



EDUCATION | TRAINING | CONSULTING

RESOURCE CATALOG



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TO ORDER

Take a moment to familiarize yourself with our catalog.

To order, simply do one of the following:

- visit our website at www.vfis.com
- complete and mail the enclosed order form to:

VFIS

P.O. Box 2726

York, PA 17405

- fax the order form to: **(717) 747-7028**.

If you have any questions regarding this catalog, please call **(800) 233-1957** or visit www.vfis.com.

PAYMENT METHODS

- Check or money order payable to VFIS
- Purchase Order
- VISA, MasterCard, or Discover
- Invoice

EDUCATION AND TRAINING RESOURCES

Emergency Service Organizations are continually faced with new challenges, issues, and risks, as well as an array of new opportunities. Meeting these challenges and taking advantage of opportunities often requires assistance that may not be available through traditional channels.

As the leader in emergency service insurance for more than 30 years, we have made it a point to provide our customers with quality education, risk control, and management programs.

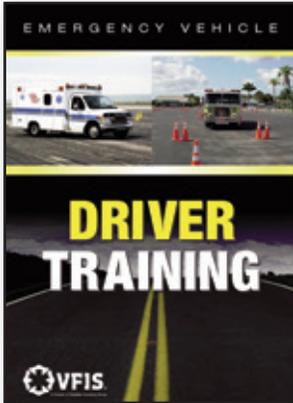
In tandem with our quality insurance coverages, VFIS customers benefit from the following programs and services, which are available to them at little or no cost:

- **Education and Training** – Timely and innovative, these safety, loss-control, and skills-enhancement programs are designed to keep clients current with the fast-paced changes in equipment and techniques. Each program is accompanied by appropriate print and/or video materials.
- **Workshops and Seminars** – Conducted on a regional basis throughout the year, many of these information-packed sessions are offered at instructor as well as participant levels and cover everything from driver training to community relations.

From training to troubleshooting, VFIS helps emergency service organizations become better prepared for every call, reducing the risk of injury or loss to the people they serve, the property they protect, and their most valuable asset – their own members. Above all, our knowledgeable, nationally recognized professionals are here to help our customers prepare for the years ahead and the changing world that lies just around the corner.



America's Leading Insurer of
*Emergency Organizations*SM



EMERGENCY VEHICLE DRIVER TRAINING (EVDT)

Driving an emergency vehicle is a position of responsibility. The responsibilities of, and the penalties for, not properly training your emergency and non-emergency vehicle operators is tremendous. Civil, criminal, and punitive damages and charges are involved in a crash that injures or kills one of your staff members, a patient, or a civilian vehicle operator/pedestrian. This internationally-known course is highly recommended by several state, regional, and local emergency service entities.

- **EVDT KIT**

Item: C10:256

The Kit includes one of each of the following items: *Instructor's Guide*, a *DVD*, and a *CD containing a PowerPoint presentation, a Participant Manual*, and *additional resources*.

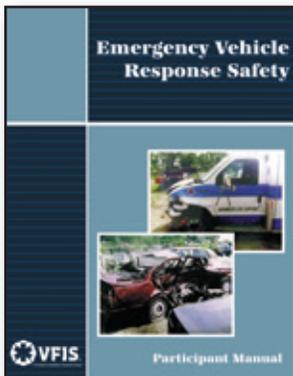
- **EVDT PARTICIPANT MANUALS**

Item: C10:258

VFIS UNIVERSITY – PLEASE VISIT VFISU.COM

The following courses are currently offered online.

- Introduction to Distance Learning
- Background Investigations
- Drive Safe
- Ergonomics
- Financial Management of Fire & EMS Agencies
- Leadership
- Let's Talk – Sexual Abuse and Misconduct
- Recruitment & Retention of Fire & EMS Personnel
- Reputational Risk for Emergency Service Organizations
- Seat Belt Safety
- Social Media Issues, Concerns, and Remedies for Fire & EMS Agencies
- And More ...



EMERGENCY VEHICLE RESPONSE SAFETY (EVRS)

This program was developed to benefit fire, EMS, and rescue chief officers, as well as safety officers, training officers, and drivers of emergency vehicles. The next logical step in addressing safe emergency response after initiating a driver training program, it is designed to reveal the dangers of emergency response and emergency vehicle collisions.

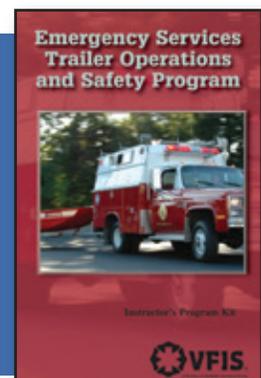
- **EVRS PARTICIPANT MANUALS**

Item: C08:104

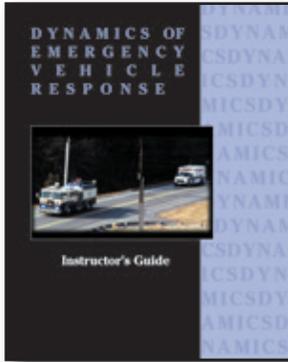
EMERGENCY SERVICES TRAILER OPERATIONS AND SAFETY PROGRAM

This program educates responders on safe trailer operations. This hands-on course includes information on trailers, the tow vehicle, brake requirements, tow hitch, ball, and coupler assembly, inspecting the vehicle, loading the trailer, driving with a trailer. After classroom discussion, participants test their knowledge on a skills course. *The CD includes a PowerPoint presentation, a resource guide, Instructor Material, and additional resources.*

Item: C10:296



EMERGENCY VEHICLE OPERATIONS



DYNAMICS OF EMERGENCY VEHICLE RESPONSE (DEV)

Recertification has been recognized as an integral part of an emergency vehicle driver training program. This video-driven reinforcement and recertification program is specifically for currently qualified drivers of emergency vehicles. A complement to any existing driver training program, it fills a long existing gap between candidates qualifying as drivers and the maintenance of the proficiency achieved as a result of such programs.

