

National Fire Service Resource

Guide



SYMBOLS THAT AMERICAN HEROES RECOGNIZE



The Maltese Cross represents the ideals of saving lives and property. It serves as a proud symbol of fire service throughout the country. Another recognized symbol is VFIS. Today, over 15,000 fire and emergency service organizations throughout North America have entrusted VFIS with their health and welfare. A symbol recognized for over 40 years.

VFIS...providing Insurance, Benefits, Education, Training & Consulting to America's heroes since 1969. For additional information contact a VFIS representative at **(800) 233-1957** or visit www.vfis.com.



National Fire Service Resource

Guide

Introduction

Welcome to the National Fire Service Resource Guide!

This *Guide* is designed to provide a quick reference on topics of importance to the fire and emergency services, such as retention and recruitment, grants and funding, and much more. It includes a compilation of available resources and tools departments can refer to for each topic, as well as tips and tools to help departments in their initiatives.

You may want to print a copy of this *Guide* and place it in a convenient location so you can easily and quickly access it when you need to find information and resources for your department and personnel.



National Volunteer Fire Council

7852 Walker Drive, Suite 450
Greenbelt, MD 20770

www.nvfc.org

©2010

Disclaimer: The information and resources contained in this document are for informational purposes only. The National Volunteer Fire Council is not responsible for content found in materials and web sites from other organizations and sources. The NVFC is not recommending any course of action but is providing a compendium of information that is available to fire and emergency service departments. This Guide does not represent every resource available and makes no claim to be a complete resource listing.

Contents



7

Governance

- 7 Articles of Incorporation
- 7 Bylaws
- 8 Standard Operating Procedures
- 9 Liability and Legal Considerations
- 10 Obtaining 501(c)(3) Status for your Organization



12

Grassroots Advocacy

- 12 Resources for Grassroots Advocacy
- 12 Tips for Communicating with Government Officials
- 12 Steps for Building Coalitions
- 13 Get Involved
- 13 Tips for Writing Effective Letters to Government Officials
- 14 Tips for Meeting with Legislators



15

Grants and Support

- 15 Federal Funding Opportunities
- 16 Additional Grant Opportunities
- 17 Funding and Grant-Writing Resources
- 18 Steps for Securing Sponsorship in Your Community
- 19 Making the Pitch to Potential Local Sponsors



20

Retention and Recruitment

- 20 Retention and Recruitment Resources
- 21 SAFER Grant Ideas for Retention and Recruitment
- 21 Leading Reasons for Becoming a Volunteer Firefighter or EMT
- 21 Steps of a Recruitment Program
- 22 Retention and Recruitment Challenges: Root Causes



23

Media and Public Relations

- 23 Media Relations Resources
- 23 Social Networking Sites
- 24 Interview Quick Tips



25

Line of Duty

- 25 Line-of-Duty Resources
- 26 Steps to Take Immediately Following a Line-of-Duty Death
- 27 Who is Honored with a Fire Department Funeral
- 27 Types of Fire Department Funerals
- 27 Working with Fire Corps

Contents



28

Training

- 28 NVFC Policy Statement on Minimum Training Standards
- 28 Federal Training Resources
- 29 Additional Training and Education Resources
- 29 Specialized Programs



30

Health and Safety

- 30 B.E.S.T. Practices
- 30 Health and Wellness Resources
- 32 Vehicle Safety Resources
- 32 Personal Protective Equipment (PPE) Resources
- 33 Additional Resources
- 33 Steps for Implementing a Department Health and Wellness Program
- 34 Tips for Reducing Your Risk of Heart Attack
- 35 Tips for Fitness



36

Public Education Materials

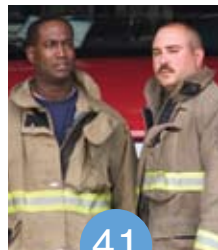
- 36 Public Education Resources



38

Awards

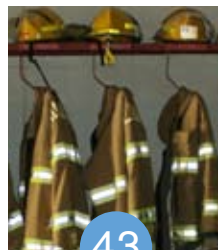
- 38 National Volunteer Fire Council
- 38 Congressional Fire Services Institute
- 38 International Association of Fire Chiefs
- 39 National Association of Emergency Medical Technicians
- 39 E9-1-1 Institute
- 39 Additional Awards



41

NVFC Membership

- 41 Membership Levels
- 42 Membership Benefits



43

Additional Resources

- 43 National Emergency Services Organizations
- 43 Citizen Corps Partner Programs
- 43 Federal Agencies
- 43 Accrediting Agencies
- 44 National Emergency Services Media
- 44 Additional Resources

When you climb that ladder...



let us be your safety net.



PROVIDENT

Superior benefits for emergency services.

272 Alpha Drive - P.O. Box 11588 - Pittsburgh, PA 15238
800-447-0360 - Fax 412-963-0415 - providentbenefits.com

Insuring America's Heroes Since 1928



Governance

The following tips and resources are designed to assist fire and emergency departments with common governance issues and procedures.

Articles of Incorporation

Articles of incorporation act as the charter for establishing an organization as a corporation in a state. They establish the existence and purpose of an organization within the state and outline its basic information and characteristics, such as the name, address, basic purpose, registered agent, Board of Directors, and any special characteristics (such as being nonprofit).

The articles of incorporation must be filed with the state regulatory agency. This process varies from state to state. Most states' Secretary of State web site will have a template, form, or instructions for filing articles of incorporation.

There are benefits for incorporating your organization. The Internal Revenue Service requires an organization to have a certificate of incorporation (or articles of incorporation) to be recognized for 501(c)(3) tax exemption. Also, while organizations and nonprofits can be sued, obtaining incorporation protects members and directors from personal liability.

We recommend you consult your attorney in developing articles of incorporation.

Bylaws

Bylaws serve as your organization's operating manual. They define:

- Size of the board of directors
- Roles and duties of directors and officers
- Rules and procedures for holding meetings and elections and appointing officers
- Other essential governance information

The challenge to developing bylaws or a constitution is to create a document that outlines the way

your company should run without being overly restrictive.

According to VolunteerFD.org, fire department by-laws or should include the following:

Mission and Goals

Clearly state your mission statement and what the goal is of your department. Without a stated purpose or goal, you will never reach it. Keep in mind that this document will help to serve members years down the road when they have to make decisions about your department. A good mission statement can be a reality check when the big decisions need to be made.

