

CROSS TALK



THE CROSSING GUARD COMPANY

ISSUE 6 News and Safety information from **ALL CITY MANAGEMENT SERVICES, INC.**

Safety First at ACMS

All City Management Services is quickly approaching its 25th anniversary as a California-based company providing professional School Crossing Guard services. Let's think back to 1985: Madonna launched her first concert tour, Coca-Cola tried to convince us we liked the "New" Coke, the Cosby Show was #1, Phil Donahue was the King of Talk, and a first-class stamp cost only 20 cents. And one more sign of the times – the first handheld mobile phones were just moving out of the testing stage!

It's safe to say we have seen many changes since the early days. Individuals who work as School Crossing Guards don't need to look back 25 years to see changes on our dangerous streets – changes

street has been greatly reduced. Roadway design has evolved to accommodate the increased number of vehicles traveling at higher rates of speed and the challenge of accommodating the safety of pedestrians often seems forgotten. Fast food drive-thru restaurants appear on almost every corner and drivers are encouraged to eat, drink and be distracted while behind the wheel. Technology works to give us every convenience in a mobile form and drivers often act unpredictably while programming their GPS unit, sending text messages or (everyone's #1 favorite distraction) using their cell phone.

What do these changes mean to YOU – those of you who dedicate yourselves every school day to provide for the safety of pedestrians? It

means you have a tremendously dangerous job that requires excellent awareness and an understanding of the threats caused by distracted drivers. It means you need to always work by the ACMS policies and procedures

developed from years of hard lessons learned through experience. It means you need to be prepared each and every time you step off the curb to react safely when a

driver acts in an illegal or inappropriate way.

The change of seasons in California brings us yet another challenge in our work place. The rainy season means loss of visibility (for drivers and guards) and greatly increased stopping distances on wet roadways. Always wear your high-visibility vest zipped up and over any personal clothing or jacket. Always begin your cross with your sign extended horizontally into the street **FIRST** before you step from the curb. This allows motorists advanced time to stop without endangering you should they not be able to stop in time. And during any season of the year be particularly aware of driver's who may be blinded by sun glare as this is the most commonly stated cause of accidents.

ACCIDENT: defined by Webster's as an incident resulting in property damage, personal injury or death. The difference between the "near miss" that most Crossing Guards experience many times in the course of their duties and an accident resulting in personal injury or death is a **fraction of a second**. EVERY time you step off the curb expect the unexpected and be ready to respond in a way to keep you and your kids safe. Everyone is counting on YOU!



which are often directly linked to the changes in society. Vehicles have evolved from Volkswagen Bugs to oversized SUV's and the ability of drivers to see pedestrians in the



MEET YOUR AOM'S

The job of School Crossing Guard is often thought to be a simple one by the general public – “just hold a sign and watch the kids cross.” Anyone who has spent any time in the street protecting pedestrians from the threat of oncoming vehicles knows the truth. This is a complex job demanding thorough training in addition to excellent judgment which often requires split second reaction time. Our management team understands these challenges and is constantly working to train Crossing Guards in a manner that allows them to deal with the difficulties and dangers of their job.

ACMS has recently developed the position of Assistant Operations Manager (AOM) to support Area Supervisors in all aspects of safety, training and compliance with the California Vehicle Code. These individuals come from a variety of backgrounds but all share a single goal – to keep our Crossing Guards working safely so they can best protect their kids. We are pleased to introduce these dedicated individuals.



Patty Dove

Patty comes to the position of Assistant Operations Manager after beginning her work as a School Crossing Guard for the Orange County Sheriff's Department in 1986. She chose her part-time job because the hours allowed her to be available to her young family. In 1994 she joined ACMS and four years later was promoted to the position of Area Supervisor for the City of Lake Forest. In 2006 she was chosen as the first Assistant Operations Manager and currently has responsibility for our operations in Orange County. She adds some travel time to her duties as she extends her territory all the

way to communities in Ventura County. While serving as AOM she has also been instrumental in launching the ACMS Certification Program. She has 20 Area Supervisors who report to her and share in her dedication to excellence.

Patty has been married to her husband, Tom, for 30 years. They are both Fountain Valley natives having moved to Lake Forest in 1985 where they raised their family. They have two children, Ryan and Andrea, and are proudly enjoying the recent addition of grandson Deakon. In her free time she enjoys cooking, working out and time spent with her family – especially around their backyard pool.



Donna Gage

Donna serves as the Assistant Operations Manager for San Bernardino and Riverside Counties as well as a portion of Los Angeles County. She began work as a Crossing Guard for ACMS in 1996 having been attracted to the job by the family-friendly hours and the satisfaction of doing important work. In 1997 she was tapped for promotion and moved up to Area Supervisor for the City of Colton. Her duties were expanded to include supervision in the Cities of Redlands and Highland in 2004. She was promoted to her

current position as AOM in 2006 and leads a team of 19 Area Supervisors in an area that stretches west to east from Glendale to Highland and includes Adelanto in the high desert to the north. This dedicated group works together to support the Crossing Guards in their respective cities.