- **DEV PARTICIPANT MANUALS**

Item: C10:015

PARATRANSIT DRIVER OPERATOR TRAINING PROGRAM

Instituting a comprehensive paratransit vehicle driver training program is one of the wisest methods to attempt to ensure that all paratransit vehicle drivers perform properly and professionally. A comprehensive driver training program provides direct evidence that the paratransit organization recognizes the consequences of inappropriate driver behavior. Initiating such a program is the best first step in building a team of paratransit vehicle drivers who are proficient in all driving situations.

- **PARATRANSIT KIT**

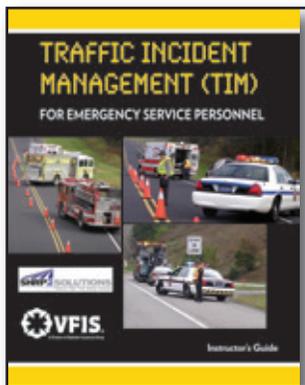
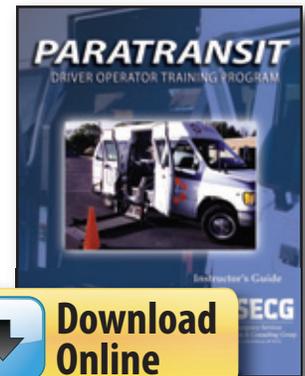
Item: C10:073A

Available at www.vfis.com as a pdf download. – **ONLINE ONLY**

- **PARATRANSIT PARTICIPANT MANUAL**

Item: C10:074

Available at www.vfis.com as a .pdf download – **ONLINE ONLY**



Traffic Incident Management (TIM)

This program will help emergency responders minimize the risk of responding on or near a highway by understanding the elements of a safe work zone, and recognizing the potential hazards in operating on or near a highway. The program covers a variety of items, including the need for advanced warning, apparatus positioning and placement, multi-agency communication, scene lighting, retro-reflective and fluorescent personal protective equipment, and coordination of on-scene apparatus and personnel.

- **TRAFFIC INCIDENT MANAGEMENT (TIM)**

Item: C10:104

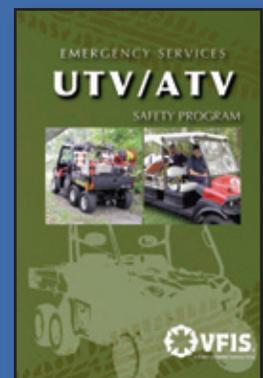
The Kit includes one of each of the following items: *Instructor's Guide and CD containing a PowerPoint presentation, a Participant Manual, and additional resources*

- **TRAFFIC INCIDENT MANAGEMENT (TIM) PARTICIPANT MANUALS**

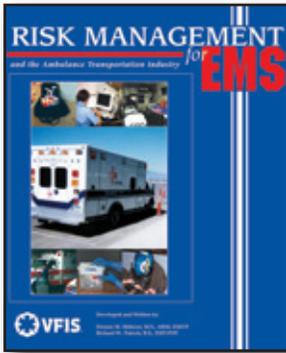
Item: C10:100

EMERGENCY SERVICES UTV/ATV SAFETY PROGRAM

Utility Terrain Vehicles (UTV) and All Terrain Vehicles (ATV) have gained wider acceptance and use in both the fire service and emergency medical service (EMS). These vehicles can help responders take quicker action with less physical exhaustion of department members. These vehicles not only help the EMS providers or firefighters that use them, but may also benefit the individuals serviced by the emergency service organization (ESO). Adding UTVs and ATVs to an ESO fleet may provide great benefits but might also present safety issues if those using the vehicle have not been properly trained in the operation and maintenance. This safety program was developed to provide training for ESOs that use these types of specialty vehicles. Important topics addressed include: Importance of safe vehicle operations, the need for refresher training, the vehicle operator, protective gear, preplanning, basic safety, maintenance and maintaining skills. The UTV/ATV kit includes a CD containing a resource manual, PowerPoint presentation, instructor material and addition resources.



Item: C10:501



RISK MANAGEMENT FOR EMS AND THE AMBULANCE TRANSPORTATION INDUSTRY

A loss control program can identify existing or potential problems and provide the means to reduce or eliminate losses or injuries. This loss control program is a systematic method that helps you investigate and identify your problem areas. This course was developed to help the emergency service manager understand the principles of loss control and be able to implement a loss control program based upon these principles.

