

City of Greencastle
Fire Department

Training Division

Instruction page:

March 2012

<p>Fire Suppression: SCBA Drills & Confidence Course</p>	<p>Done on shift/ All shifts shall conduct hands- on drills and watch all 6 SCBA videos on GFDTraining YouTube SCBA channel. 60 second drill must be done by everyone on your shift and attach completed skill sheets with roster. Every member shall fill SCBA bottle using cascade system.</p>
<p>EMS: Patient Assessment (Trauma)</p>	<p>Done on shift/ All shifts watch Patient Assessment Movie 640x480 on GFDTraining EMS channel and complete a simulated Pt. Assessment using state skill sheet</p>
<p>Safety/Bluecard: Comm. Bluecard Continuing Edu. module</p>	<p>Done on shift/ Each individual need to do the Comm. CE module. To access this go to http://www.bshifter.com/login.aspx Log in using each person's individuals email address and the password is SAFETY. Then click on CE tab on top left hand corner and then take the Comm. module</p>
<p>Specialized: RIT rescue air</p>	<p>All shifts shall do the following in full PPE & SCBA blacked out</p> <p>Review and demonstrate procedures for replacing a complete SCBA on a "downed" firefighter</p> <p>Review and demonstrate procedures for using quick-fill or trans-fill adapters from RIT packs or spare cylinders</p> <p>Review and demonstrate procedures for placing a functioning regulator and scba on a "downed" firefighter who still has a functional face piece.</p>

Misc.: Ground Ladders	Done on shift/ All shifts need to review the following material: Throwing ground ladders, Ladder reach, Why roof ladders outlines. All shifts need to watch all 9 videos on GFDTraining Youtube Ladders channel. All shifts conduct required hands- on drills.
Hazmat: Fixed Faculties & Special Marking Systems	Done on shift/ Watch NFPA Hazardous Materials Labeling ID from Safety Instruction, Cone Roof & Open Roof Bulk Tanks, Bulk Storage Tanks and Non-Bulk Packaging videos on the GFDTraining Youtube hazmat channel
Officer: Customer Service	Done by Chief Newgent @Officers meeting. Also watch the 6 Customer Service videos, Green Sheets and Swallow an Elephant choke on a Gnat videos on the GFDTraining YouTube Officer Channel

Indiana EMT-Basic Practical Skills Examination

Patient Assessment/Management - Trauma

Start Time: _____

Stop Time: _____

Date: _____

Candidate's Name: _____

Scenario Number _____

Evaluator's Name: _____

		Points Possible	Points Awarded
Takes or verbalizes body substance isolation precautions		1	
SCENE SIZE-UP			
Determines the scene is safe		1	
Determines the mechanism of injury		1	
Determines the number of patients		1	
Requests additional help if necessary		1	
Considers stabilization of spine		1	
INITIAL ASSESSMENT			
Verbalizes general impression of the patient		1	
Determines responsiveness/level of consciousness		1	
Determines chief complaint/apparent life threats		1	
Assesses airway and breathing	Assessment	1	
	Initiates appropriate oxygen therapy	1	
	Assures adequate ventilation	1	
	Injury management	1	
Assesses circulation	Assesses AND controls major bleeding	1	
	Assesses pulse	1	
	Assesses skin (color, temperature and condition)	1	
Identifies priority patients/makes transport decision		1	
FOCUSED HISTORY AND PHYSICAL EXAMINATION/RAPID TRAUMA ASSESSMENT			
Selects appropriate assessment (<i>focused or rapid assessment</i>)		1	
Obtains, or directs assistance to obtain, baseline vital signs		1	
Obtains S.A.M.P.L.E. history		1	
DETAILED PHYSICAL EXAMINATION			
Assesses the head	Inspects and palpates the scalp and ears	1	
	Assesses the eyes	1	
	Assesses the facial areas including oral and nasal areas	1	
Assesses the neck	Inspects and palpates the neck	1	
	Assesses for JVD	1	
	Assesses for tracheal deviation	1	
Assesses the chest	Inspects	1	
	Palpates	1	
	Auscultates	1	
Assesses the abdomen/pelvis	Assesses the abdomen	1	
	Assesses the pelvis	1	
	Verbalizes assessment of genitalia a/perineum as needed	1	
Assesses the extremities	1 point for each extremity includes inspection, palpation, and assessment of motor, sensory and circulatory function	4	
Assesses the posterior	Assesses thorax	1	
	Assesses lumbar	1	
Manages secondary injuries and wounds appropriately 1 point for appropriate management of the secondary injury/wound		1	
Verbalizes re-assessment of the vital signs		1	
Critical Criteria		Total:	40
_____ Did not take or verbalize body substance isolation precautions			
_____ Did not determine scene safety			
_____ Did not initially consider and / or provide stabilization of spine			
_____ Administered a dangerous or inappropriate intervention			
_____ Did not provide high flow oxygen with appropriate mask			
_____ Did not find or manage problems associated with airway, breathing, circulation (shock / hypoperfusion)			
_____ Did not differentiate patient's need for transportation versus continued assessment at the scene			
_____ Did focused history / physical examination before assessing the airway, breathing and circulation			
_____ Did not transport patient within (10) minute time limit			

