



GLENDAL FIRE

Crisis Response

CR NEWS ROUNDUP

Parade, ice cream and more...

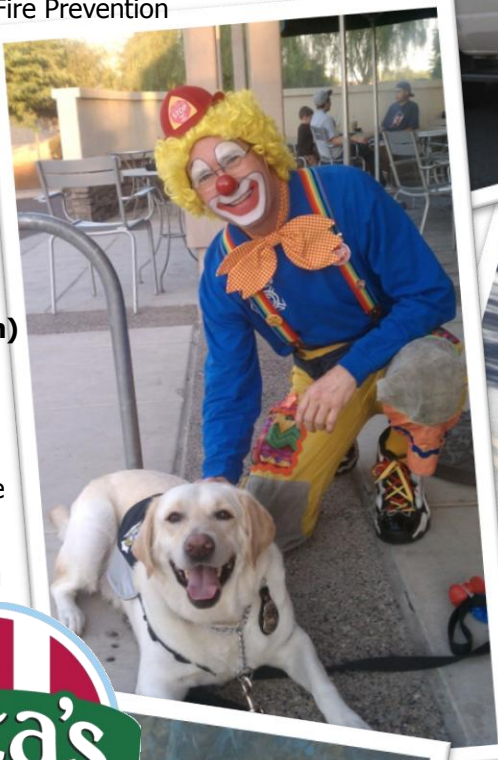
THANK YOU to the Crisis Response volunteers who assisted with the 2011 Glendale Fire Prevention Parade on Saturday, October 8:

Kristen Mackey and **Megan Hayes** (pictured right in CR155), **Sarah Armbrust**, **Dennis Pooler**, **Lisa Carlisle** (pictured right with Lynette Jelinek and Topaz) and **Linda Madrigal**!

THANK YOU to **Flaco the Fire Clown (Captain Steve Heenan)** and **Rita's Italian Ice and Custard** for hosting a fundraiser to benefit the Crisis Response Program and it's volunteers on September 28! If you missed the event, you can still enjoy Rita's "ice, custard, happiness" at their store on Union Hills between 83rd Avenue and Loop 101 (next to Starbucks) and tell them Topaz sent you!



CONGRATULATIONS to Crisis Response volunteers **Kaylie Moran** and **Reg Smith** (pictured right) who have been hired as firefighter recruits for Glendale Fire and Gila River Fire, respectively! Both Kaylie and Reg have made significant contributions to Glendale CR and we are humbled to have served with them! We wish them all the best in their careers and thank them for their time with Crisis Response!



August 2011

Letters from customers...

July 2011

Glendale Fire Department: I would like to thank the Fire Department and the Crisis Response Team for their kindness and professionalism on the evening of Monday, June 13, 2011. They helped me get through a very tragic event.

Ray Barkhaus
Glendale, AZ

I wish to express my thanks to the entire Glendale Crisis Response Team. Every member who came in response to my husband's death was professional, caring and sympathetic. Lisa [Carlisle] and Joy [Richards] were so helpful, as was the information booklet that I received from them. It was so nice having caring people like you in my time of need. My sincerest thanks to all!

Mrs. Donald Fitch
Peoria, AZ



*Fast... Caring...
Innovative... Professional...
"The Glendale Way"*



The American Cancer Society's Relay for Life Glendale 2012 has been scheduled for May 5! We have begun building and planning the Crisis Response Relay Team and need your help! For more information about Relay for Life and to sign up, please log on to www.relayforlife.org. Click "Get Involved" and search for Glendale Crisis Response. Please contact Sara Steffen if you have any questions and see you on Cinco de Mayo 2012!



Crisis Response Stats

1Q 11-12 CALLS	1Q 11-12 HOURS
July 236	July 2,227
August 235	August 1,972
Sept 279	Sept 2,145

Estimated value of volunteer hours for July '11 – Sept '11:

\$132,272!

at Federal hourly rate of \$20.85 per hour

WE WILL NEVER FORGET
Officer Bradley Jones