- **RISK MANAGEMENT FOR EMS RESOURCE GUIDE**

Item: C10:139

UNDERSTANDING AERIAL DEVICE TESTING

With aerial devices becoming more complex and the NFPA Standards for testing becoming more comprehensive, uncertainty and misunderstanding among fire service personnel has also increased. This program helps the ESO understand the requirements and process for aerial testing as outlined in NFPA 1911, Standard for the Inspection, Maintenance, Testing and Retirement of In-Service Automotive Fire Apparatus 2007, Edition, Chapter 19. The CD includes a video, supplemental information, and additional resources.

Item: C10:293

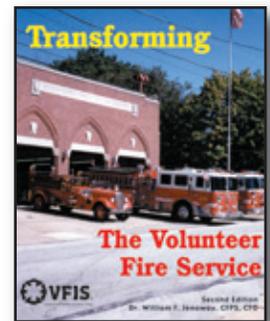


MANAGEMENT

TRANSFORMING THE VOLUNTEER FIRE SERVICE

The 47-page workbook covers the four main managerial tasks of planning, leading, organizing, and controlling in the context of today's volunteer fire service and includes forms and guidesheets to help readers develop their own plans. A list of references also provides additional resources departments can access.

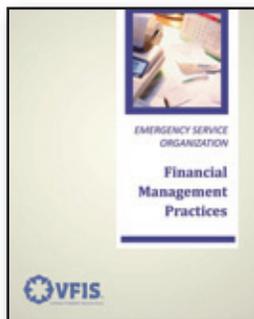
Item: C10:185



FINANCIAL MANAGEMENT PRACTICES

Emergency service organizations (ESOs) take a variety of steps to protect their members and their property but losses, as a result of employee dishonesty, are increasing. ESO funds are at risk of misuse and embezzlement. This type of loss not only disrupts the ESO, but may damage an ESO's reputation in the community. A damaged reputation may be very difficult to repair and may hinder fundraising, jeopardizing the ability to provide services to the community. This new booklet "Emergency Service Organization Financial Management Practices" is focused on raising awareness of the issues and steps that ESOs can take to help protect themselves. In it, find what the issues are, how leadership plays a role, case studies, 10 practices for financial system management and sample policies.

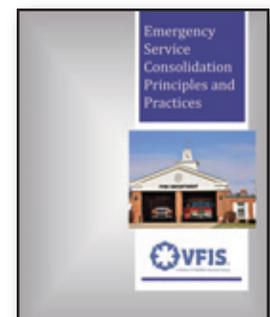
Item: C10:555 Available as a .pdf only



EMERGENCY SERVICE CONSOLIDATION PRINCIPLES AND PRACTICES

Emergency service organization (ESO) officials find themselves considering a consolidation or merger for different reasons. In some instances, the action is directed by elected officials for whom consolidation is a hot topic. In others, the ESO managers identify consolidation as an option when they seek better and more efficient ways to provide the services their citizens need and deserve. This publication is intended to give emergency service leadership a resource tool to assist in the development of a plan of its own or to provide the communities with alternatives in providing the future level of services. *Learn:* Why consolidate is right for you? Considerations, potential pitfalls and keys to success; Strategic planning for emergency service organizations; Risk assessment: Fire service planning; Types of consolidations/mergers; Financing considerations; Models, case studies and more.

Item: C10:113 Available as a .pdf only





ESO DISASTER PLANNING & BUSINESS CONTINUITY RESOURCE

Emergency responders spend an extensive amount of time preparing for disasters that affect the communities they serve. Unfortunately, the impact the disaster may have on the local ESO is typically not considered. These impacts, at a minimum, can include the loss of facilities, personnel, apparatus, communications, and data. This program helps ESOs plan for and deal with the impact that natural disasters can have on their organization. This CD includes a manual, fill-in worksheets, and other resources.

Item: C10:291



MANAGING VOLUNTEER AND COMBINATION EMERGENCY SERVICE ORGANIZATIONS: TIPS FOR THE FIRE DEPARTMENT CEO

Times have changed, and so has the mission of most ESOs. It is important for today's CEO to not only know how they are changing and functioning, but how to assist the organization during times of transition. This CD-ROM resource reviews 17 key areas of fire department management, including budgeting, by-laws, strategic planning and more. The guide is based on critical management and leadership skills for today's CEO.

Item: C10:197



MAINTENANCE TRACKING SOFTWARE*

Record keeping is an important part of a department's maintenance program. The new VFIS Maintenance Tracking Software can help emergency service organizations track and store the data by creating maintenance tickets. It is simple to use, just copy the directions and files to your hard drive and start creating maintenance tickets.

Item: C10:513

*Available to clients only.

LET'S TALK: PREVENTING CHILD ABUSE IN YOUR ORGANIZATION



Allegations of child sexual abuse can be devastating to emergency service organizations, their staff, volunteers and community. In a newly released video training program, Glatfelter Insurance Group (parent company of VFIS) takes an honest look at child sexual abuse in a variety of settings that provides services to children and teenagers, such as junior firefighter programs.

Item: C06:559



HARASSMENT AND DISCRIMINATION PREVENTION TRAINING

This DVD training program and supplemental CD resource explore some of the reasons sexual harassment and workplace discrimination lawsuits continue to harm the reputations, morale, and financial health of ESOs nationwide. The training caters to two different audiences: emergency service supervisors and administrators; and career employees and volunteers. ESO leaders must understand the words and behavior of employees and volunteers will be harshly scrutinized when a harassment claim is made. Also included are tips to help prevent workplace harassment incidents and lawsuits, and to poise your ESO to respond appropriately to employee/volunteer complaints. Career employees and volunteers must understand what conduct "crosses the line", how to spend their downtime, and where to turn when they feel harassed or discriminated.