Department Structure

Develop a structure for your department. Most departments have some type of division between the business/social side and the firefighting side. Depending on the size of your department you may opt to have a separate slate of officers for business functions and firefighting functions, or they may have dual roles. The point of having a business side is to handle all the details of raising funds, paying bills, maintaining the building(s), and all the other jobs that need to be done 'before the bell rings.' The social side is what keeps the doors open and having a good social or business side will help you to retain members and prevent burnout.

The other bonus of having two sides is that the job of Chief is stressful enough just handling the fire side. All of the new regulations and duties make the Chief's plate full without adding the business functions. As long as your department has enough eligible and skilled manpower, ideally each member would hold no more than one position. Members can hold a position on both sides of the department, but may find it too time consuming.

A typical corporate structure and/or business structure of a fire department consists of: President, Vice President, Treasurer, and Secretary. There may also be a board of directors, auditors, parliamentarian, steward, and a host of committees and their respective chairpersons.

Firefighting officer structure varies widely depending on the department's size, call volume, and overall needs. Most departments have a Chief and some type of Lieutenants. It does not matter if you have a Deputy or Assistant Chief, Engineers, or Foremen as long as you define the job duties for each position. The color of your helmet and number of bugles does not matter; your duties, rights, and responsibilities are what make the difference.

Your bylaws should outline not only the chain of command but also the duties, rights, and responsibilities of each office. You can refer to another document, such as your standard operating guidelines, for job descriptions since it does not matter where you specify it as long as it is somewhere. The caution is to develop descriptions that are more than “The Chief is in charge, if he is not there the Assistant Chief is...” and so on. This would be the chain of command, not a job description.

Electing or Appointing Officers

Set minimum requirements for electing or appointing officers. Here is where there is a huge balancing act. Departments naturally have highs and lows and if your requirements are too strict you may end up with either no qualified candidates or candidates who meet the requirements but would not be good officers. Be very careful when setting requirements. If you require someone to have two years of service as Captain to be Chief, then your only candidate would be your existing Captain.

Bylaw Changes

Establish a way to waive and change your bylaws. Bylaws that are set in stone will be nothing more than a weight to drag you down. This does not mean that you should be able to throw them out at any time, but you should be able to waive or change them with a two-thirds vote or unanimous consent. This gives you a way out and a way to keep up with the times. Your bylaws should be reviewed every five years and updated as needed.

Because the needs of every organization and department are different, we also recommend you consult your attorney in developing bylaws.

Source: “Balancing Bylaws” by Jason Zigmont, VolunteerFD.org

Standard Operating Procedures

Standard operating procedures (SOPs), sometimes called standard operating guidelines (SOGs), define how a department intends to operate. They are written guidelines that explain what is expected and required of fire and emergency service personnel in performing their jobs. Since every fire and emergency service department is different, SOPs vary from department to department. Each department must conduct its own analysis and needs assessment to develop SOPs that make sense for their department and community.

It is beneficial for a department to establish SOPs for a variety of reasons. Some of these include:

- Helping to integrate departmental operations by putting the key concepts and requirements into an easily-referenced format so that everyone is on the same page and knows what is expected of them.
- Providing structure to administrative and emergency response operations of the department.
- Assisting in meeting legal and regulatory requirements and helping to limit liability in situations where something goes wrong.
- Standardizing the activities of the department.
- Clarifying the department's operational philosophy and recommended practices to the community and other outside groups.
- Providing a framework for training programs.

The following resources can help your department as you develop or re-evaluate your standard operating procedures.

Guide to Developing Effective Standard Operating Procedures for Fire & EMS Departments

www.usfa.dhs.gov/downloads/pdf/publications/fa-197-508.pdf

This *Guide* explains how SOPs can be developed, including the topic areas that should be covered and the various styles and formats SOPs may take. It reviews the role and function of SOPs, the groundwork that should be conducted before developing SOPs, and how to develop, implement, and evaluate SOPs. In addition, sample documents are included for reference.

Preparation of Fire Department Standard Operating Guidelines

www.msfc.org/Resources/Handbook/StandardOperatingProcedures.pdf

The Minnesota State Fire Chiefs Association created this handbook to help departments draft and implement departmental policies and guidelines. It goes through the steps for creating these guidelines and discusses why it is important to have written policies in place.

FFCC Policy and SOG Program

www.firefighterclosecalls.com/sopsog.php

FirefighterCloseCalls.com created this resource to provide templates and samples to help fire departments as they create their own policies and SOGs.

Writing Guide for Standard Operating Procedures

www.safecomprogram.gov/NR/rdonlyres/2D396F0E-CE19-4DCB-A30A-35982721F5AA/0/SOP.pdf

SAFECOM, a communications program of the Department of Homeland Security, developed this guide to assist communities that want to establish SOPs for incident response. It goes over each of the sections that should be included in an SOP, using a city's SOP for the use of an intra-jurisdictional interoperability channel as an example of what an SOP might look like.

Emergency Vehicle Safe Operations for Volunteer and Small Combination Emergency Service Organizations

www.nvfc.org/health_safety

This handbook, developed by the NVFC in partnership with the U.S. Fire Administration, contains information on developing and evaluating SOPs/SOGs, and provides a series of sample SOGs regarding safe vehicle operations.

Liability and Legal Considerations

Fire and emergency service departments work to protect life and property from the effects of emergencies through response and education. However, unexpected adverse consequences can diminish a department's ability to achieve this mission. These may include injuries, illnesses, accidents, unfair employment practices, and property damage, to name a few.

Managing unexpected consequences can help the department in many ways, including:

- Reducing liability costs
- Reducing insurance premiums

- Preserving the department's investment in its workers
- Increasing the volunteer pool
- Maintaining a positive public image

Fire departments should have a plan in place to minimize liability and pay for liability that does occur. It is best to consult with the department's legal counsel and insurance provider as well as to research the liability laws and regulations within your state and locality.

The following resources may assist departments concerning liability and legal issues. These resources are for general reference only. Consult your legal advisor and insurance provider for specific matters relating to your department.

Fire Corps Liability Guide

www.firecorps.org/implement

Fire Corps partnered with the Public Entity Risk Institute to release this *Guide* that identifies and addresses liability issues related to operating a Fire Corps program. The information can help any fire/EMS department that is using, or is interested in using, non-emergency volunteers.