05/2008

You must factually document your rationale for checking any of the critical items on the reverse side of this evaluation form.



Rescue Air

Fireground Operations

RIT Skills



Rescue Air

Give Em' Air

Background: An essential skill for RIT is to be prepared to supply air to a downed firefighter. departments. RIT has choices in accomplishing this task, from providing another SCBA with a face piece change, placing another SCBA onto the existing face piece, to using a RIT pack. The key however is **RAPID**



- Change mask only if facepiece lens is cracked open.
- Remember if mask must be change get everything in place and ready before you remove their mask.

Extra regulator to be used if downed FF regulator has come off.



RIT connection



Practical Exercises

1. Review and demonstrate procedures for replacing a complete SCBA mask on a “downed” firefighter
2. Review and demonstrate procedures for using quick-fill or trans-fill adapters from RIT packs or spare cylinders
3. Review and demonstrate procedures for placing a functioning regulator and SCBA on a “downed” firefighter who still has a functional face piece.

Ground Ladders

All shifts need to review the following material:

- Throwing ground ladders
- Ladder reach
- Why roof ladders

All shifts need to watch all 9 videos on GFDTraining Youtube Ladders channel.

Hands on:

All shifts need to throw the 24, 35 and 40 foot ladders in full PPE and wearing SCBA without mask on at least one time per person for each size ladder



Fireground Operations



Roof Ladders

Roof Operations Skills

Roof Ladders

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R
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Assuming the height of an *average* building story will range from 10 - 12 feet from floor to floor, and the distance from the window sill to the floor is about 4 feet, the following can be used for selecting ladders:

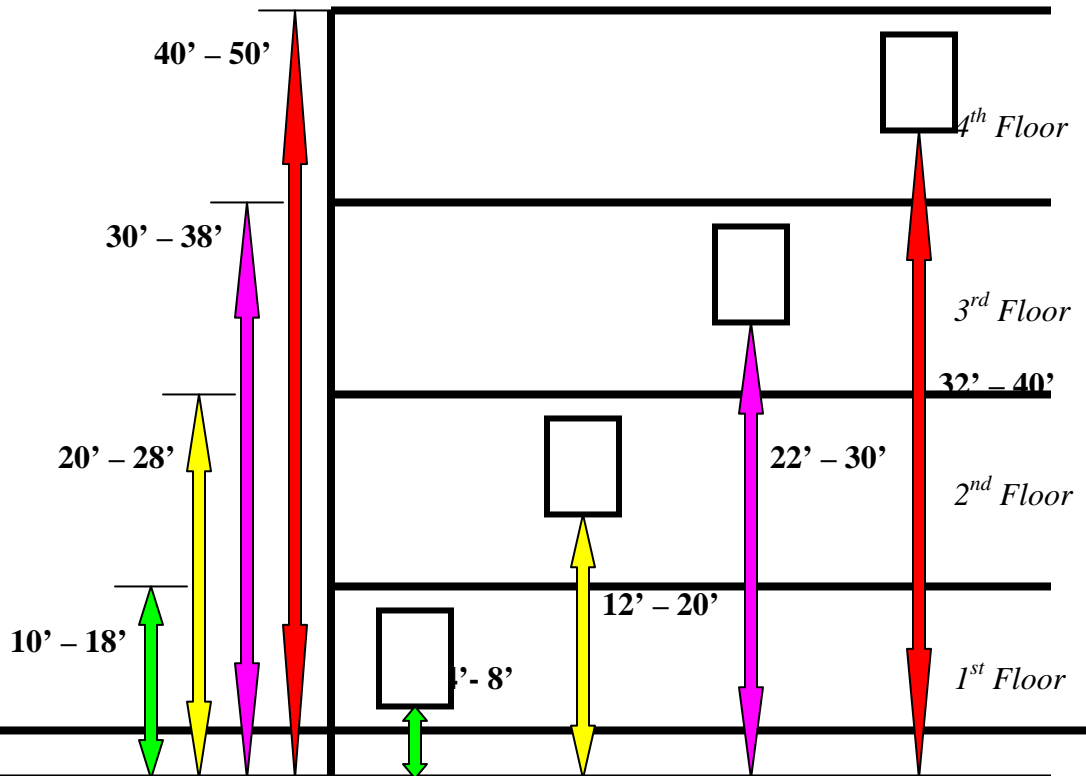
Remember – this is actual vertical feet and does not include the additional length needed to make up the angle of the ladder.