Item: C10:245



VFISHRHelp.com Free Online Source for Employment Practices Information

- Web-based EPL training that tracks progress and completion
- Tools to evaluate your current HR policies
- Articles highlighting relevant workplace issues
- Checklists to discover areas of exposure
- Lawsuit and court decision summaries
- Free model HR policies and forms for download
- An extensive, searchable database of past articles
- Updates on related current events and trends
- Human Resources Consultation with an Employment Specialist

Call 1-800-233-1957 ext. 7964 to secure a username and password to access this protected website. Once enrolled, your organization has unlimited access to a wide array of Human Resources information.

VOLUNTEER FIRE COMPANY PLANNING PROCESSES

This program features new techniques to better manage your organization's resources. Included are three techniques which you can use within your organization to respond to the ever-changing emergency services environment.

Item: C10:334 - Available at www.vfis.com as a .pdf download – **ONLINE ONLY**

BUILDING BLOCKS PROGRAM

This program provides a guide to building community support for emergency service organizations. Geared toward an audience of administrators, chief officers, and company officers.

Item: C10:129 - Available at www.vfis.com as a .pdf download – **ONLINE ONLY**



SAFETY AND RISK MANAGEMENT VIDEO SERIES

All products in The Safety and Risk Management Video Series include a DVD Training Program, as well as a CD that includes a Facilitator's Guide, Student Handout, Safety Communiqué, and additional resources.



PREVENTIVE MAINTENANCE FOR EMERGENCY SERVICES

This video provides a systematic method to inspect your emergency vehicles. You'll look at the six areas you will need to inspect from outside your vehicle. Then you'll look at the pump operator's position, followed by the in-cab and engine compartment inspections. The video will also discuss what you should do when you suspect or find a defect and about how service visits are scheduled. Following the video will help your organization keep their vehicles in good emergency response condition.

Video length: 20 minutes.

Item: C10:182

HIGHWAY SAFETY FOR EMERGENCY SERVICES

This awareness video provides emergency responders with the knowledge to recognize the inherent dangers in responding to highway incidents and the principles, strategies, and practices for establishing a safe highway incident scene. This video includes interviews with responders who were involved in a fatal highway response incident. With the help of Jack Sullivan, VFIS introduces the "Ten Cones of Highway Incident Safety."

Video length: 18 minutes.

Item: C10:183

INTERSECTIONS: OPERATION SAFE ARRIVAL

Intersections create a challenge for emergency responders, who, in haste, sometimes act in ways that result not in saving lives, but in taking lives. This video stresses eight guidelines that may help reduce the number and severity of intersection accidents, and is intended for emergency service organizations responding to incidents in both department and personal vehicles.

Video length: 16 minutes.

Item: C10:189

EMERGENCY VEHICLE ROLLOVER PREVENTION VIDEO

Driver error is the major contributing factor in nearly all emergency vehicle rollover crashes. The video focuses on Physical Dynamics of Vehicle Operations, Mechanics of Vehicle Operations, Common Rollover Circumstances, and Best Practices for Maintaining Vehicle Control.

Video length: 30 minutes.

Item: C10:174

PRIVATELY-OWNED VEHICLE (POV) OPERATIONS: ANSWERING THE CALL SAFELY

To aid in the national effort of reducing privately owned vehicle (POV) crashes, VFIS has developed a new training program to help emergency service officers provide proper training and develop standard operating guidelines and other management tools to help reduce the risks associated with driving POVs.

Video length: 20 minutes.

Item: C10:190

PATIENT HANDLING

Every day, emergency responders are called to scenes involving patient movement. These range from simply putting a patient back in bed to the most complex calls, which challenge even the most experienced providers. Important topics addressed in this video include proper use of equipment, balance and strength, provider haste, maintenance of equipment, and bariatric patients.

Video length: 20 minutes.

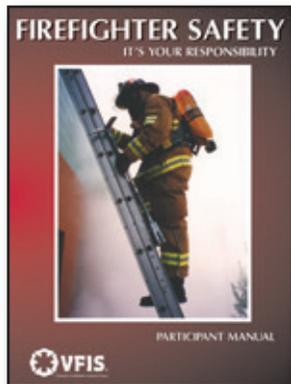
Item: C10:168

SAFE BACKING PRACTICES FOR FIRE AND EMS

Accidents resulting from backing emergency vehicles are unfortunately all too common. These incidents often result in minor property or vehicle damages, but sometimes they are severe or even fatal. By understanding the importance of safe vehicle backing measures and adopting these best practices into your organization's driving procedures, you could help reduce the risk of damage and/or injury.

Video length: 17 minutes.

Item: C10:297



FIREFIGHTER SAFETY – IT'S YOUR RESPONSIBILITY

This program, meant to increase the level of awareness of the hazards faced by firefighters, is appropriate for all fire service personnel. Chief officers will benefit by obtaining insight into the types of hazards faced by personnel. This aids in the development of risk management strategies. Company officers will benefit by understanding the types of hazards their crews will be presented with, and firefighters will benefit by understanding their personal responsibility to safety.

