

Ocean Shores Fire Department



OCEAN SHORES, WASHINGTON

City of Ocean Shores

Fire & Emergency Care Department



Ocean Shores Fire Department Geared Up for Emergencies Thanks to Custom Work from CI

When the alarm goes off, firefighters don't have time to be gentle with cupboards and drawers. Everything they touch has to stand up to the rigors of an emergency situation—and everything has to be in the right place. So when it came time for Ocean Shores Fire Department to furnish and equip their brand new firehouse, they chose Correctional Industries (CI) for sturdy designs and custom capabilities. The project required custom work in almost every room and hallway, making this job one of the largest custom-work projects CI has ever done.



Original Design: No Hang-up for CI Crews

When it comes to fighting fires, gear and hoses are a firefighter's first priority. Ocean Shores challenged CI to develop a system of mobile gear racks that could hold firefighters' protective clothing, hats, respirators, oxygen tanks, boots, hoses and other gear they need to grab in a hurry. The gear racks had to be rugged enough to stand up to a firefighter's abuse and equipped with wheels so they could be rolled outdoors where equipment was sprayed down after use. Nothing in CI's standard lines came close to meeting the department's requirements, but Correctional Industries' design crew and construction team took on the challenge to design and build a completely custom product to meet the fire department's needs. "They did an amazing job," said Courtney Beebe, the fire chief's assistant who coordinated the furnishings project for the department. "We're real proud of those [gear racks]."



The Ocean Shores Fire Department wanted furniture that would look consistent throughout the firehouse, and still be rugged enough to stand up to daily wear and tear.



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All the cabinetry in the kitchen and throughout the firehouse was also custom work, designed to meet code, specifications and space needs unique to the firehouse. Cabinet styles in the kitchen complimented the cherry wood and black trim theme of the furniture in the attached dining and lounge area.

Custom Styling: A CI Specialty

Other custom challenges at the firehouse included furniture designs for the kitchen and dining areas where the chief wanted “lodge” style furniture that would compliment the stone fireplace. CI custom designed a sofa, barstools, coffee table and dining table with cherry wood, black trim and black faux leather to accomplish the desired look. The custom styles reflect the look of the Cambridge chairs selected for use with the dining table.



Cambridge Chairs

Assuring Satisfaction Through Communication & Customer Service

The willingness of CI’s team to develop custom solutions is just one example of excellent customer service experienced by Beebe and the Ocean Shores Fire Department. “They gave great customer service from the start,” Beebe said, and she appreciated the availability of CI representatives whenever she had a question. Account executives met periodically with Beebe and the chief to make selections and review designs.

Working from specifications for the building and the department’s selections, Correctional Industries designers rendered full-color storyboard-like illustrations to show how everything would look together in a room. The illustrations helped identify good style choices and needs for new selections, ensuring their satisfaction before work on the pieces even began.

The Ocean Shores crew also appreciated CI’s customer service when it came to installing, modifying, or if needed, reworking the furniture and cabinetry once manufacturing was complete. “When they said they’d be here, they were here,” Beebe said. “If things weren’t the way we wanted it, they made it right. Everything works the way it should.”



Layout of the firehouse included an alcove for the firefighters’ personal lockers, but the confined space needed a locker system that utilized the corners in order to squeeze in the required number of lockers. CI’s team crafted a corner locker unit that accomplished the goal and matched seamlessly with the other lockers.

Quality, Craftsmanship & Service Dispel Myths Concerning Offender Workforce

For Beebe, working with Correctional Industries has been one pleasant surprise after another — right down to the quality of work and service provided by CI's offender work crews. In fact, Beebe said that when CI representatives first met with her and said offenders of Washington's correctional facilities do all the design, manufacturing and installation of CI's products, she was skeptical and figured the workmanship would be shoddy. "I didn't have a clue," Beebe said.



A few weeks later, Beebe and the fire chief attended an open house at which CI displayed a wide variety of products. Beebe said they were amazed at the quality of work and selection of products. "We were blown away by all that they do," she said.

Beebe said she and the department continue to be impressed by CI, not just the quality and workmanship, which is excellent, but also CI's program to provide offenders with a way to pay restitution while also giving them job skills they can put to use after serving their sentence, reducing recidivism rates. "That's what I really like about the program," she said.



Although the firehouse held its grand opening in May 2010, the department is still showing off the furniture, cabinets and other Correctional Industries products and making sure visitors know who crafted it. "Any time we bring someone in the building, I hear the guys say, 'Correctional Industries made those,' and they say, 'Wow.'"

Ocean Shores Fire Department also turned to CI for equipment and supplies, taking advantage of CI's offerings in indoor and outdoor signage (including Braille printing), badges and other needs. According to Beebe, now that the fire department is aware of all that Correctional Industries offers, the department will continue doing business with CI.



Engraved Signs



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- Courtney Beebe



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CORRECTIONAL INDUSTRIES MISSION STATEMENT

As a business, Correctional Industries is committed to maintain and expand offender work training programs which develop marketable job skills, instill and promote positive work ethics, and reduce the tax burden of corrections.

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