



# Maryland EMS News

Vol. 28, No. 5 For All Emergency Medical Care Providers June 2002

## 30 Receive EMS Awards

As part of the activities scheduled during EMS Week (May 19-25), MIEMSS presented awards to EMS providers and citizens throughout the state for their outstanding performance in emergency medical situations and for their contributions to Maryland's EMS system. Awards in nine categories were given to 30 people and organizations. The awards ceremony was held May 23 at the Legislative Services Building in Annapolis.

### EMS Provider of the Year Award

TFC Eric Smothers, who was named EMS Provider of the Year, wears many EMS hats and is recognized for his EMS and leadership skills in Frederick County, Region II, the state, and even the nation.

His leadership contributions to EMS are many and varied. He serves on the Frederick County Quality Assurance Committee, the county ALS Management Committee, and chairs the Advanced Life Support

Personnel Committee. In addition, he represents Region II on the statewide Regional Affairs Committee, and has recently completed a very productive 2-year-term as chair of the MIEMSS Region II Advisory Council.

He still finds time to contribute at least 360 service hours annually as a volunteer paramedic for Frederick County. He also teaches various EMS courses. As a veteran paramedic for the Maryland State Police Aviation Division, he frequently orients new paramedics hired by the Aviation Division. He also serves in this capacity for volunteer paramedics in Frederick County. A certified instructor, he routinely teaches courses in Western Maryland in Basic Trauma Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support. In the past, he has also taught United Airlines flight crews across the country first responder and CPR skills, and the management of in-flight medical emergencies.

An avid cyclist, TFC Smothers frequently serves on the medical support teams for the AIDS ride and other cycling events in his community and across the state. He and another member of Frederick County Advanced Life Support started a bike medic program for Frederick County that participates in special events throughout the year.

Recognizing the psychological toll on EMS providers, TFC Smothers serves as the statewide coordinator for the Critical Incident Stress Management Program for the Maryland State Police. He has trained individuals throughout the agency, including peers, spouses, and others, to respond to critical incident situations in a humane and effective way. He

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**EMS PROVIDER OF THE YEAR AWARD:** Frederick County resident TFC Eric L. Smothers, selected as EMS Provider of the Year, is active as a Maryland State Police (MSP) flight paramedic, critical incident stress manager counselor and coordinator, and a volunteer paramedic and teacher of EMS courses throughout Frederick County. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Maj. Donald Lewis (MSP Aviation Division Commander), Eric Smothers with his parents, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).

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was also instrumental in organizing a national Critical Incident Stress Management team for flight crews involved in aviation disasters.

Uniquely qualified as a flight paramedic, a ground paramedic, law enforcement agent, and a critical incident stress management expert, TFC Smothers was requested to provide his critical incident stress management expertise for some of the many workers at Ground Zero after the September attack on the World Trade Center.

## Maryland Star of Life Awards

Personnel from Dunkirk Volunteer Fire & Rescue Squad, Calvert Advanced Life Support, the Maryland State Police Aviation Division, the Children's National Medical Center Emergency Department, and Union Memorial Hospital received EMS Star of Life Awards. They were honored for their work in saving the life of a 7-year-old boy Sam Luke when he fell from a riding mower and almost severed his right leg.

Last June, John Luke was mowing his lawn on a riding mower with his 7-year-old son Sam aboard. When the wheel of the mower struck a mulch pile, Mr. Luke let go of Sam to straighten the mower. Sam was thrown over the front of the mower, which then ran over his right leg, cutting his calf to the bone, cutting through his Achilles tendon and 80 percent of his heel, and cutting across the arch of his foot leaving only his baby toe attached. Mr. Luke's medical training from the military kicked in, and he immediately put pressure on the artery to stem the blood that was spurting from Sam's wounds. Sam's grandfather ran to assist, while Sam's mother called 9-1-1. The Dunkirk ambulance and Calvert Advanced Life Support Unit were dispatched.