- **FIREFIGHTER SAFETY KIT**
Item: C10:048
The kit includes one of each of the following items: *Instructor's Guide*, and a *CD containing a PowerPoint presentation, a Participant Manual, and additional resources.*
- **FIREFIGHTER SAFETY PARTICIPANT MANUALS**
Item: C10:132



SAFETY FORMS AND COMMUNIQUE'S

Use these forms and communiqués to assist you with everyday operations within your emergency service organization.

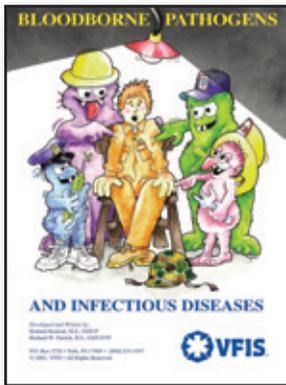
Available at www.vfis.com as .pdf downloads – **ONLINE ONLY**



MUTUAL AID SELF ASSESSMENT TOOL

Emergency service organizations know there are times when the emergency is so large they cannot handle it themselves or so technical that it requires a specialist. It is during those times they call for Mutual Aid. Mutual Aid by VFIS is now web-based. This resource allows emergency service organizations to self-assess their operations. Where a need is identified, the system points users to the appropriate resources available from VFIS. It is an easy way for emergency service organizations to identify which VFIS resources best meets their risk control, training and education needs.

- **MUTUAL AID**
Available at www.vfis.com as a web-based tool.



BLOODBORNE PATHOGENS AND INFECTIOUS DISEASES

This program is designed to educate emergency service providers on the many types of diseases to which they are exposed in the course of duty. Exercises are used to identify areas of weaknesses about common diseases, their routes of transmission, signs and symptoms, and treatments. Discussions about hepatitis, AIDS, and tuberculosis will provide responders with a better understanding of these serious and potentially debilitating diseases.



- **INFECTIOUS DISEASE KIT**

Item: C10:043

Available at www.vfis.com as a .pdf download – **ONLINE ONLY**

- **INFECTIOUS DISEASE PARTICIPANT MANUALS**

Item: C10:039

Available at www.vfis.com as a .pdf download – **ONLINE ONLY**

PATIENT CARE DOCUMENTATION

Designed to openly discuss the importance of proper documentation of all patient care contacts, this program is beneficial to all facets of EMS, fire, rescue, law enforcement, industry, and business settings. Actual patient care scenarios will be used to highlight the results of poor patient care documentation. The role of the Quality Assurance manager is essential if the system is to mature into a sophisticated patient care delivery system.

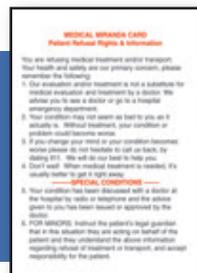
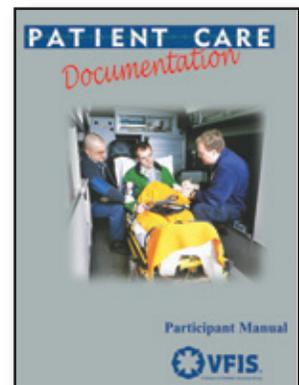
- **PATIENT CARE DOCUMENTATION KIT**

Item: C10:044

The Kit includes one of each of the following items: *Instructor's Guide*, and a *CD containing a PowerPoint presentation, a Participant Manual, and additional resources.*

- **PATIENT CARE DOCUMENTATION PARTICIPANT MANUALS**

Item: C10:037



MEDICAL MIRANDA CARD KIT

This kit consists of two VFIS Medical Miranda Cards (Patient's Refusal Rights and Information), two EMS Patient Refusal Check Lists, two Patient Refusal Information Sheets, and 25 EMS Miranda Cards.

- **KIT**

Item: C10:071

- **ADDITIONAL MIRANDA CARDS**

Item: C10:072

PATIENT HANDLING – PREVENTING PATIENT DROPS

Every day we are called to scenes involving patient movement from simply putting a patient back in bed to some of the most complex calls which challenge even the most experienced EMS provider. We have a variety of patient-moving devices available to transfer patients from point A to point B safely. So why do we continue to drop patients? This program includes practical applications for providing safety and injury reduction while lifting and moving patients.

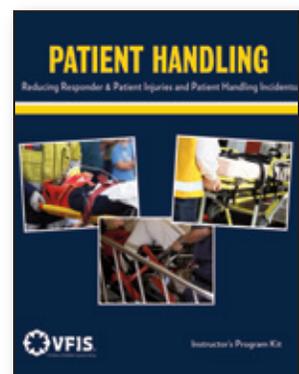
- **PATIENT HANDLING KIT**

Item: C10:025

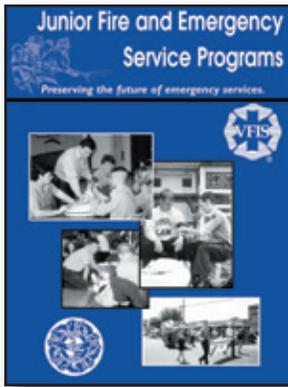
The kit includes one of each of the following items: *Instructor's Guide*, a *DVD*, and a *CD containing a PowerPoint presentation, a Participant Manual, and additional resources.*

- **PATIENT HANDLING PARTICIPANT MANUALS**

Item: C10:023



JUNIOR FIRE & EMERGENCY PROGRAMS



JUNIOR FIRE AND EMERGENCY SERVICE PROGRAM

This booklet will help organizations that might be considering initiating a new youth program to decide whether a program is right for them, what kind of program will best meet their needs, how to organize a program, and how to keep it on track through the years. Presented are descriptions of some model programs, an introduction to some legal and liability issues applicable to such youth programs, and a review of resources available to departments seeking guidance in establishing a youth program.