One story roof	10 to 12 feet
Second story window	14 to 16 feet
Two story roof	20 to 24 feet
Third story window	24 to 28 feet
Three story roof	30 to 36 feet
Fourth story window	34 to 40 feet
Fourth story roof	40 to 50 feet

RULE OF THUMB:
The first number in the ladder length should be **AT LEAST** equal to the number of the story of where your target is located.

Example:

- 2nd Floor window would need at least a 20' ladder. (24' – 28' Better)
- 3rd Floor roof would need at least a 35' ladder. (38' – 40' Better)





Fireground Operations

RIT/On -Deck
Be There, Be Ready

Throwing Ground
Ladders

On- Deck/Rapid Intervention Team Skills

Throwing Ground
Ladders

Ground Ladders - - Basic RIT Skill

Background: Placement of secondary means of egress for companies operating at elevated areas is a fundamental practice by most RIT's. When completing your size-up, identify and areas where companies may have to be operating and determine the necessity of ladder placement. Placing ladders ahead of the fire, in areas where they would be used for quick egress as well as support for crews performing vertical ventilation are all areas where ladders may be placed. Use this training session to emphasize the importance of ladder placement and speed and efficiency of ladder work. Work through various scenarios using ground ladder placements of various sizes and types.



Objective: To safely place ground ladders into service for use by RIT and members who need means of rapid escape for hostile environments.

Evolution Description:

This evolution shall consist of removing the appropriate ladder from the apparatus and properly positioning and raising the ladders to a target objective. Simulate placement for RIT use for entry or exit to assist members who are trapped.

Caution: When throwing ladders proactively DO NOT take the window out. Place the ladder at the window still.

Ladder(s) Used:

One extension ladder (24')

One extension ladder (35')

Evaluation Criteria:

- ✓ Ladders raised and set properly
- ✓ Were the correct angles used for placement of the ladders
- ✓ Was the halyard tied correctly
- ✓ Was the evolution conducted safely
- ✓ Were ladders carried and placed into service in an quick, efficient and safe manner

Note: Throwing ladders can be done proactively by the engineer to Save Lives!



Fireground Operations



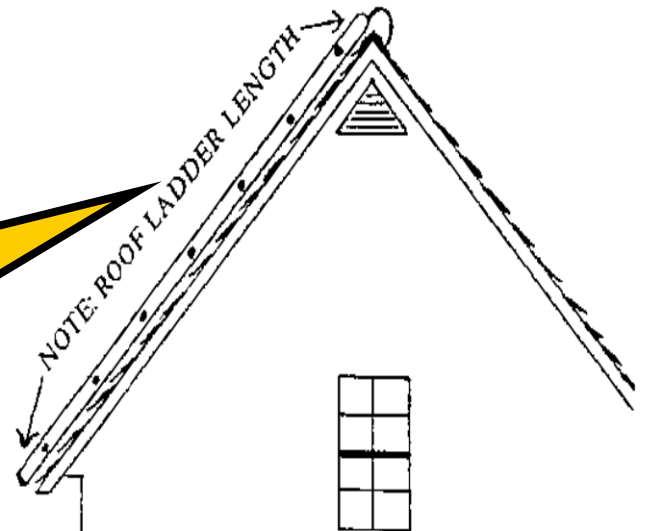
Roof Ladders

Roof Operations Skills

Roof Ladders

Roof Ladders - Why?

