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| **Name of Instructor:** | Roy Mercer | **Title of Course:** | Operations Management |
| **Date(s) of Class:** | 8/6 – 7/16 | **Total Time of Delivery:** | Click or tap here to enter text. |
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| **Preparation Date: 2/17/2016** | **Revision Number:** 16.1.1 |
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| **Category/Section(s):** | Click or tap here to enter text. | **Objective Number(s):** | Choose an item. |
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| **Enabling Objective(s):** | * Define risk management pertaining to all areas within your department
* Understand five components for the risk management process.
* Identify risk management practices in your agency and the resources available.
* Understand emergency scene tactics and changes occurring
* Understand how to develop and implement professional standards within your department
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| **References:** | The National Institute for Occupational Safety and Health (NIOSH)National Volunteer Fire Council Fire Department Safety Officers AssociationNFA Incident Safety OfficerNational Fire Fighter Near-Miss Reporting SystemNational Fire Protection AssociationInternational Association of Fire ChiefsVolunteer Firemen’s Insurance Services |
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| **Resources/Materials Needed:** | LCD Projectors, Laptop/Desktop computers, Audio Speakers, Writing and Digital note taking materials, flash drive  |
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| **Prerequisites:** | Students must have an understanding of company operations and have participated in mid-level operations of an emergency service organization.  |

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| **Lesson/Course Outline:**  |
| **Instructional Procedures** | **Notes** |
| 1. **Introduction (Think as a Student “What’s in it for Me) WIIFM**
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| You will learn how to reduce your liabilities through a formal loss control and risk management practices and/or processes within your department. While identifying resources to help with the implementation phases of these methods. | “{Click here to place note like Slide number and if handouts and/or activities are required by student or instructor.}” |
| 1. **Presentation (Teaching points in an outline format)**
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| 1. What is risk management?
	1. The identification, analysis, assessment, control, and avoidance, minimization, or elimination of unacceptable risks.
	2. The forecasting and evaluation of financial risks together with the identification of procedures to avoid or minimize their impact.
	3. The U.S. Fire Administration's (USFA's) publication, Risk Management Practices in the Fire Service, lays out five basic components for a risk management process:
		1. Identification of potential risks or threats.
		2. Evaluation of the probability of the potential risk or threats and the potential consequences to the public, property and the environment, and to responders.
		3. Prioritization of the threats or risks.
		4. Development and implementation of control measures to lower the risks (and their consequences).
		5. Monitoring of control measures to ensure their effectiveness.
2. Enterprise Risk Management (ERM)
	1. Definition
		1. Process
		2. Strategy-setting
		3. Reasonable assurance
		4. Entity objectives
3. Where is risk management on the fire ground and have we identified the best practices?
	1. An Analytical approach
		1. Fire Ground
			1. All Operations (Working Environments)
				1. Safety Officer

Focus on DetailsTrack Injury ReportsNational Statics Type and Handling of Equipment* + 1. Apparatus
			1. Driver Selection
				1. Performance Evaluation
				2. Class Requirements
				3. Background Requirements
			2. Design
				1. Driver Knowledge (onboard systems)
				2. Equipment accessibility
				3. Right Job
			3. Specialized Vehicles
				1. Boats
				2. Trailers
				3. ATV/UTV
				4. Tractor/Trailer
				5. Military
				6. Ladders
				7. Tenders/Tankers
				8. Support Vehicles
		2. Personal Health and Wellness
			1. Personal fitness evaluation
				1. Background information
				2. Current Evaluation (Doctor/Medical Response)
				3. Yearly Evaluations
			2. Nutritional Attitude (Organizational Behavior)
			3. Fitness Equipment
		3. Station
			1. Design
			2. Apparatus Needs
			3. Specialized Equipment Needs
				1. Vehicles

BoatsTrailersATV/UTVTractor/TrailerMilitaryLaddersTenders/TankersSupport Vehicles* + - * 1. SCBA Room
				2. PPE (Bunker Room)
			1. Hazards
			2. Injuries
			3. Sleeping and/Eating Areas
			4. Parking Area
		1. Resources
			1. Local
				1. Health Departments
				2. SFFMA
				3. TCFP
				4. TFCA
				5. Forest Service (Grants)
			2. National
				1. The National Institute for Occupational Safety and Health (NIOSH)
				2. National Volunteer Fire Council
				3. Fire Department Safety Officers Association
				4. NFA Incident Safety Officer
				5. National Fire Fighter Near-Miss Reporting System
				6. National Fire Protection Association
				7. International Association of Fire Chiefs
			3. Health and Safety Resources
				1. Fitness Centers (YMCA) (Hospitals)
	1. Emergency Scene Tactics and Changes
		1. Structures
			1. What are Standards
				1. External Standards

NFPAIAFCNISTPrinciples of Modern Fire AttackTCFAStandards Manual for Fire Protection PersonnelSFFMACountyCity* + - * 1. Internal Standards

Formal (Written)Informal, known, most dangerous* + - 1. What are regulations
				1. TCFP

IFSAC* + - * 1. TEEX

Pro-Board* + 1. Staffing Challenges
			1.
 | [**https://www.usfa.fema.gov/operations/**](https://www.usfa.fema.gov/operations/)Ask Students(Write on Board)Ask Students what calls does their Department respond on a regular basis?Show FilmThere are Lies, there are more lie, then there is statics |
| 1. **Application**
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|  | “{Click here to place note like Slide number and if handouts and/or activities are required by student or instructor.}” |
| 1. **Evaluation**
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| "[Click here to type how participants will be evaluated (skills, exam)]" | “{Click here to place note like Slide number and if handouts and/or activities are required by student or instructor.}” |