A neighbor of the Lukes, Marty Sealey, who is an officer of Dunkirk Volunteer Fire Department and Rescue Squad, heard the call on his scanner. Recognizing the seriousness of the incident, he called for a Maryland State Police helicopter. Then he responded to the scene. Within min-

utes, the Dunkirk ambulance crew was also at the scene, as well as Paramedic Jim Bonner from Calvert Advanced Life Support. They stabilized and packaged Sam for the short ambulance ride to the helicopter landing zone that had been prepared by the Dunkirk Fire Department engine crew.

Given the seriousness of Sam's injury and his severe blood loss, he was first flown by Trooper 2 to Children's National Medical Center in DC. He was then flown to the Curtis Hand Center at Union Memorial Hospital in Baltimore for definitive

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**EMS STAR OF LIFE AWARDS:** Prehospital and hospital providers received certificates for saving the life of 7-year-old Sam Luke when he fell from a riding mower and almost severed his leg. Pictured above, left to right, are front row: Michelle Montgomery, William Krug, Matthew Kershaw, Fred Wilhelm, and David Harris (all from Dunkirk Vol. Fire Dept. & Rescue Squad); middle row: Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Kevin Dunn and Sgt. Marty Sealey (both from Dunkirk Vol. Fire Dept. & Rescue Squad), John Luke and his son Sam, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), Dr. Keith Segalman (Union Memorial Hospital), and Robert R. Bass, MD (MIEMSS Executive Director); back row: Dep. Chief Merrill Wells (Dunkirk Vol. Fire Dept. & Rescue Squad), Pilot Clint Davie and TFC Medic William George (both from the Md. State Police Aviation Division), and Dr. Joseph Wright (accepting for Children's National Medical Center). Not shown in the photo are award winners William Kuhn (Dunkirk Vol. Fire Dept. & Rescue Squad) and paramedic Jim Bonner (Calvert Advanced Life Support, Inc.)



Paramedic Jim Bonner (Calvert Advanced Life Support, Inc.) also received an EMS Star of Life Award (along with prehospital providers from Dunkirk Vol. Fire Dept. & Rescue Squad) for his part in the rescue of 7-year-old Sam Luke who fell from a riding mower and almost severed his leg. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), John Luke and his son Sam, Paramedic Bonner, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).

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care. Within less than 3 hours after his injury, Sam was in surgery at Union Memorial for the first of 6 operations that would save his foot. A team led by Dr. Keith Segalman reattached the severed parts of Sam's foot, and Dr. Christopher Stroud subsequently reconstructed it. Less than one year after his injury, Sam is running around in a new pair of Nikes and plans to take up sports in the fall.

The following received EMS Star of Life Awards for their life-saving care of Sam Luke:

*From the Dunkirk Volunteer Fire Department & Rescue Squad:*

- Sgt. Marty Sealey
- David Harris
- Michelle Montgomery
- Fred Wihelm
- William Kuhn
- Kevin Dunn
- Matthew Kershaw
- William Krug
- Deputy Chief Merrill Wells

*From Calvert Advanced Life Support, Inc.:*

- Paramedic Jim Bonner (Mr. Bonner also received the Maryland EMS Provider of the Year Award in 1998.)

*From the Maryland State Police Aviation Division:*

- Pilot Clint Davie
- Flight Paramedic, TFC William J. George

*From the Children's National Medical Center:*

- Emergency Department Team

*From Union Memorial Hospital:*

- Dr. Keith A. Segalman
- Dr. Christopher Stroud

In addition, Firefighter III/Paramedic Scott Doyle received an EMS Star of Life Award for rescuing a 2-year-old child trapped in a car under water. Last year on June 20, a call was received that a car on East Randolph Road had left the roadway and gone over a bridge. Several people were trapped inside. When Firefighter/Paramedic Scott Doyle, of the Montgomery County Fire & Rescue



**EMS STAR OF LIFE AWARD:** Firefighter III/Paramedic Scott Doyle (Montgomery Co. Fire & Rescue Service) saved the life of a 2-year-old child. Pictured above, left to right, are Chief Michael T. Love (Montgomery Co. Fire & Rescue Service), Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Firefighter/Paramedic Doyle, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).

