

East Andover Fire Department Andover Rescue Squad

**By Rene Lefebvre
Chief, East Andover Fire Department**

It was incredible to watch Highland Lake fill up during the rain storm that we recently experienced. Almost overnight the lake was back to normal. Unfortunately, the heavy rain found its way to other places as well.

The Fire Department was called out on Sunday morning to pump water from a severely flooded basement. While we were at the Station getting our portable pumps for the first incident the dispatch center called to advise of another flooded basement in the village. The fire fighters took off for the first call and I started out to check the second.

At the same time several fire fighters were helping the Road Agent with several flooded roads. Resources were getting a bit tight. Thankfully we have access to similar resources on the west end of town. Andover was called to handle the incident in the village. They did a great job but damage was done.

The question we are often asked is how this mess could have been prevented. That answer is always difficult. There is no one answer. But how about asking another question. What is a new sump pump in a box sitting on a shelf? Answer: very cheap insurance. If you have a sump pump I can almost guar-

antee that it will fail when you need it most. They never fail in a dry spell. A backup pump, when needed, is priceless.

Most basements are a hole in the ground without an at-grade outlet for water. Heavy rain causes the ground to become saturated and the pressure of the water forces the rain into the hole that is your basement. The best approach is to engineer your home with natural drainage so the water won't get in.

Now the real world. Water finds its way to low spots. Locate a low spot in your basement and install a good quality sump pump. If the pump cannot remove the water as fast as it is coming in, use your back-up pump to remove the water twice as fast. The plan is to pump out the water before it rises high enough to cause damage.

Check the pump after each high water incident. The pumps are designed to be wet but during dry spells the moving parts can corrode and fail.

The fire departments in Andover have a limited supply of pumps so we try to limit our involvement to the incidents where the potential for severe damage is the greatest. Hopefully high water and flooding is over, but given the crazy weather we have had this year, think about that new pump.

**By Ed Becker
Andover Rescue Squad**

The Andover Rescue Squad exists to attend, as quickly as possible, to Andover residents in emergency medical trouble. But now we have a problem, one that is growing and needs to be corrected: This past summer ARS could not respond with the ambulance and a crew during weekday/daytime on several calls.

Andover residents had to rely on the good will of the neighboring full-time ambulance services to cover these calls. Even though we have agreements for another ambulance to come if we can't, this results in an extra 15- to 20-minute delay in getting an ambulance to you.

The cause is that we are an all-volunteer organization, therefore with our members working out of town we have limited daytime coverage. So how can we provide those daytime responders?

Next month we are going to be asking in a questionnaire how well you think we are providing emergency medical services to Andover; how important those services are to you and your family; and what level of service you expect. We'll follow that up with data comparing our actual service to the town's expectations and then in ongoing months discuss how other communities and ambulance services operate.

Now we need your help in charting the best future course for our community. Andover Rescue looks forward to your input as part of our Continuous Quality Improvement Program and

thanks you sincerely for your continuing support and contributions.

Quality Assurance

The Andover Rescue Squad participates in a program of Continuous Quality Improvement in order to provide the best prehospital emergency medical care that our resources will allow. Quality Assurance involves our people (training and maintaining skills), our equipment (stocking and maintaining our supplies and ambulance so they are always ready to go), and our response procedures (how we are notified of an emergency and get ARS to the scene ready to help), as well as reviewing our patient care against our training standards for each call.

As President of Andover Rescue, I am pleased to report:

- 1) Our members are great. They are well trained and participate generously in continuing education to learn additional skills and new methods of providing care.
- 2) Our equipment and ambulance are up to date, in top-notch shape, and checked regularly to be sure they are always ready to respond.

3) Our emergency communications from E-911 and the LRMFAA communications center is clear, concise, and accurate.

4) Our patient care is as good as any and better than most other ambulance services in New Hampshire. The emergency room staffs at both Franklin Hospital and New London Hospital compliment us regularly and have come to expect high quality care from us when we transfer patients to them.

D.K. Motel

**390 North Main St
West Franklin**

VACANCY

OPEN YEAR ROUND



Pets welcome, too!

**Call or fax Max
at 934-3311**

saratracy@mymailstation.com

Andover Fire Department

The Andover Fire Department's Annual Poinsettia Sale will be held on Saturday, December 3 beginning at 8 AM. Proceeds fund the Jaws of Life equipment, a tool used to dismantle crashed vehicles to remove occupants safely.

Funds will also be used for the new building addition and to support the Fire Fighters' Benevolent Society, which as-

sists fire fighters and their families in the event of injury while performing their duties.

Holiday poinsettias will be available in a variety of sizes, colors, and prices. Plan to arrive early for the best selection! The Andover Fire Department is located on Main Street next to the Town Hall.



POINSETTIA SALE

to benefit the Andover Fire Department

Saturday, December 3

Starting at 8 AM

Arrive early for the best choice of sizes, colors, and prices!

powers
graphics

(603) 470-5211

powersgraphics@yahoo.com

Digital Photo Restoration • Print Consulting and Brokering
Graphic Design Services • Desktop Publishing
Forms Design • *Just need advice on printing or design?*
Please feel free to call or email.