Donna and her husband Jerry are native Californians and currently live in Riverside. They have been married for 34 years and are the proud parents of a son, Brian. When not working she enjoys spending time with her family as they enjoy the thrills of driving off-road vehicles, camping and boating. She also spends as much time as she can with her trusted horse, Sandy.



John Dotson

John comes to ACMS following a long career in the corporate world. He was one of the individuals who shared responsibility for growing Domino's Pizza from a small Michigan company that was first with the idea for home delivery into the nationwide chain we know today. He began his career with ACMS in 2005 when he served as Certification Testing Administrator. He worked for a brief period as Safety and Training Manager in both Northern and Southern California and was promoted to AOM for a portion of Los Angeles County in 2008. His group of 13 supervisors ranges from the South

Bay on the west through Central and Southern Los Angeles County over to the Whittier corridor on the east. John's energetic group is committed to supporting each and every Crossing Guard they supervise with the best training possible.

John and his wife of over 30 years, Nancy, live in Lake Forest. They are both Michigan natives and have lived in several states during John's management career. They have proudly raised two sons, Matthew and Michael. They enjoy boating and camping along with any activities that allow them to enjoy free time with family and friends.



Bill Laurie

Bill's position as AOM has him responsible for our operations in Northern California. Stretching from Santa Rosa in Sonoma County south to Los Gatos on the San Francisco Peninsula and then east to the City of Tracy, Bill has hundreds of miles to travel in his efforts to support the 18 supervisors that report to him. He came to ACMS as an Area Supervisor for Santa Rosa in 2007 and skillfully led the 41 Crossing Guards in that city before being promoted to Assistant Operations Manager in 2008. He is currently co-owner of an advertising and promotions company and has over 30

years of management and sales experience.

Bill and his wife Karen have been married for 17 years. They are both native Californians and currently live in Santa Rosa. They enjoy staying connected with family members throughout the State. Even though Bill often finds himself behind the wheel in his duties with ACMS, he and Karen enjoy traveling together when free time permits.

AROUND ALL CITY



Demetra Farwell Joins the ACMS Family

If you have had the opportunity to contact the main office recently you may have had the pleasure of speaking to Demetra “Meech” Farwell. For over a year now she has been responsible for coordinating ACMS administrative efforts as our Office Manager. She also serves as Worker's Compensation Specialist, Human Resources Manager and on a daily basis devotes herself to taking care of problems and making folks happy.

If the last name sounds familiar, Meech is the sister-in-law to ACMS President Baron Farwell. She comes to us with more than family connec-

tions, however, as she has over 21 years of management experience in the banking industry. She credits her previous career in banking to equipping her with the skills necessary to work with people and resolve problems. She enjoys the challenges she faces in her current position as well as the opportunity to work within a family-owned company supporting the important work done by School Crossing Guards.

Meech has been married to her husband Gerald for over ten years. She is the proud mother of two children – Jermaine and Ashley. In her spare time she enjoys going to church, fun in the sun, playing Yahtzee and spending time with family and friends.

CROSSING GUARDS OF THE YEAR

All City Management would like to recognize and congratulate the 2008-2009 Crossing Guards of the Year! Thank you for your hard work and commitment to excellence!

Rolando Acosta
City of Garden Grove

Romeo Alcalá
City of Dublin

Sara Alvarez
City of El Monte

Maria Araujo
City of Signal Hill

Leticia Barrios
Contra Costa County

Mario Becerril-Lopez
City of Compton

Doris Berryessa
Palo Alto Police Department

RoseAnn Bonello
Placentia Police Department

Donna Bostwick
Manhattan Beach Police
Department

Miriam Bugallo
City Of Pasadena

Gerald Cadish
City of Agoura Hills

Sharron Campbell
Anaheim Police Department

Cathy Cantrell
City of Lake Forest

April Carey
County of Orange

Carmen Castro
Huntington Park Police
Department

John Chaney
Transportation Authority
of Marin

Eva Chavez
Brentwood Union School
District

Michael Clifford
Newport Beach Police
Department

Pat Collier
City of Cupertino

Edward Crone
City of Stanton

Connie Cuebas
L.A. County Office of
Education

John Dang
Tustin Police Department

Rusbelina Driscoll
Upland Police Department

Bernice Duckett
L.A. County Office
of Education

Cindy Friend
City of Rancho Cucamonga

Erica Fuentes
Anaheim Police Department

Cesilio Garcia
Santa Ana Police Department

Fannie Gaspard
Broadmoor Police
Protection Dist.