State Liability Laws for Charitable Organizations and Volunteers – 4th Edition

<http://nonprofitrisk.org/library/state-liability.shtml>

Beginning with an overview of the liability environment, this publication from the Nonprofit Risk Management Center provides a state-by-state review of the evolving landscape of charitable immunity and volunteer protection laws.

Fire Service Law

By Larry Bennett (Brady Publishing)

This book is written for the growing fire administration/officer markets and is used in the National Fire Academy's Fire and Emergency Services Higher Education model curriculum. Author Larry Bennett is both an attorney and a firefighter. The book includes five modules covering the following topics: Overview of the Law; Employment and Personnel Issues; Operational and Managerial Issues; The Fire Official as Rule Maker and Enforcer; and Legislative and Political Foundations.

Legal Considerations for Fire and Emergency Services

By J. Curtis Varone (Thompson Delmar Publishing)
Written by J. Curtis Varone, a lawyer who is also an experienced firefighter, this book examines the most challenging legal issues confronting firefighters and emergency service personnel today. Topics include fire service liability issues, the jurisdiction of OSHA over fire departments, the applicability of the Federal Fair Labor Standards Act, search and seizure, employment discrimination, residency requirements, sexual harassment, and more. It also discusses significant cases and legal battles regarding the fire service from over the past century.

Fire Officer's Legal Handbook

J. Curtis Varone (Delmar Cengage Learning)
Written by firefighter and lawyer J. Curtis Varone, the *Fire Officer's Legal Handbook* is a comprehensive desk reference book to address the day to day legal issues that arise in the fire and emergency services. It includes explanations of laws as they relate to firefighting, and covers a broad range of topics including negligence, due process and discipline, Internet privacy, civil liability, employee issues such as drug testing, rescue doctrine, fireground search and seizure, and more. It also includes detailed case summaries and a CD-ROM with over 5,000 laws from all 50 states that apply to the fire service, covering topics such as line of duty injuries, residency requirements, liability, and arson.

VFIS

www.vfis.com

VFIS, a division of Glatfelter Insurance Group, is the world's largest provider of insurance to the emergency services community. They offer a wide array of insurance coverage solutions, including liability insurance.

Obtaining 501(c)(3) Status for your Organization

Several types of tax-exempt status exist under the Internal Revenue Code, the most common being Section 501(c)(3). There are several benefits to obtaining 501(c)(3) status.

- The organization could become eligible for increased public and private funding and grant opportunities.
- Individual donors can claim personal federal income tax deductions for their contributions to

your program, which may create an incentive to donate.

- The organization may become eligible for state and federal exemptions from payment of corporate income, sales, and property taxes.
- The organization may enjoy lower postal rates on third-class bulk mailing, less expensive advertising rates in publications, and discounted space from some Internet service providers.
- Free public service announcements are often provided by the local media to 501(c)(3) organizations.

If your fire/emergency service department or Fire Corps program would like to obtain 501(c)(3) status, follow these steps.

- 1 **Set the foundation for your organization:** Your organization must have a name, a Board of Directors or Board of Trustees, and a set of by laws in place before the application process begins. The number of Board members required depends on the size of your organization and may be as small as one director. The number of Board members and their responsibilities should be detailed in the bylaws and in your organization's articles of incorporation.
- 2 **File a certificate of incorporation:** The Internal Revenue Service (IRS) requires your organization to have a certificate of incorporation, also known as articles of incorporation, in order to be recognized for exemption. The specific requirements and forms for this process can be found on your state's Secretary of State web site.
- 3 **Apply for a federal Employer Identification Number (EIN):** All nonprofit organizations must obtain an EIN, regardless of whether they have any employees. This number is used on all federal tax returns and reports. Use Form SS-4, which can be found under "forms" on www.irs.gov, to obtain your EIN.
- 4 **File for an IRS determination of federal tax-exempt status:** Go to the IRS web site at <http://www.irs.gov/charities/article/0,,id=96109,00.html> to obtain the application form (Form 1023), Publication 557, and the instructions. You must submit your organization's articles of incorporation and bylaws during this process. The IRS estimates it takes more than four hours to learn about the form and another eight hours to fill it out and return it. Be sure each question is answered as precisely as possible with great

detail. On the IRS web site, click on “Charities and Non-Profits” to find the *ABC’s for Exempt Organizations*, a document that will guide you through the process and address common questions. If you have the capability, hiring a lawyer or a certified public accountant (CPA) can be very helpful in successfully navigating this process. See if a local attorney or CPA will donate their services. Make copies of everything before you send the application and use certified mail to ensure delivery. You will receive an acknowledgement notice from the IRS when your application is received. If your organization qualifies for tax-exempt status, it may take up to 60 days to receive your approval letter.

- ⑤ **File for state and local sales tax exemption:** Once you obtain federal tax-exempt status, check with your local and state departments of revenue to see if your program qualifies for sales tax exemption on a state and local level. It may take a few months to receive approval.
- ⑥ **Apply for a nonprofit mailing permit:** Contact your local post office to find out if you qualify for reduced postage rates and to obtain the necessary paperwork.
- ⑦ **Protect your 501(c)(3) status:** Nonprofit organizations must maintain detailed corporate records, including meeting minutes, and document any major corporate decisions. Financial transactions must also be recorded diligently because nonprofit organizations are susceptible to government audits. Nonprofit organizations must comply with all IRS and state regulations. For some nonprofits this means filling out an IRS 990 Form if revenue has exceeded \$25,000 annually. Because regulations may change, it can be difficult to ensure your program is being compliant. It is best to consult with an attorney or other versed professional to avoid pitfalls and successfully maintain your 501(c)(3) status.



Grassroots Advocacy

Elected officials at every level of government frequently make decisions that directly affect the fire and emergency services. These local, state, and federal officials need the valuable insight of the fire and emergency services to guide them in making decisions that affect public safety. Political advocacy can benefit both sides: politicians benefit politically from being able to claim fire and emergency medical service support, and the fire and emergency services are far better off if elected officials are educated and sensitive to our concerns.

