, as well as training for using AEDs.

"We have been teaching classes for many years, but our teaching methods were a bit outdated," says firefighter/paramedic Kyle Severance, a first aid/CPR instructor certified by the American Red Cross and the American Heart Association who teaches the NMRFA classes. "My goal was to update the program so we can teach CPR to our community in a way that reflects national standards — and they could learn the exact same material in Belfair as they would anywhere else."

Severance standardized the NMRFA curriculum by replacing the instructor presentations with American Red Cross instructional videos. Additionally, the NMRFA expanded its AED training equipment from one to 10, which will allow students to practice more comprehensively.

"Purchasing the additional AED trainers allows a full-capacity class to have a ratio of three students to one mannequin and one AED trainer," Severance explains. "Instead of passing one AED trainer around, everybody can get more hands-on experience with the equipment."

The NMRFA offers the classes at cost,

### **Upcoming CPR classes**

**When:** December 17, February 10, April 20, June 15

Go to northmasonrfa.com/ for-residents/cpr-classes to register and pay for classes online or contact the Fire Authority to request a class for your group (minimum 10 people).

and scholarships are available for individuals who are unable to pay the \$35 fee.

"We want to make sure that anyone could get certified in CPR regardless of whether they can afford it," Severance says. "We want to increase our community's involvement through education, and every person we train could potentially save someone's life."

### **Expanded Programs for Professionals**

Part of the program's revamp includes additional training opportunities for health-care providers who need American Heart Association Heartsaver or Basic Life Support (BLS) certification and for emergency responders who need Advanced Cardiac Life Support (ACLS) or Pediatric Advanced Life Support (PALS) training. Severance was the only local instructor certified to provide this specialized training in the past. He has been training five other NMRFA firefighter/paramedics to obtain the Red Cross and American Heart Association instructor certifications.

"With the additional certified instructors coming on board, we can now expand the programs we offer," Severance says.

## Safety and Prevention Supplies Available

The NMRFA is offering community members free smoke alarms, carbon monoxide alarms, and reflective address signs — courtesy of a \$139,000 fire prevention and safety grant awarded to the NMRFA by the Federal Emergency Management Agency (FEMA). The grant paid for 4,000 smoke alarms with a 10-year battery life, 500 carbon monoxide alarms, and 2,500 aluminum reflective signs, which will be distributed over the next two years.

Abe Gardner, coordinator of the Resource Access Program, emphasized the Fire Authority's unwavering commitment to safety and prevention, stating, "We continuously focus on safety and prevention efforts. This grant is part of our concerted effort to ensure safety, and prevention supplies are readily available at minimal or no cost to our community members."

Scott McClendon's Ace Hardware in Belfair was selected to supply the alarms through a competitive bid process. Additionally, the NMRFA is working with a Washington-based company to manu-

facture the address signs. These signs provide improved visibility, and are essential for helping crews identify the correct location when responding to emergencies.

The NMRFA strongly recommends installing smoke detectors in multiple locations in your home, including every sleeping area, living areas, and hallways. Anyone using a propane stove or another source of open flame should also install a carbon monoxide alarm.

### **Request Your Supplies**

Smoke alarms, carbon monoxide alarms, and address signs are distributed through various community events and at Fire Station 21. If you'd like installation assistance, contact the NMRFA at 360-275-6711 to schedule a visit by volunteers from the Community Resource Teams or the Resource Access Program.

# Cooking Safety

Cooking brings family and friends together, provides an outlet for creativity and can be relaxing. But did you know that cooking fires are the number one cause of home fires and home injuries? By following a few safety tips you can prevent these fires.

According to the National Fire Protection Association (NFPA), cooking is the leading cause of home fires, with nearly half of all home fires involving cooking equipment. Cooking is also the leading cause of home fire injuries and unattended cooking is the leading cause of home cooking fires and related deaths.

### **Cooking with Caution**

- Be on alert! If you are sleepy or have consumed alcohol, don't use the stove or stovetop.
- Stay in the kitchen while you are frying, boiling, grilling, or broiling food. If you leave the kitchen for even a short period of time, turn off the stove.
- If you are simmering, baking, or roasting food, check it regularly, remain in the home while food is cooking, and use a timer to remind you that you are cooking.

• Keep anything that can catch fire — oven mitts, wooden utensils, food packaging, towels, or curtains — away from your stovetop.

## If you have a small (grease) cooking fire and decide to fight the fire...

- On the stovetop, smother the flames by sliding a lid over the pan and turning off the burner. Leave the pan covered until it is completely cooled.
- For an oven fire, turn off the heat and keep the door closed.

## If you have any doubt about fighting a small fire...

- Just get out! When you leave, close the door behind you to help contain the fire.
- Call 911 or the local emergency number from outside the home.

### **Cooking and Kids**

Have a "kid-free zone" of at least 3 feet (1 metre) around the stove and areas where hot food or drink is prepared or carried.

Information provided by the National Fire Protection Association.



# Hoja de Consejos Para Cocinar

Cocinar reúne familiares y amigos, nos ofrece un medio para ser creativos y puede ser una actividad de relajación. ¿Pero sabía que el fuego para cocinar es la causa principal de incendios y domésticas? Puede evitar estos incendios al seguir algunos consejos de seguridad.

Según la Asociación Nacional de Protección contra Incendios (NFPA), cocinar es la cause principal cde incendios domésticos, y casi la mitad de todos los incendios domésticos involucran equipos de cocina. Cocinar también es la cause principal de lesiones por incendios domésticos y cocinar sin supervisión es la principal causa de incendios en cocinas domésticas y muertes relacionadas.

### **Cocine con Precaución**

- ¡Manténgase alerta! No utilice la cocina o la hornalla si está soñoliento o ha consumido alcohol.
- Permanezca en la cocina mientras esté friendo, hirviendo o asando alimentos. Si abandona la cocina, incluso durante un breve período, apague el horno.

- Si usted está hirviendo a fuego lento, horneando o tostando comida, revísela regularmente, permanezca en la vivienda hasta que finalice y use un temporizador para recordarle que está cocinando.
- Aleje de la hornalla cualquier elemento que pueda incendiarse, como agarraderas, utensilios de madera, envases de alimentos, toallas o cortinas.

### Si usted se encuentra con un pequenoincendio por cocinar (de grasa) y decide combatirlo...

- En la hornalla, apague las llamas al colocar una tapa sobre la sartén y apague la hornalla. Deje la sartén cubierta hasta que se enfríe completamente.
- En caso de incendios en el horno, apague el fuego y deje la puerta cerrada.

## Si tiene alguna duda acerca de combatir un incendio pequeño...

- ¡Solo aléjese! Cuando se vaya, cierre la puerta para ayudar a contener el fuego.
- Llame al 911 o al número local en caso de emergencias desde el exterior de la vivienda.

#### Cocinar con Niños

Establezca una "zona libre de niños" de, al menos, 3 pies (1 metro) alrededor del horno y de las áreas en la que se prepara o transporta la comida o la bebida calientes.

Información proporcionada por la Asociación Nacional de Protección contra Incendios.



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