Item: C10:151 - Available at www.vfis.com as a .pdf download – **ONLINE ONLY**



MISCELLANEOUS



DRIVER'S ACCIDENT REPORTING PACKET

Excellent for use at the scene of an emergency vehicle accident. The packet recommends ten important steps to take when an accident occurs.

Item: C10:031

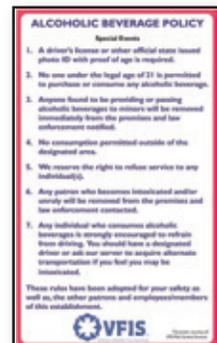
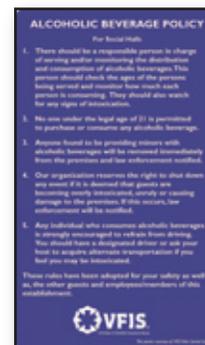
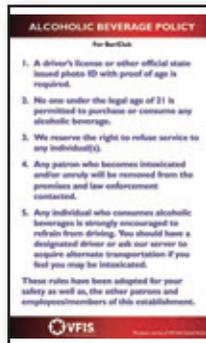
LIQUOR LIABILITY PREVENTION KIT

C08:220 Alcohol Policy Kit for Bars/Clubs

C08:221 Alcohol Policy Kit for Social Halls

C08:222 Alcohol Policy Kit for Special Events

Each kit contains 2 Posters and 5 Alcohol Incident Cards packaged in a large envelope.



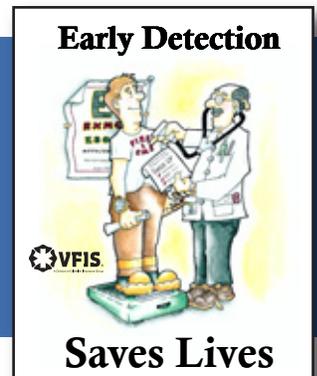
Place these colorful 16" x 20" posters throughout your organization to remind everyone about safety.

SAFETY POSTER KIT

Includes one of each safety poster.

Item: C10:075

Posters may also be ordered on an individual basis.



Preventive Maintenance

Item: C10:121

Deliver the Tank

Item: C10:052

Weight Limits

Item: C10:060

Off Road Driving

Item: C10:059

Is the Scene Safe?

Item: C10:088

Scene Safety

Item: C10:089

Limitations

Item: C10:053

Driving POVs

Item: C10:092

Circle for Safety

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Intersections

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Working Together

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Seated and Belted

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Know your Limitations

Item: C10:402

Overlook the Obvious

Item: C10:403

Warning Devices

Item: C10:404

Situational Awareness

Item: C10:414

Flying Objects

Item: C10:415

Good Housekeeping Prevents

Accidents

Item: C10:416

Early Detection Saves Lives

Item: C10:417

WORKSHOPS, CONSULTING, AND SEMINARS

The statistics are alarming. Every year, tens of thousands of emergency service personnel are injured or killed in the line of duty. Too often, poor or improper training is a contributing cause. VFIS is here to help.

Aware of this problem, VFIS has developed a series of workshops and seminars. The courses are offered at several levels including participant, instructor, risk management, as well as a management perspective.

The majority of courses are delivered at the instructor level so that the organization can provide consistent and on-going training to ESO members. Participant level classes may be delivered through special arrangement based on the availability of an instructor and type of program requested.

For education and training that is convenient, accessible and an exceptional value, here's what you should know:

Sessions take place at a convenient regional location. Sites are selected based on classroom accommodations, minimum of 15 students, and other considerations given the type and location of the class.

In addition to our quality workshops and seminars, we have access to and can provide a wide range of consulting services. **Contact us directly to discuss your needs so that we can provide a detailed proposal.**

PARTICIPANT LEVEL

LIABILITY ISSUES CONFRONTING EMS AND THE AMBULANCE TRANSPORTATION INDUSTRY

Course: Participant Level – 1/2 Day

This awareness session addresses the many areas of exposure that providers of pre-hospital care and patient transportation face in their day-to-day operation. Actual case scenarios will be used to highlight the importance of the topics discussed above. The provider will acquire a deeper appreciation of the need to provide patient care according to their protocols or standing orders, scope of practice, and the present standard of care expected in their part of the world.

EMS SAFETY

Course: Participant Level – 1/2 Day

This program is directed to both managers and providers of EMS and addresses issues directly related to "staying alive" in the increasingly complex process of delivering pre-hospital emergency care. The content focuses on occupational safety related topics faced daily by EMS providers and managers. Some of the subjects included are: types of injuries and illnesses faced by EMS providers on a regular basis; methods and procedures for ensuring maximum protection to EMS providers; importance of operational concepts such as teamwork and attitude toward maintaining a safe environment; and, responder wellness, an increasingly important consideration in EMS operations.