For the Roof Ladder to be an effective safety device, it must span from the peak (ridge board) of the roof to past the exterior wall of the building and preferably past edge of the roof.



Lightweight Truss Roofs **DO NOT** have a Ridge Board. Roof Ladders will not provide any safety for firefighters operating on these roofs. Therefore, firefighters should not operate on a lightweight truss roof unless it is done from an aerial ladder or tower basket.

The roof ladder is used on a peaked roof for three primary reasons:

- 1) To provide good footing for firefighters working on a sloped roof.
- 2) To spread the weight of the firefighters over a wider area over what may be an already weakened roof.
- 3) To span the strong points of the roof, ridge board to wall, in the event the roof decking is weakened by fire or if that portion of the roof fails, firefighters may be able to escape down the ladder.

SCBA

Objectives:

- 1) All shifts need to watch all 6 videos in the GFDTraining Youtube SCBA channel.
- 2) All shifts shall have each member conduct Over the Head Method, Coat Method and Seated Method with-in 60 seconds. See skill sheet below. MUST BE done by everyone on your shift and attach completed skill sheets with roster.
- 3) All shifts shall have each member go through the new SCBA maze in Full PPE and SCBA on Air and Blacked Out.
- 4) All shifts shall have each member wear Full PPE and SCBA mask Blacked OUT and have their Air Pack messed up drill and have them fix the pack and Redon the SCBA.
- 5) All shifts shall have each member wear Full PPE and SCBA mask and practice the Reilly breathing technique.
- 6) All shifts shall have each member fill SCBA bottle using the cascade system

*Greencastle Fire Department
Training Division
SCBA Certification Checklist*

Student Name: _____ *Date:* _____

SCBA

Time starts when student hears instructor say GO
Approved Methods of Donning, Coat, Seat, or Overhead
Firefighter must have full turn out gear on to complete test.

Test will be redone until a time of 60 sec or less can be achieved.

1. Prepares SCBA for donning: YES or NO
2. Turns on SCBA, Activates PASS YES or NO
3. Dons SCBA properly, using 1 of 3 methods YES or NO
4. Tightens and fastens all straps (Chest Optional) YES or NO
5. Dons Mask properly YES or NO
6. Dons Nomex Hood YES or NO
7. Dons Helmet YES or NO
8. Goes "ON AIR" YES or NO
9. Dons Gloves (Timing Stops) YES or NO
10. Did firefighter demonstrate complete competency with SCBA? YES or NO
11. Set up SCBA for next firefighter
12. Total SCBA Time _____ (Time must be under 60secs)
13. Number of Attempts _____

COMMENTS: _____

Instructor Giving Test: _____

Your Choice!

OBJECTIVES
(NFPA)

2-3.12
FF-II
Safety

WHICH MASK WOULD
YOU RATHER WEAR?



YOUR SCBA MASK!!!
FIT IT – INSPECT IT – WEAR IT – CLEAN IT

Customer Service

What is Customer Service in the Fire Service?

- If you were to do an internet search for fire department customer service? You would not likely to come back with many results. Why do you think that is?
- Answer: Traditional focus of the fire service has been on the hard skills of this job. i.e. Fight Fire & Save Lives
- Much of our workforce even today, has a background in factory work, where the emphasis is on technical/tactical and production based skills

So why change now?

- In an era of governmental cutbacks, fire departments have to find new ways to justify large budgets, as well as their very existence.
- We are public servants, and developing the “soft” skills will better help us serve our public
- We provide service to PEOPLE so people skills are ESSENTIAL not optional.

In order for the Greencastle Fire Department to provide good customer service we must first determine who customers are? And what is our mission?

Who the customer?

Answer is everyone! Most would say the taxpayer while this is true, everyone is connected somehow to the taxpayer rather it be child or adult.

We also have a moral duty to serve everyone rather they are a homeless illegal immigrant or the man who owes the bank in town.

Essential mission

- Deliver the best possible service to our customers
 - Fire
 - Ems
 - Hazmat
 - Special rescue
 - Broken water main
 - Power lines
 - Lift Assist
 - Alarm to DePauw
 - Etc.
- The service we provide is the visible element of a complex network of individuals who are simply “doing their job” sometimes with little thought to the impact it may have.
- **Remember, we show up when someone is having a very bad day, and the more we can do to help, the better off our community will be as a whole.**

The public perception is either the most valuable customer service tools or the most damaging?