Resources for Grassroots Advocacy

National Volunteer Fire Council

www.nvfc.org/capitol_hill_connection

The NVFC provides numerous resources for grassroots advocacy at all levels, including:

- NVFC Legislative Priorities: Find out what proposed federal legislation the NVFC considers priorities for the fire and emergency services as well as issues the Council continues to monitor.
- *Elected Officials Guide*: Learn how to effectively communicate with elected and appointed officials. This guide highlights the tools for effective communication, provides information for understanding legislators, and teaches the how-to's and 'tricks of the trade' of volunteer advocacy.
- Glossary of Congressional terms
- *Voter Registration and Grassroots Political Action Guide*
- Understanding Congress

Congressional Fire Services Institute (CFSI)

www.cfsi.org

The mission of CFSI is to educate Members of Congress about fire and life safety issues. It is a nonprofit, nonpartisan policy institute designed to educate members of Congress about the needs and challenges of the nation's fire and emergency services. Resources include:

- Federal fire service legislation

- How to write to Congress
- Glossary of legislative terms
- Information on the Congressional Fire Services Caucus

How Our Laws Are Made

<http://thomas.loc.gov/home/lawsmade.toc.html>

Find Your Member of Congress

www.congress.org

Tips for Communicating with Government Officials

- Make sure your communication is simple, concise, and to the point.
- Don't raise questions that you aren't prepared to answer.
- Address the "5 W's": Who? What? Where? When? Why?
- Whenever possible, work to build consensus.
- Utilize the resources and assistance of the NVFC staff and state association partners.

Steps for Building Coalitions

When conducting grassroots advocacy, it is sometimes necessary to build coalitions with other community groups and organizations, either in the pursuit of long-term goals or in the short-term pursuit of a single issue. The following are steps to take to form a coalition.

- 1 Compile a list of local organizations likely to join forces with your department on a particular issue. An attempt should be made to balance the list with representatives from varied organizations: religious, civil rights, minority, women's, consumers, public interest, and community service groups.
- 2 Develop a list of well-known individuals in your community or state who generally support fire service issues, i.e. radio/TV personalities, state legislators, lawyers, "good" business leaders,

civic and religious leaders, law enforcement groups, etc.

- 3 Contact these individuals and organizations and ask them to join in endorsing a statement of principles as an initial step. Mail a copy of the statement with a cover letter inviting their participation and follow up with a phone call.
- 4 Develop a steering committee of six to 10 reliable people. They should meet and be provided with a list of possible activities for their organizations and the other members of the coalition. The advice of the steering committee should be solicited.
- 5 Be specific in the kind of action requested of each group. For example, they should be provided with a sample resolution to consider. Once the resolution is passed, make sure that it gets sent to the appropriate elected officials and the local news media.
- 6 Keep in touch with the coalition participants, share information with them, and call and meet with them occasionally. They should be asked to complete specific tasks. For example, each organization should be asked to send 50 letters to their elected officials, generate 25 telephone calls, represent the coalition on radio programs, write letters to the editors, etc.
- 7 Issue news releases periodically about the activities and work of the coalition to the local news papers, radio and TV stations.
- 8 For activities on a national level, notify the NVFC of the coalition's activities and planned events, and send copies of correspondence to Congress. Assistance in national advocacy is available from the NVFC.

Get Involved

There are many ways first responders can get involved in the political process. These include:

- Vote. If you are not currently registered to vote, register now.
- Contact your local Democratic or Republican party office and offer to assist.
- Become active in a candidate's campaign. Contact the campaign and offer your time. This is a great way to get to know a candidate and begin educating them of fire service issues. It is also a good way to find out if a candidate would support or oppose issues that concern you on both a personal and professional level.

Tips for Writing Effective Letters to Government Officials

- Be straightforward and clear in your wording. Remember your audience – don't assume that they understand what you do.
 - Always address the "What" that you are writing about in the first paragraph of the letter. If possible, include it in the first sentence of the first paragraph. Re-iterate the "What" in your closing paragraph as well.
 - Use facts to back up your opinions. Even though it is best to keep the letter itself to one page, it is useful to attach supporting materials whenever possible.
 - Use your credentials to establish your expertise without boasting.
 - Never be confrontational, even when you have reason to believe that the official you are writing to may hold a view different than your own.
 - If you are sending a letter through the mail, be aware that it can take as long as two weeks for that letter to be processed by security before it is delivered to a Congressional office. If time is critical, it is better to send the letter by email. You can do this in addition to or instead of sending a printed letter.
- Run for public office, such as the school board, city council, mayor, state representative, or Congress. There are many elected officials who first served in the fire and emergency services.
 - Develop a media strategy for your department that includes a two-way dynamic with the media. Submit a press release or write a letter to the editor expressing your views to local media outlets. Designate a primary contact in the department who will answer media inquiries and provide quotes; this should be someone knowledgeable about the department's stance on key issues and who can provide a consistent message.
 - Write letters to the editor of your local newspaper supporting a candidate and stating the reasons why. Make sure editorials are clear and to the point.
 - Regularly attend official municipal or county meetings to give updates on the needs and accomplishments of your department. If policy makers don't know who we are, what we do, and what we need, we can't expect them to make informed, educated decisions about matters that affect us.

- Invite your elected officials to the firehouse to show them what you do. This is a great opportunity for them to publicly interact with their constituents and for you to educate them on what you do and what you need.
- Develop relationships with elected officials and their staff. When dealing with the offices of U.S. Senators and Representatives, don't feel slighted if most of your interactions end up going through staff. Elected officials trust their staff to listen to constituent concerns, research them, and make recommendations for action.
- Follow *NVFC E-updates* and your state association newsletters to monitor items of interest to you nationally and in your state. When you feel strongly about an issue, call or write your elected official to let them know how you feel.
- Work with other volunteer and community-based groups. Building coalitions with other like-minded groups can make your voice stronger.

Tips for Meeting with Legislators

- Before meeting with a member of Congress or their staff, notify the NVFC that you have scheduled the meeting. They can provide you with valuable information about the legislator and his or her position on specific issues or legislation. Oftentimes, your state association can provide the same type of assistance when you are planning to meet a state legislator.
- Make sure that you call ahead of time for an appointment and tell them what issue(s) you wish to discuss and whom you represent. When you call, ask to talk with the scheduler or whoever handles fire and emergency service issues. "Walk-ins" or people who show up at the office unannounced are usually taken by whoever happens to be available at the time.
- Bring a one-page handout to leave behind for each point that you want to discuss. Make sure that the handout has a specific "ask" (i.e. please support or oppose a bill) and be sure to verbalize the "ask" during your meeting. Legislators and their staff always want to appear supportive, and if you don't ask them to take a specific action it is unlikely that they will commit to doing anything.
- Have an agenda so that you don't just chat until the clock runs out. Ask staff in advance how much time you will have and plan accordingly.
- Do not be disappointed if you only meet with staff. Staff members play a key role in advising elected officials.
- Volunteer yourself as a source of local expertise on fire and emergency service issues. If there is an issue that your legislator asks you for information about, it is probably already something that he or she is involved with and in a position to influence.
- Consider including other volunteer departments or community members in the meeting.
- Stick to the FACTS. Do not give way to emotional arguments or unsubstantiated opinions. NEVER stretch the truth or you risk losing credibility. It is better to admit when you don't know something, look into it, and get back to the staff with an answer in the near future.
- Be a good listener, even if the legislator disagrees with aspects of your position.
- ALWAYS follow up a meeting with a personal "thank you" note.