Service, arrived at the scene of the crash, he found a 2-1/2-year-old boy still strapped in his car seat and drowning. He immediately went into the dark water and started to try to extricate the young boy. Finally he was successful in cutting the restraint belts to remove the child from the car. He then moved him to the medic unit for assessment and treatment. Recognizing that the small boy was in critical condition, he transported him to Children's National Medical Center where he was discharged two days later. If Paramedic Doyle had not acted so quickly and decisively, the young boy might have died.

## Maryland EMS Citizen Award

The Maryland EMS Citizen Award was presented to Jason Gordon. During a snow storm last January 19, a young woman lost control of her car and crashed into a guardrail. In fact, her car rode up onto the guardrail, which ruptured the fuel tank and caused the vehicle to burst into flames. Finally the car stopped moving, but its passenger wheels were over the guardrail. The angle of the car made it impossible to extricate the woman through the doors. Traveling several car lengths

behind the victim's car, Mr. Gordon saw what happened, stopped his car, and tried to break through the windshield of the car with a shovel given to him by a passing motorist. When the shovel broke, Mr. Gordon hammered the windshield with his fists. Finally, he had an opening large enough to pull the victim out to safety. According to a state police trooper at the scene, Mr. Gordon saved the woman's life. Thanks to him, she suffered only minor burns to her upper body.

## EMD of the Year Awards

Mike Saunders and Glenda Baker, both from Garrett County Emergency Management, received Emergency Medical Dispatcher of the Year Awards for their work in communicating instructions to a 9-1-1 caller that resulted in the successful resuscitation of his 2-year-old son.

This past February Mr. Saunders received a 9-1-1 call from a distraught father, Urie Kanagy, that his 2-year-old son Jadon, who was running a fever, was having problems breathing. Ms. Baker dispatched the Northern Garrett County Rescue Squad and Bittinger Fire Department,

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which arrived within 5 minutes. Before they arrived, however, Jadon stopped breathing. Mr. Saunders, following the training protocols, gave instructions for mouth-to-mouth resuscitation to Mr. Kanagy over the phone who repeated them to his 15-year-old son who followed them exactly. Finally Jadon started breathing on his own. When his breaths got shallow again, Mr. Saunders continued instructions until the Bittering Fire Department arrived to take over. But by that time Jadon was responsive and breathing on his own. Mr. Saunders and Ms. Baker played a large role in saving young Jadon's life.

At the same ceremony, Master Firefighter Stephen Suddath was also honored with an Emergency Medical Dispatcher of the Year Award. Last year on June 20, a call from a distraught mother came into the Montgomery County Fire and Rescue Emergency Communications Center (ECC). Her 8-month-old son had fallen into the pool and was bluish and not breathing. Emergency Medical Dispatcher Stephen Suddath, who is also a master firefighter and paramedic, was at the ECC and took the call. He immediately began giving step-by-step instructions to the anxious parents. About 3 minutes into the instructions, the infant was heard crying in the background. The baby was then transported to the hospital where he was treated and released the next day.

## Leon W. Hayes Award for Excellence in EMS

The contributions of Dr. John Roache from St. Mary's County were recognized with the Leon W. Hayes Award for Excellence in EMS. Dr. Roache has had a great impact on the EMS System in St. Mary's County and throughout the state. Approximately 42 years ago, he began his EMS career by joining the Mechanicsville Volunteer Fire Department. He is still an active member with the Mechanicsville Volunteer Rescue



**MARYLAND EMS CITIZEN AWARD:** Frederick County resident Jason Gordon saved the life of a woman by pulling her from her car minutes before it burst into flames. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Jason Gordon with his parents, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).