LIABILITY ISSUES CONFRONTING THE FIRE SERVICE

Course: Participant Level – 2 or 4 Hours

This session addresses the many areas of exposure that fire service personnel face in their day-to-day operations. Subjects discussed include professional liability, fire suppression and rescue, dispatch errors, getting lost on calls, vehicle crashes, report documentation, incident reports, adherence to standing operations, and many other pertinent topics. Actual case scenarios will be used to highlight the importance of the topics discussed during the presentation. Participants will acquire a deeper appreciation of the need to provide the level of services expected in their part of the world.

PARTICIPANT AND INSTRUCTOR LEVEL

EMERGENCY VEHICLE DRIVER TRAINING

Course: Participant Level – 2 Days

Course: EVD401 – Instructor Level – 2 Days

Driving an emergency vehicle is a position of responsibility in the emergency service industry. Whether your emergency service is volunteer, paid, or combination, the responsibilities of and the penalties for not properly training your emergency and non-emergency vehicle operators is tremendous. Civil, criminal, and punitive damages and charges may become a part of your vocabulary if one of your vehicles is involved in a crash that injures or kills one of your staff members, a patient, or a civilian vehicle operator/pedestrian.

TRAFFIC INCIDENT MANAGEMENT (TIM)

Course: Participant Level – 1/2 Day

Course: Instructor Level – 4-6 Hours

This seminar addresses the increasing frequency of highway incidents involving emergency service personnel. This program provides the foundation for basic awareness and should be included in basic safety training for all emergency responders. It includes a discussion of the "Ten Cones of Highway Safety" and the establishment of effective work practices for incidents on the highway.

BLOODBORNE PATHOGENS AND INFECTIOUS DISEASES

Course: Participant Level – 2 to 4 Hours

Course: Instructor Level – 4 to 6 Hours

This session is designed to educate emergency service organizations on the many types of communicable diseases to which they are exposed in the course of duty. Exercises are conducted to test the participant's knowledge of diseases. These exercises help to identify areas of weaknesses about common diseases, their routes of transmission, signs and symptoms, and treatments. Discussions about hepatitis, AIDS, and tuberculosis will provide each responder with a better understanding of these serious and potentially debilitating diseases.

PATIENT HANDLING – PREVENTING PATIENT DROPS

Course: Participant Level – 1/2 Day or 1 Day

Course: Instructor Level – 1 Day

Every day we are called to scenes involving patient movement from simply putting a patient back in bed to some of the most complex calls that challenge even the most experienced EMS provider. We have a variety of patient-moving devices available to transfer patients from point A to point B safely. Why do we continue to drop patients? This program is intended to make patient care providers more aware of the issues surrounding patient transfer and preventing patient drops.

PATIENT CARE DOCUMENTATION

Course: Participant Level – 1/2 Day

Course: Instructor Level – 1/2 Day

This session is designed to openly discuss the importance of proper documentation of all patient care contacts. In reflection, actual patient care scenarios will be used to highlight the results of poor patient care documentation. The role of the Quality Assurance Manager is essential if the system is to mature into a sophisticated patient care delivery system.

FIREFIGHTER SAFETY – IT'S YOUR RESPONSIBILITY

Course: Participant Level – 2 or 4 Hours

Course: Instructor Level – 1/2 Day

The goal of the program is to increase the level of awareness of all participants with respect to the hazards faced by firefighters. This program is appropriate for all personnel in the fire service. Chief officers will benefit by obtaining insight into the types of hazards faced by personnel. This aids in the development of risk management strategies. Company officers will benefit by understanding the types of hazards their crews will be presented with, and firefighters will benefit by understanding their personal responsibility to safety.

EMERGENCY SERVICES ACCIDENT INVESTIGATION “A GUIDE FOR FIRE AND EMS ORGANIZATIONS”

This course has been developed by members of the emergency services to be presented to emergency service organizations as a training aid and information source for internal incident investigation. The course is not limited to the investigation of vehicle incidents, although they constitute a large portion of the incidents experience by the emergency service community. Upon completion, the participant will be able to: describe “pre-planning” for internal incident investigation, develop incident reporting procedures, describe and discuss “discoverability of evidence,” describe the various phases of an incident investigation, describe incident reporting procedures, demonstrate completion of an incident investigation form, assemble an incident investigation “kit” and conduct a preliminary incident investigation.

FINANCIAL MANAGEMENT PRACTICES FOR EMERGENCY SERVICE ORGANIZATION

Emergency Service Organization (ESO) funds are at risk of misuse and embezzlement. This type of loss not only disrupts the ESO, but may damage an ESO's reputation in the community. This program will teach participants to understand the importance of having good financial management policies and procedures, how to take the necessary steps to protect their

property, funds and reputation management. This program also includes information on how to develop checks and balances in regards to finances, understand risks, legal issues, personnel concerns and strategic planning in regards to finances.

ESO ORGANIZATION DISASTER PLANNING & BUSINESS CONTINUITY

This program has been designed to assist emergency service organizations in planning for adversity and business continuity in the event they are faced with the impact of a natural or manmade disaster. Emergency responders spend an extensive amount of time preparing for disasters that affect the communities they serve. Unfortunately, the impact the disaster may have on the local ESO is typically not considered. These impacts may include; the loss of facilities, personnel, apparatus, communications and data. Learn how to plan for and manage these types of losses so that your organization may recover as quickly as possible.