Grants and Support

Many fire departments struggle with finding enough funding to ensure their department has the equipment, apparatus, resources, personnel, and support it needs. The below resources offer grant and funding ideas and tips to help your department in its efforts to secure funding.

Federal Funding Opportunities

There are a wide range of federal grant programs that support the fire and emergency services, including the following. Find additional federal grant opportunities at www.grants.gov.

Assistance to Firefighters Grants (AFG)

www.firegrantsupport.com

The primary goal of AFG is to meet the firefighting and emergency response needs of fire departments and nonaffiliated emergency medical service organizations. Grants support equipment, protective gear, emergency vehicles, training, and other resources needed to protect the public and emergency personnel from fire and related hazards.

Staffing for Adequate Fire and Emergency Response (SAFER) Grants

www.firegrantsupport.com

The SAFER program provides grants to fire departments for hiring personnel and to fire departments and regional and state fire associations to implement volunteer recruitment and retention programs.

Fire Prevention and Safety (FP&S) Grants

www.firegrantsupport.com

FP&S grants support projects that enhance the safety of the public and firefighters from fire and related hazards. The primary goal is to target high-risk populations to reduce injury and prevent death. Examples of projects supported by FP&S grants include fire prevention and public safety education campaigns, juvenile firesetter interventions, media campaigns, arson prevention and awareness programs, and firefighter health and safety initiatives. The funds can also be for firefighter safety research and development.

Department of Homeland Security Grants

www.dhs.gov/xopnbiz/grants

The Department of Homeland Security distributes grant funds to enhance the ability of states, local and tribal jurisdictions, and other regional authorities in the preparation, prevention, and response to terrorist attacks and other disasters. Localities can use grants for planning, equipment, training, and exercise needs. This web page lists Homeland Security Grants, Preparedness Grants, and other available grants, as well as information for finding and applying for grants and grant administration resources.

FEMA Grants and Assistance Programs

www.fema.gov/government/grant/

The Federal Emergency Management Agency (FEMA) offers a series of grant and funding opportunities for the fire and emergency services and other groups to assist in preparedness and training efforts.

Homeland Security Grant Program

www.fema.gov/government/grant/hsgp

The Homeland Security Grant Program consists of five sub-programs intended to enhance the ability of states, territories, and urban areas to prepare for, prevent, and respond to terrorist attacks and other major disasters. These sub-programs are: State Homeland Security Program, Urban Areas Security Initiative, Operation Stonegarden, Metropolitan Medical Response System, and Citizen Corps Program.

Volunteer Fire Assistance (VFA) Program

www.fs.fed.us/fire/partners/vfa

The VFA Program provides federal financial, technical, and other assistance to state foresters to train and equip fire departments in rural areas and rural communities to prevent and suppress fires. A rural community is defined as having 10,000 or less population.

Department of Interior Rural Fire Assistance Program

www.nifc.gov/rfa

The Department of Interior Rural Fire Assistance Program is aimed at enhancing the fire protection capabilities of rural fire districts in the wildland urban interface. The program assists with training, equipment and gear purchase, and prevention activities.

Hazardous Materials Emergency Preparedness Grant Program

www.phmsa.dot.gov/hazmat/grants

The Department of Transportation's Hazardous Materials Emergency Preparedness grant program provides financial and technical assistance as well as national direction and guidance to enhance state, territorial, tribal, and local hazardous materials emergency planning and training. The program focuses on hazmat training for emergency responders and hazmat planning for Local Emergency Planning Committees.

Federal Excess Property Program

www.fs.fed.us/fire/partners/fepp

Federal Excess Personal Property is federal personal property that was originally purchased for use by a federal agency, but is no longer needed. It is then acquired by the U.S. Department of Agriculture's Forest Service for loan to one of the 50 states or six territories for use in the state's rural or wildland fire protection program.

Community Facilities Grants and Loans

www.rurdev.usda.gov/rhs/cf/cp.htm

The Department of Agriculture's Community Facilities Program offers loans and grants to construct, enlarge, extend, or otherwise improve community facilities providing essential services to rural residents, as well as for purchasing equipment required for a facility's operations. These include fire and rescue stations, fire trucks, and rescue vehicles.

Community Development Block Grants

www.hud.gov/offices/cpd/communitydevelopment/programs

Community Development Block Grants provide eligible communities with annual direct grants that they can use for community projects that benefit low- and moderate-income persons, including fire and life safety protection.

Federal Property Reimbursement Agreement

www.usfa.dhs.gov/grants/rfff

Reimbursement may be made to fire departments for fighting fire on property owned by the federal government. Only firefighting costs over and above normal operating costs are reimbursable. Claims are submitted to the U.S. Fire Administration and are reviewed by the Deputy Administrator to ensure they meet the criteria outlined in the Code of Federal Regulations.

Additional Grant Opportunities

Many local, state, and national corporations, foundations, and organizations provide grants and in-kind donations to the fire and emergency services and for safety and fire prevention campaigns. A few examples are:

Citizen Corps Funding

www.citizencorps.gov

Fire Corps is one of the five partner programs under Citizen Corps; therefore, registered Fire Corps programs are eligible to apply for grants through Citizen Corps Councils. Citizen Corps grants are distributed at the state level and each state's grant guidelines vary. For more information on opportunities to apply for Citizen Corps funds in your state, contact your state [Citizen Corps Point of Contact](#).

FM Global Fire Prevention Grants

www.fmglobal.com/page.aspx?id=01060200

Through its Fire Prevention Grant Program, FM Global awards grants to fire departments and national, state, regional, local, and community organizations for fire prevention, preparedness, and control efforts. These include pre-fire planning, fire and arson prevention and investigation, and fire prevention education and training programs.