**EMERGENCY MEDICAL DISPATCHER OF THE YEAR AWARDS:** Master Firefighter Stephen Suddath (Montgomery Co. Fire & Rescue Emergency Communications Center) and Mike Saunders and Glenda Baker, both from Garrett Co. Emergency Management, saved the lives of two toddlers in separate incidents. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Chief Charles Patullo (Montgomery Co. Fire & Rescue ECC), Firefighter Suddath, Dispatchers Saunders and Baker, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).

Squad, where he served as president from 1974 until last year.

He has been chairman of the St. Mary's County Ambulance Association since 1988. In this position, he is an effective informal liaison between hospital and prehospital providers. Throughout Dr. Roache's

tenure as chairman of the ambulance association, the rescue squads in St. Mary's County have developed into a cohesive team. Dr. Roache as taken the lead and supported many new EMS programs in St. Mary's County. He has become a major supporter of

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advancing provider skills and the level of prehospital care provided in the county.

## Emergency Medical Services for Children Award

Karen Hardingham, a pediatric nurse at the University of Maryland Medical Center (UMMC), received the Emergency Medical Services for Children Award.

Ms. Hardingham has devoted countless hours to preventing injury and death in the children of Baltimore City. Since the beginning of the Baltimore Safe Kids Coalition in 1997, she has served as its coordinator and the driving force behind many of its educational childhood injury prevention programs, activities, and events.

Her projects have ranged from fire safety to general injury prevention and from child passenger safety to bike safety. She has a close working relationship with the Baltimore City Fire Department, working with them on a model program (entitled "Inspector Detector" and targeted at city elementary school students) to ensure that smoke detectors are in their homes. Through Ms. Hardingham's efforts, hundreds of Baltimore families have received free or loaner car safety seats for their infants and children, as well as training in how to use them. In addition, through partnerships with other organizations, she has been able to provide bike helmets to thousands of Baltimore City school children who otherwise would not have had them.

Each year during National Safe Kids Week, Ms. Hardingham has organized various projects—school safety fairs; educational assemblies at elementary schools; a trip for school children, grandparents, parents, and teachers at Baltimore's Safety City; and several 8-hour safety day events at the Inner Harbor. She also works with the Baltimore Safe Kids Coalition to sponsor an annual childhood injury prevention poster contest for elementary school children.



**EMS FOR CHILDREN AWARD:** Karen Hardingham (pediatric nurse at the University of Maryland Medical Center), was honored for her work in infant and child safety and injury prevention in Baltimore City. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Ms. Hardingham, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).



**OUTSTANDING EMS PROGRAM AWARD:** MIEMSS honored four Eastern Shore agencies for their cooperative efforts in the Save-A-Heart Program, which benefits those who reside in or vacation in Ocean City. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Dr. Helen Romano (representing Atlantic General Hospital), Clay Stamp (representing Ocean City Emergency Services), Bruce Moore (representing Ocean City Paramedic Foundation), David Collins (representing Ocean City Emergency Services), Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director). No representative from Peninsula Regional Medical Center was able to attend.

## EMS Program of the Year Awards

The requirements for the Outstanding EMS Program state that the program must offer "an innovative approach to reducing death and disability. The program must be affiliated with an EMS system component, such as a hospital, educational facility,

rescue squad, or EMS organization." This year the Awards Selection Committee found it difficult to select only one outstanding program. Two awards were given—to the Ocean City Save-A-Heart Program and to the Pittsville Fire/EMS Department for developing a model EMS program within a very short time.

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Key participants in the Ocean City Save-A-Heart Program—Ocean City Emergency Services, the Ocean City Paramedic Foundation, Atlantic General Hospital, and Peninsula Regional Medical Center—were recognized with the Outstanding EMS Program Award. The Save-A-Heart Program is a cooperative effort to reduce mortality and morbidity of heart patients who reside in or vacation in Ocean City, Maryland. The program focuses on three areas: (1) the CPR Marathon, which trains the public and employees such as restaurant personnel in CPR; (2) the AED

Program, which places automated external defibrillators in public buildings and on the beach and trains employees to use them; and (3) promoting the cooperative agreement between the two participating hospitals and two EMS organizations that heart patients will be transported or transferred to the appropriate facility. The Save-A-Heart Program started two years ago. Undoubtedly it has benefited the community by improving life-saving prehospital and hospital care for heart patients.