What the public will remember:

- Quick response time- “It seemed like you arrived before I even hung up w/ 911”
- Skillful performance that solved the problem- “Your FFs took charge so effectively, everything was better after they arrived”
- Positive personal treatment- “Everyone was so kind, I will never forget how nice they were to my family and I.
- You can save their home, or even their life, but if you aren’t NICE, they will forget anything positive you did for them.
- BE NICE!!!

Some guidelines for dealing with customers:

- Show respect- introduce yourself when time permits, not while someone is dying, listen, practice verbal etiquette, be honest, return control to the customer asap
- Be kind- positive tone, empathy, guide them through problem solving process
- Be patient- take time to understand needs, explain actions
- Be considerate- ask about their needs, avoid value judgments, be careful of possessions
- Treat everyone as you would want them to treat you!

Being nice to people who aren't:

- Talking nice is easier than being nice (Actions speak louder than words)
- We are often faced w/ people who do not appreciate our efforts and are sometimes “unappealing”
- In these instances, we have to put on a game face, and act nice
- Realize that our contact with “unappealing” persons will be short term, and episodic. We do not have to like them, adopt them or take them home to meet the kids.
- If you have to vent, there will be ample time inside the enclosed rig, or back at the station.

Regard everyone as a customer:

- You are on stage
- We encounter many different folks, directly and indirectly
- Sometimes family/friends require more attention than the actual customer
- If your customer is in “la la land” they will only know what they are told by others about your level of service
- Do not be surprised by onlookers, rubberneckerers, etc. We blasted our way through town with lights and sirens, so it's no secret that we're up to something
- Have a plan to manage crowds in a friendly positive manner

Image and impressions:

- Our image should be planned and managed at the point and moment the customer impression is created
- You don't get that moment back (“you never get a second chance...”)
- Like much of what we do, it is FF driven
- We must create the consistent customer observation that we are PROFESSIONALS

Elements of managed image:

- Members- neat, uniform, identifiable, non-threatening
- Facilities- building maintenance, well cared for lawn, well marked, something neighbors can claim as their own
- Apparatus, tools, and equipment- should be maintained as a labor of love, used skillfully and under control
- Presence/behavior- SOGs guide us, but our behavior labels who we are.

Empowering FF:

Ask yourself:

- Is it the right thing for the customer
- Is it the right thing for the department
- Is it legal, ethical and nice
- Is it safe
- Is it something you are willing to be accountable for

Just do it

Image no-nos

- Appearing excessively recreational
- Snoozing in places accessible to public
- Be careful where you go to eat (sports bars, etc) or where you park
- Do not act like delivering service is an inconvenience

Notes to end on:

- Expect change
- The past no longer predicts the future (“we’ve never done it like that before” doesn’t wash)
- Even though we change, there will always be problems
- Very little is sacred, everything can be improved
- The future will arrive sooner than you think and will not be what we expect
- Change is a process, not an event
- When you’re through changing, you’re through (**RETIRE**)

Here just some tips from big businesses on Customer service:

Top Ten Tips for Customer Service

1. **Be Your Customer**

Live the life of your customer and experience what they do. Stand in line, call your call-centre, soak up feedback.

2. **Give Memorable Service**

Make the life's mission of everyone (yes, everyone!) to be customer focused - even those seemingly out of direct line of fire.

3. **Have Product Available**

Generally, you can't sell it if you haven't got it. Work your systems hard and focused to get product there on time.

4. **Listen Hard to Complaints**

Complaints are a wonderful gift - it is feedback of the highest order. Enjoy them and learn fast.

5. **Enable Your People**

Enable and encourage your people to give an immediate and generous customer response.

6. **React Fast**

Make sure that you and your people work with pace and immediacy with customer issues.

7. **Be Systems Focused**

Ask, 'What would my customer think of this - would it give brilliant service?' If not, reshape the system fast.

8. **Be Curious**

Encourage everyone in your team to overhear, be nosy, ask questions and feedback information from your customers.

9. **Research the Marketplace**

Do more in your own business from what you experience as a customer elsewhere. Encourage your people to do this too.

10. **Have Fun**

Have fun with your customers. It builds relationships. Relationships are business.