Georgia-Pacific Bucket Brigade™ Grants

www.gp.com/aboutus/bucketbrigade/index.html

The Georgia-Pacific Bucket Brigade™ program provides grants to fire departments located near the company's facilities, as well as the donation of products and safety materials for presentations in local schools. Grants help departments meet critical needs and obtain the resources necessary to improve the effectiveness and safety of those who serve. Grants have been used to fund a variety of necessities, including turn-out gear, extrication equipment, vehicle repairs or purchases, water pumps, hoses and nozzles, programming initiatives, and more.

State Farm Safe Neighbors Grant

www.statefarm.com/about/part_spos/grants/cogrants.asp

State Farm Insurance's Safe Neighbors Grant provides funding to nonprofit, 501(c)(3) tax-exempt organizations in three focus areas: Safe Neighbors (safety), Strong Neighborhoods (community development), and Education Excellence (education). Grant proposals are accepted year-round. Requests for local initiatives are considered by State Farm field offices. Each office determines the types of grants it will support, based on available funding.

USSTC Operation Ranger Program

www.ussmokeless.com/en/cms/Responsibility/Investing_in_Communities/default.aspx

Through Operation Ranger, U.S. Smokeless Tobacco Company (USSTC) assists America's emergency responders by donating versatile, off-road utility vehicles to organizations across the country. Since 2002, Operation Ranger has provided over 460 vehicles to fire-rescue, police, emergency medical services, emergency management, and wildlife law enforcement organizations nationwide.

Funding and Grant-Writing Resources

National Volunteer Fire Council

www.nvfc.org/afg

The NVFC provides a series of grant-writing resources, focusing largely on the Assistance to Firefighters Grant program, including:

- AFG and SAFER Grant Narrative Resource Center: This online resource center contains narratives from successful past grant applications that departments can use as examples when developing their own applications.
- Grant-Writing Video Podcast: The NVFC partnered with Columbia Southern University to release a video podcast of the NVFC's Grant-Writing Workshop, which goes through the steps for preparing grant applications and offers tips to improve the chance of success.
- SAFER Grant-Writing Audio Podcast: The NVFC partnered with Firehouse.com to release an audio podcast to provide tips and information for preparing a SAFER grant application and narrative. This podcast was recorded in the spring of 2009, so departments should carefully read the current year's guidance before developing an application.

- Success stories of previous SAFER grant applications.
- Grant-Writing Workshops, which are presented at conferences and events across the country.

Securing Sponsors for Department Health and Wellness Programs

www.healthy-firefighter.org/atp

This toolkit from the NVFC Heart-Healthy Firefighter Program takes departments through the steps needed to identify, reach out to, and follow up with potential sponsors and donors of a department health and wellness program, although the concepts can be applied to any community support outreach effort. The toolkit contains ideas, tips, talking points, sample letters, and customizable templates to make reaching out to and following up with sponsors even easier.

Cost Savings Calculators

www.nvfc.org/calculators

The NVFC Foundation created the Volunteer Fire and EMS Cost Savings Calculators to help departments demonstrate their financial value to the community and gain the support of local government and the public. Simply input factors about your department such as population and area served, apparatus, and equivalent salary figures, and the calculator will determine how much your department saves your local community. A corresponding customizable PowerPoint presentation will help you use this information to gain local support. The information gained from the calculators will help make the case for financial support from your municipality.

AFG Workshops

www.firegrantsupport.com

The U.S. Fire Administration holds a series of workshops around the country to provide information about the submission of competitive application under the Assistance to Firefighters Grants program. Interested representatives from fire department as well as representatives from non-affiliated EMS organizations are invited to attend the workshops.

Grants.gov

www.grants.gov

Grants.gov is your source to find and apply for federal grants. It is a central storehouse for information on over 1,000 grant programs and provides access to approximately \$500 billion in annual awards.

Federal Grants Wire

www.federalgrantswire.com

Federal Grants Wire is a free resource to search for information about available federal grants, government grants, and loans. The site offers over 1,800 federal grant and loan opportunities, organized by sponsoring agency, applicant type, and subject area to help you find funding opportunities applicable to your program and/or agency. There is also a searchable grant directory and index. Additionally, Federal Grants Wire has multiple resources which provide information such as the definition and classifications of federal grants, how to write grant proposals, tips on applying for federal grants, application eligibility requirements, and more.

FireGrantsHelp.com

www.firegrantshelp.com

FireGrantsHelp's mission is to provide firefighters and departments with a comprehensive resource for grant information and assistance. FireGrantsHelp features the most extensive fire grant database ever created, with a library of information not only for federal grant programs, but also state, local and corporate grant opportunities. FireGrantsHelp.com also offers users a multitude of grant assistance tools such as: research guidance, grant writing tips, grant resources, tools, news, and much more. In addition, it offers a free grant assistance program for departments seeking assistance in securing funding.

Foundation Center

<http://foundationcenter.org/>

The Foundation Center is the most authoritative source of information on private philanthropy in the United States. The Center provides assistance in finding grants and writing grants, as well as offers training courses for grantseekers.

Steps for Securing Sponsorship in Your Community

The community and local businesses can be a great place to find support for your department. Asking for support does not have to be a daunting task. Follow these simple steps to help secure sponsorship for your department and its programs.

Step One: Get Started

- 1 **Designate a leader.** Choose someone to be in charge of the sponsorship outreach effort who can keep everyone motivated and will be diligent about following up and checking on progress.

- 2 **Hold a brainstorming session with department members.** Discuss ideas for whom to approach for sponsorships. Find out who in your department has connections with local businesses or organizations. Remember that donations don't have to be monetary – maybe a local business is willing to provide free or discounted products or services that your department needs. Be creative.
- 3 **Do your research.** If you do not have a preexisting contact at a particular business, find out who is in charge of community relations or corporate giving and address initial correspondence to that person. Also, see if you can find any information on the company's past community philanthropy or sponsorship, as this may help you in your current outreach.
- 4 **Create a written plan.** Decide who will be contacting each person/company on your list. Determine your objective beforehand – what are you asking from each prospective donor?
- 5 **Get ready to ask for donations.** Make sure each person who will be talking with prospective donors or sponsors is prepared to talk about your department, your programs and services, your goals, and what you are asking from each potential donor. Create hand-outs to give to prospective donors. Remind prospective donors of the importance of your department to the community and how their donation will benefit the community.
- 6 **Inform the public.** Send a press release to local television stations, newspapers, radio stations, and community group newsletters explaining that you are seeking community support and any specific programs or needs your fundraising campaign is supporting. Follow up with each media outlet to see if you can provide more information. Media outreach is important because it means that by the time you call your prospect, they may have already heard about the department's need for support and be more receptive to sponsorship.