EMS started at Pittsville Volunteer Fire Department 5 years ago. It began with 2 used ambulances, 3

advanced life support personnel, and 10 basic life support personnel. Pittsville has the reputation for being the fastest responding company in Wicomico County. During its 5 years of existence, it has been unable to answer a call only once. That's an outstanding record—especially for a small, new company. Currently Pittsville has 2 new ambulances, 9 advanced life support members, 21 basic life support members, and an associate program in place.

## Quality in EMS

Rayma Weeks, with Southern Garrett County Rescue Squad, received the Quality in EMS Award for her quality management leadership and commitment to improving EMS services in Garrett and Allegany counties. A 25-year member of the Southern Garrett County Rescue Squad, she has also served on the Region I EMS Advisory Council and was president of that organization in the mid-1990s. She is currently chairman of the Region I Quality Assurance and Quality Improvement Committee.

Ms. Weeks has been instrumental in the development of the region's quality assurance plan and oversees the different groups that are addressing the quality indicators. These include EMS response times, data accuracy, IV and endotracheal intubation success rates, and the appropriate transport of patients to trauma centers. She has taken a major role in helping Garrett and Allegany counties to coordinate in defining and achieving their quality assurance and quality improvement goals.

## MIEMSS Executive Director's Award

The MIEMSS Executive Director's Excellence in EMS Award was awarded to Delegate William A. Bronrott, representing District 16, of Montgomery County, in the Maryland House of Delegates. Del. Bronrott has shown outstanding dedication and commitment to injury prevention statewide. His efforts have led to significant improvements in highway safety for the citizens of Maryland.



**OUTSTANDING EMS PROGRAM AWARD:** The Pittsville Fire/EMS Department has developed a model EMS program, that during its five years of existence, is known for its dedication to patient care and fast response to emergency calls. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association); members of the Pittsville Fire/EMS Department—George Whited, Jr., Richard Chapman, George Whited III, Tony Webster, and Wayne Knapp; Chief John Frazier (EMS Board & Baltimore City Fire Dept.); and Robert R. Bass, MD (MIEMSS Executive Director).



**QUALITY IN EMS AWARD:** Rayma Weeks was recognized for her quality management leadership in improving EMS in Garrett and Allegany counties. Pictured above, left to right, are Charles "Jenks" Mattingly III (president, Maryland State Firemen's Association), Ms. Weeks, Chief John Frazier (EMS Board & Baltimore City Fire Dept.), and Robert R. Bass, MD (MIEMSS Executive Director).

# Maryland EMS Statistics Fiscal Year 2001

## Maryland-Certified Prehospital EMS Providers

• First Responders	11,439
• Emergency Medical Technicians-Basic	15,172
• Cardiac Rescue Technicians	710
• Cardiac Rescue Technicians-Intermediate	38
• Emergency Medical Technicians-Paramedic	2,091
• Emergency Medical Dispatchers	644
<b>TOTAL</b>	<b>30,094</b>

## Emergency Care Hospitals

- 48 Emergency Departments
- 9 Trauma Centers
- 20 Specialty Referral Centers

## 9-1-1 Centers

- In Baltimore City and each of Maryland's 23 counties
- More than 600,000 EMS calls in FY 2001

## Transports in Maryland

• Emergency Injuries	28%
• Medical Emergencies	72%
<b>TOTAL</b>	<b>100%</b>

## Maryland State Police Med-Evac Helicopter Program

- 12 helicopters
- 8 bases
- 4,497 transports (88%) from scene of injury
- 616 interhospital transports (12%)
- More than 1500 search & rescue/law enforcement missions

## Commercial Ambulances

- 28 Licensed Services
- 111 Licensed ALS Ambulances
- 136 Licensed BLS Ambulances
- 4 Licensed Neonatal Ambulances