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MANAGEMENT LEVEL

MANAGING VOLUNTEER AND SMALL COMBINATION EMERGENCY SERVICE ORGANIZATIONS: TIPS FOR THE FIRE DEPARTMENT CEO

Course: Participant Level – 1/2 Day to 1 Day

Based on the VFIS text of the same title, this workshop reviews 17 key areas of fire department management, e.g. budgeting, by-laws, when to request legal assistance, strategic planning and more. The workshop provides five “tips for the fire department CEO” in each of the areas, which help assess and enhance your emergency service organization. The text is based on management topics requested by our clients.

EMERGENCY SERVICE ORGANIZATION ORGANIZATIONAL PLANNING AND STRATEGIC FOCUS WORKSHOPS

This program is designed to assist volunteer and combination emergency service organizations in improving their overall performance. Whether called “transformation,” “performance management,” or “strategic planning,” the development of a strategic focus is the core to long term success. Based on the VFIS text “Transforming the Volunteer Fire Service” and the VFIS “Volunteer Fire Service Strategic Focus Model,” a road map to planning and decision-making for your organization is the end result. This workshop is the core product to understand what change is needed and how to implement that change.

THE EFFECTIVE FIRE DEPARTMENT LEADER — PROBLEMS, PITFALLS AND PENALTIES

Course: Participant Level – 3 Hour

You can't run the volunteer fire department the way you used to! Today's emergency service organization (ESO) is simply not an "emergency response agency." Your ESO is a quasi-business requiring a number of management practices needed by all volunteer organizations particularly regarding finances, personnel issues and planning in order to function and survive. Each ESO has a number of leadership positions to divide the work load and more focus can be provided among those positions. In essence, ESOs have changed from their original mission of "response to an emergency" to one of identifying potential problems, electronic media, planning in order to deal with risks, educating the public, preparing the community in the event of an emergency and responding to manage the problems that exist.

The Effective Fire Department Leader program is targeted at the civil organization officer – president, vice-president, secretary, treasurer and director/executive committee members. However, topics covered and lessons learned will prove to be useful for all levels of department structure and leadership.

Areas addressed include:

- Role of all company officers as part of the overall fire department management team
- Fire department finances – embezzlement
- Harassment & discrimination
- Risk management
- Dealing with alcohol problems
- Social Networking and electronic media
- Unlawful and wrongful termination

BUILDING BLOCKS PROGRAM

Course: Participant Level – 1/2 Day or 1 Day

The Building Blocks program provides a guide to building community support for emergency service organizations. The program introduces the student to critical elements of a community support plan. Geared toward an audience of administrators, chief officers, and company officers.

RISK MANAGEMENT

INFECTIOUS DISEASE: THE ROLE OF THE DESIGNATED OFFICER

Course: Management Level – 1 Day

The Ryan White Comprehensive AIDS Resources Emergency Act mandates that all emergency service organizations have a designated officer. The designated officer is an important position within the scope of the emergency service organization. As the designated officer, you are in a position where you need to not only understand the requirements of your position, but recognize the need for continually updating and educating yourself on the latest developments in infection control.

RISK MANAGEMENT FOR THE EMERGENCY MEDICAL SERVICES

Course: Management Level – 1/2 Day or 1 Day

A loss control program can identify existing or potential problems and provide the means to reduce or eliminate them. This loss control program is a systematic method that helps you investigate

and identify your problem areas. It's an easy, straightforward approach that will give you positive results. As an emergency service manager that's what you want – POSITIVE RESULTS! This course was developed to help the emergency service manager understand the principles of loss control programs and be able to implement a loss control program based on these principles.

VOLUNTEER RETENTION & RECRUITMENT FOR THE EMERGENCY SERVICE

The intent of the retention and recruitment presentation is to initiate a foundation for a long term program by exploring challenges and solutions. The presentation will consist of various potential strategies for participant's consideration in their R&R efforts. The intent of this information sharing is that with careful planning and conscientious follow-up, a program can be developed that can yield tangible results.

ADDITIONAL SERVICES

VFIS has many resources and they are not limited to what is listed in this catalog. We offer several workshops, seminars, and motivational speeches that can be presented not only to emergency responders, but to a wide range of audiences. Topics include:

- Risk Management for EMS
- NFPA 1720
- Emergency Service Organization Management Skills Seminar
- Pre-Emergency Planning
- Assessing and Developing your Community's Response to Terrorism

Contact us at **1-800-233-1957** to discuss your needs.

CONSULTING SERVICES

Each year, our staff responds to hundreds of technical questions on fire and emergency service matters. In addition, the team serves on a number of NFPA Technical Standard Committees, and other organizational committees, work groups, and boards. This involvement has developed skill and knowledge sets of exceptional value to the emergency services. These services form the basis of our consulting capabilities, which include:

- Strategic Planning
- Mergers and Consolidations
- Risk Assessment
- Fire Department/EMS Assessments
- SOG/SOP Development

If you are interested in any of these consulting activities, or have a similar project, please contact us directly at 1-800-233-1957 to discuss your needs with one of our consultants. If it is not a project that we can provide for you, we will direct you to an appropriate resource.



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