Step Two: Reach Out

- 1 **Start contacting your prospective donors.** Call or send a letter or email, whichever is more appropriate for that contact. Make sure that each company/person is only being contacted by one department member. If it is appropriate, visit your prospect in person.

- 2 **Don't be shy!** Asking for a donation can be intimidating. But remember, these donations will support your department and its personnel, which helps the whole community and saves lives.
- 3 **Keep the door open for future requests.** If someone does not want to donate right now, ask if you can contact them in the future about other types of donations. Remember to thank them for their consideration.

Step Three: Follow Up

- 1 **Keep a record of your efforts and the results.** You can refer back to this the next time you need to make donation requests.
 - 2 **Plan follow-up visits or phone calls.** If your prospect would like more information, schedule a meeting where you can talk face-to-face about the donation possibilities. If you haven't gotten a response from sending a letter or email, follow-up with a phone call. If it is a local business that has an office or store, try stopping by during business hours to speak with a manager. Businesses get many letters requesting donations, so make sure they have a chance to hear your request.
 - 3 **Send follow-up letters after a meeting or call.** Thank your prospect for their time and consideration, and remind them of any ideas or potential donations that you discussed during your conversation.
 - 4 **Send a thank-you letter to those that make a donation.** If you receive a donation, make sure to send a thank-you letter. Include a monetary or in-kind donation receipt for tax deduction purposes, if applicable. If the gift is large or you worked with your contact on several occasions, have the Chief make a thank-you call.
 - 5 **Follow up with the press.** Send follow-up press releases to local media as companies sign on to support your program. This gives recognition to your donor and brings more attention to your efforts. Call the contacts you spoke with initially to let them know about your success. Make sure and thank all of your donors and remind them that ongoing support is needed to ensure the success of your department and its programs.
- **Personalize your ask.** Know who you are meeting with and their role within the company. Are they related to someone in your department? Have they supported the department before? Find ways to connect with them.
 - **Know the company.** Treat a meeting with a potential donor just like a job interview – do your research. Know what the company does and what organizations and initiatives they support. Make sure that what you're asking for is something that the company would be able to do.
 - **Reach their bottom line.** Would supporting the department provide an opportunity for free publicity through press releases and other media? Would they get complimentary fire safety training in exchange for their support? Would their donation be tax deductible? While you are researching the company, think about how supporting the local emergency services could help their business. For example, if you have an annual event such as a cook-out, you could display company signage and let them have a booth to display their merchandise.
 - **Have a plan.** Make sure that you have a clear plan of what you are asking for and what the company will receive in return for their support. Provide printed hand-outs if possible that list the benefits of supporting your department. Include a description of what the department will be able to accomplish with the donated items, money, or support.
 - **Know your program.** Make sure the program, services, or event you want sponsored is clearly defined and you are able to talk about it knowledgeably. Be able to explain how it will benefit the department and, in turn, benefit the community. Demonstrate that the department members are committed to the program and will follow through on what is proposed.
 - **Show what you are doing in the community.** Provide information about your work and the value of your department. Use specific examples of the inspiring things your department has done. Say thank you! Remember to acknowledge your supporters whenever you can, and always follow up on any service or donation with a thank-you letter. If you are registered as a 501(c)(3) or 501(c)(4) organization, send a donation receipt so that your donor can receive tax benefits if applicable.

Making the Pitch to Potential Local Sponsors

Oftentimes a local company will want to meet with a member of the department to discuss a possible



Retention and Recruitment

In the past 25 years, the total number of firefighters in the U.S. has gone up by less than 40,000. The number of volunteer firefighters has actually decreased by close to 60,000, even though volunteers make up 72 percent of the fire service. In the meantime, the number of calls that fire departments receive has more than doubled since 1986.

The rising demands placed on the fire and emergency services as well as the need for increased capacity and services have placed significant pressure on departments across the nation. Departments are struggling to recruit and retain enough members to fulfill their missions, and they are also finding it harder to attract younger members into the fire service. Here are some resources and tools to help your department in its retention and recruitment efforts.

Retention and Recruitment Resources

Retention and Recruitment for the Volunteer Emergency Services: Challenges and Solutions (Second Edition)

www.nvfc.org/rr

The NVFC, in partnership with the U.S. Fire Administration, released an in-depth guide on two of the biggest challenges facing the volunteer fire and emergency services – retention and recruitment. This guide identifies the primary challenges departments face regarding retention and recruitment and then provides proven solutions to overcome these obstacles. This valuable resource is designed for all volunteer and combination departments who are experiencing retention and recruitment challenges.

NVFC Retention and Recruitment Resources

www.nvfc.org/rr

The NVFC has a section on its web site dedicated to retention and recruitment resources. These include videos, podcasts, guides, articles, and ideas regarding retention and recruitment, as well as public service announcements and sample ads to assist in recruitment campaigns.

1-800-FIRE-LINE

www.1800fireline.org

1-800-FIRE-LINE is a nationwide recruitment campaign managed by the NVFC through Fire Corps in an effort to boost the ranks both operationally (first responder) and non-operationally (Fire Corps) in the fire service. 1-800-FIRE-LINE is a toll free number community members can call from anywhere in the country to learn about the volunteer emergency service opportunities in their local community. The campaign also includes resources for state associations and emergency service departments to implement and market 1-800-FIRE-LINE.

Fire Corps

www.firecorps.org

Fire Corps is a program under the Citizen Corps initiative that connects resource-constrained departments with community members to assist in non-emergency roles. This allows first responders to focus on training and operational duties while also increasing the department's capacity and services. Fire Corps members can assist with any number of non-emergency tasks, such as administration, fundraising, public fire safety education, apparatus maintenance, bilingual assistance, media relations, grant-writing, and much more.

National Junior Firefighter Program

www.nvfc.org/juniors

Getting youth involved in the fire and emergency services fosters the next generation of first responders and community supporters of the emergency services. The NVFC National Junior Firefighter Program serves as an umbrella for junior firefighter programs nationwide to promote youth participation within the fire and emergency services community. Departments can find resources for implementing, expanding, and managing a local junior firefighter program. Youth can locate a local junior firefighter program, keep track of their hours of service, and learn what it means to be a junior firefighter.