## Maryland Poison Center Calls (Calendar Year 2000)

- 57,306 total calls
- 22,036 requests for information or calls regarding animal exposures
- 35,270 calls regarding human exposure to poison

### Age of Patients Exposed to Poison

Younger than 6 yrs.	55%
6-12 yrs.	7%
13-19 yrs.	8%
20-100+ yrs.	30%
<b>TOTAL</b>	<b>100%</b>

## EMS Regional Offices in Maryland

### REGION I

- Allegany and Garrett counties
- Region I Office in Grantsville, 301-895-5934

### REGION II

- Frederick and Washington counties
- Region II Office in Hagerstown, 301-791-2366 or 301-416-7249

### REGION III

- Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard counties
- Region III Office at MIEMSS in Baltimore, 410-706-3996

### REGION IV

- Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester counties
- Region IV Office in Easton 410-822-1799 or 1-877-676-9617 (toll-free)

### REGION V

- Calvert, Charles, Montgomery, Prince George's, and St. Mary's counties
- Region V Office in College Park, 301-474-1485 or 1-877-498-5551 (toll-free)



**Governor Parris N. Glendening**

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## DATED MATERIAL

*Editor's Note: The following can be reprinted or used as a handout to help EMT recruitment efforts.*

### **Volunteer Today! America Needs You!**

*by Susie Taylor  
Program Assistant, FHWA Eastern  
Resource Center*

How did you start your day today? I saved a life. That's the major reward I get from volunteering in my community. I live in Harford County, Maryland, and work in one of 19,224 all-volunteer fire stations across our nation. People in my community, like many across the United States, depend on their next-door neighbor, friend, or even a family member to save their property and/or life.

Did you know that the majority of fire departments in the United States are volunteer? Of the total 26,354 fire departments in the country, 19,224 are all volunteer; 3,845 are mostly volunteer; 1,407 are mostly career, and 1,879 are all career. So, like Harford County, Maryland, you are most likely depending on somebody like me to save your property or life. I am a volunteer EMT,

and there are many like me across the country: firefighters, EMTs, paramedics, hazmat crews, rescue divers, all volunteer. Some of them are career (paid) in nearby jurisdictions, and volunteer their time to their local communities. Some, are not.

I am a single mom, working full time for FHWA. I am lucky enough to have a mom who helps take care of my boys, and an employer who allows me flexible hours so that I can volunteer in my community providing EMS services. Last year alone, I had over 1,200 volunteer hours, and over 600 calls—one of the top ten county responders.

Volunteer fire and EMS are summoned to a wide range of emergencies across the country every day, including fires, terrorist events, natural disasters, hazardous materials incidents, water rescues, confined space rescues, and other general calls for help. Whether your call for help is responded to by a career or a volunteer firefighter/EMT, you are getting the same quality response. All undergo the same rigorous training.

A major issue facing volunteer fire and EMS service is personnel retention. Emergency calls have been increasing, while the number of volunteers has been decreasing since 1983. Many states offer volunteers

retention incentives: some in the form of property tax breaks, tax credits, or other types. Services contributed by volunteer firefighters/EMS personnel save localities across the country an estimated \$36.8 billion per year. Did you know a fire truck can cost up to \$750,000; an ambulance, up to \$200,000; and the costs of equipment, training, and maintenance are rising?

Small communities across the US are typically protected by all-volunteer departments. In some cases, they are assisted by a limited number of paid firefighters/EMS. Many communities are a mix of volunteer and paid departments. There are very few purely paid fire departments in the US, mostly in urban areas.

If you have some free time on your hands, become a volunteer. Your satisfaction alone will pay for all your hard work. So contact your local fire department in your community, and see how you can help. You don't even need any training! Communities will provide you with the needed training. And, they need all kinds of volunteers: from firefighters, to EMTs, to administrative and fundraising staff.

Events like September 11 can happen in your community. So volunteer! Maybe you can say: "I saved a life today!"