Sandy Graves
Pleasanton Police Department

Pat Hamilton
Santa Rosa City Schools

Margarita Hernandez
City of Temple City

Bobby Jacobs
City of Highland

Deanna Keener
Fontana USD

Vondell Kennedy
Town of Los Gatos

David Kennedy
Whittier Police Department

Roger Koch
County of Orange

Elvira Lopez
Azusa Police Department

Antonia Martinez
L.A. County Office
of Education

Frank McClure
Beverly Hills USD

Silvia Medina
Hermosa Beach Police
Department

Celia Medrano
Tracy Police Department

Graciela Miguel
Montebello Police Department

Marcelina Miranda
L.A. County Office
of Education

Ernest Moniz
City of Livermore

Mary Moran
Chino Valley USD

Henry Mumphy
Pittsburg Unified School District

Adel Munayyer
City of Mission Viejo

Andrew Neilsen
Lowell Joint School District

Jerome Nelson
L.A. County Office
of Education

Koley Nixon
Antioch School District

Diane O'Hanian
City of Laguna Niguel

Shannon O'Riley
City of Costa Mesa

Julian Ortiz
Corona Police Department

Rolando Padua
Cypress Police Department

Janice M. Payne
City of Glendale

Doreenann Pineda
Newark Police Department

Mary Lou Riggs
City of Walnut Creek

Venita Robinson
Covina Police Department

Patricia Ross
Anaheim Police Department

Joyce Rubiaco
Novato USD

Lorena Saldana
Fullerton Police Department

Juana Berta Sanchez
L.A. County Office
of Education

Elisha Satterwhite
Adelanto School District

Virginia Serrato
Ontario Police Department

Marshall Shipley
City of Huntington Beach

Fadia Simaan
City of Artesia

Robin Stanton
Concord Police Department

Elizabeth Sullivan
City of San Clemente

Joan Telford
Fountain Valley Police Dept.

Martina Torres
City of Yorba Linda

Jose Henry E. Uy
Lafayette Police Department

Rosa Vasquez
Downey Police Department

Jeannie Whitford
Freemont Police Department

SAFETY TIPS & INFO

In 2008 millions of Southern Californians participated in **The Great Southern California Shake Out** for the first time ever. Over 5 million people took part in the largest earthquake preparedness activity in U.S. history! The Shake Out was a chance to practice drop, cover, and hold on so we will be ready to protect ourselves in an earthquake.

If an earthquake should strike while you are on duty, you may have the responsibility of providing leadership and protecting children at your site. During a large earthquake shaking could last as long as three minutes and everyone will be looking to you for instructions. Take a few minutes now to play the "What If" game and assess your site for potential hazards. Imagine what objects around your site might fall on you or others (trees, street lights, building materials) and make a plan for a getting to the safest place. Use the ACMS Hazard Assessment Form and work with your Area Supervisor to understand your surroundings. Where would you drop, cover, and hold on?

Because you are an important link between the school and students, you should know your school's policy for emergencies. All school districts have a plan already in place and your advance understanding of how the school will respond could prove very valuable to you and the school community.

What is your own family plan? Do you have a special meeting place or person to contact when family members are separated and home is not an option? Streets may not be passable right away so you might consider keeping a few supplies in your car. Most importantly, protect your family by making a

plan and being prepared. The planning you do today will determine your ability to survive an emergency in the future.

When disaster strikes it's too late to think about having plan – **MAKE A PLAN NOW** and share it with family and friends.

1. Decide how and where your family will reunite if separated.
2. Choose three out-of-state friends or relatives that separated family members can call to report their whereabouts.
3. Pick a place to meet family members if you can't return to your home.
4. Keep a list of emergency phone numbers in your wallet.
5. Complete a home survey (guidelines available from the American Red Cross) and correct any problems.
6. Make an Emergency Supply List for your home. Include food, water, first aid supplies, needed tool and supplies, sanitation supplies, along with shelter and clothing needs.
7. Don't forget your pet's food, water and medication.
8. Make a personal car pack. Include food, water, medication, first aid kit, blanket, flashlight and warm clothing. Remember, you may be on your own for a few days – prepare as if you were going on a 10-14 day camping trip.

The American Red Cross is an excellent resource for additional information. Your city and county government offices can also help with ideas and guidelines. Expect the unexpected and do all you can now to be ready to respond!

GREAT GUARD GIVEAWAY



Grand Prize:
Two (2) Roundtrip tickets
ANYWHERE
Southwest Airlines flies!

**YOUR CHANCE
TO WIN!!!**

Second Place:
One (1) Roundtrip ticket
ANYWHERE
Southwest Airlines flies
plus \$100 cash!

Third Place:
\$200 CASH



Fourth Place:
\$100 CASH



Contest Rules: Winners must be a current employee of ACMS at time of drawing. Winners will be drawn at the Annual ACMS Picnics. All Entries must be on an original "Official Entry" form. No copies of entry form are allowed.

COMPLETE OFFICIAL ENTRY FORM I will be attending: No. Cal Picnic So. Cal Picnic

Name: _____ City Where You Work: _____

Phone: _____ Supervisor's Name: _____



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