SAFER Grant Ideas for Retention and Recruitment

SAFER grants can assist volunteer and combination departments with retention and recruitment. Each department has different needs and should consider what project will work for them. Just because a project works for one department does not mean it will work for another. Here are just a few ideas of programs SAFER grants might fund to help you start thinking outside of the box and determine what makes sense for your department.

- Cadet or junior firefighter programs
- Fire Corps programs
- Marketing programs to assist in recruiting efforts
- Recruitment workshops
- Incentives for volunteers, which should be based on participation and could include:
 - Point-based incentive program
 - Health benefits
 - Training stipend
 - Rewards for participation, such as gas money, gift cards, utility bill assistance
 - Workers' compensation
 - Death benefits
 - Life insurance
 - Retirement plans
 - Gas or food reimbursement while on duty
 - Length of Service Award Programs
- College tuition reimbursement, either for the first responder or their relatives
- Housing programs
- Child care programs
- Recognition programs

Leading Reasons for Becoming a Volunteer Firefighter or EMT

Knowing why people become a volunteer firefighter or emergency medical responder can help departments to better market their recruitment campaigns as well as determine what will keep their volunteers active in the department. Some of the leading reasons people volunteer in the fire service include the following.

- Need for a sense of belonging to something important
- Desire for achievement
- Increased responsibility

- Desire to face a new challenge
- Recognition and reward
- Desire for growth and development (possibly for other careers)
- Need to have fun
- Enjoying one's environment
- Helping the community
- Sense of obligation to the community
- Helping a fellow person in need
- Possibly saving a life
- To someday become a career firefighter
- Neighbor or friend is a firefighter or EMT
- Had a fire once and want to help protect others from that sort of devastation

Steps of a Recruitment Program

- 1 Conduct a needs assessment to determine what types of volunteers are needed.
- 2 Select criteria for whom to recruit and examine qualities and skills to look for in recruits.
- 3 Determine who should do the recruiting and where to look.
- 4 Advertise the need for volunteers.
- 5 Hold prospective volunteer informational sessions.
- 6 Screen prospective volunteers:
 - Examine motivations of prospective members.
 - Interview and test new recruits as appropriate.
 - Have new recruits sign a commitment agreement.
- 7 Follow through with prospective members.

Retention and Recruitment Challenges: Root Causes

There are many reasons why people choose not to volunteer or continue to volunteer with a fire or emergency service department. Knowing these root causes can help a department overcome them or find ways to work around them.

- **Time Demands**
 - Two-income family and working multiple jobs
 - Increased training demands
 - Higher emergency call volume
 - Additional demands within department (fundraising, administrative, etc.)
- **Training Requirements**
 - Higher training standards and new federal requirements
 - More time demands
 - Greater public expectation of fire department's response capabilities (broader range of services such as EMS, hazmat, technical rescue, etc.)
 - Additional training demands to provide broader range of services
 - Recertification demands
- **Increasing Call Volume**
 - Fire department assuming wider response roles (EMS, hazmat, technical rescue, etc.)
 - Increasing emergency medical call volume
 - Increase in number of automatic fire alarms
- **Changes in the "Nature of the Business"**
 - Over-use of emergency services by the public
 - Less of an emphasis on social aspects of volunteering
- **Changes in Sociological Conditions (in Urban and Suburban Areas)**
 - Transience
 - Loss of community feeling
 - Less community pride
 - Less of an interest or time for volunteering
 - Two-income family and time demands
 - "Me" generation
- **Changes in Sociological Conditions (in Rural Areas)**
 - Employers less willing to let employees off to run calls
 - Time demand
 - "Me" generation
- **Leadership Problems**
 - Poor leadership and lack of coordination
 - Authoritative management style
 - Failure to manage change
- **Federal Legislation and Regulations**
 - Fair Labor Standards Act interpretation
 - "2 in, 2 out" ruling requiring four firefighters on scene before entering hazardous environment
 - Environmental Protection Agency live-fire burn limitations
- **Increasing Use of Combination Departments**
 - Disagreement among chiefs or other department leaders
 - Friction between volunteer and career members
- **Higher Cost of Housing (in Affluent Communities)**
 - Volunteers cannot afford to live in the community they serve
- **Aging Communities**
 - Greater number of older people today
 - Lack of economic growth and jobs in some towns
- **Internal Conflict**
 - Disagreements among departmental leaders
 - Friction between volunteer and career members



Media and Public Relations

Public and media relations are important tools for fire and emergency service departments to connect with the community and gain local support. It is best to designate one or two spokespeople within the department who know and can communicate the department's key messages and are comfortable talking to the press. This spokesperson should not only serve as the media contact but also work to build positive relationships with the local media.

Be proactive in your public and media relations campaigns. In addition to responding to inquiries and interview requests you receive, actively work to get your messages out to the community on a regular basis. For instance, promote the positive things your department is doing; publicize upcoming department events; let the community know if the department needs monetary, in-kind, or personnel support; thank those who have supported the department; and spread fire and life safety messages.

Utilize press releases, letters to the editor, community newsletters, the department web site, social networking sites, flyers and brochures, public service announcements, and other outreach materials to keep your department visible to the public in a positive way.

Media Relations Resources

Public Relations for Building and Fire Officials

www.iccsafe.org/safety/pages/media.aspx

This resource from the International Code Council is designed to help fire departments build positive public and media relations. It includes customizable news release templates and the informative brochure "Building a Media Relationship," which provides tips for working with the media, interview guidelines, and dealing with a crisis situation.

FireSafety.gov: For the Media/PIOs

www.firesafety.gov/media

FireSafety.gov is an initiative of the Centers for Disease Control and Prevention, Consumer Product Safety Commission, and the U.S. Fire Administra-

tion. The Media/PIO section contains information for fire department public information officers, with a focus on fire prevention and safety messages. Resources include:

- *Fire Spokesperson's Pocket Media Guide*, which shows how to make the most of "teachable moments" – media interviews following a fire – when the public's interest and attention are at a peak
- Statistics and fact sheets for the media
- Ready-to-use photos and b-roll footage relating to fire prevention
- How to create a "media package"
- Tips for interviews

Fire Corps

www.firecorps.org

If your department does not have a public information officer and no time to focus on media relations, Fire Corps can help. Fire Corps brings community members into the department to focus on non-operational tasks, including public/media relations. Start a Fire Corps program or utilize your existing program to assist in getting your department's messages out to the community. These support members can develop and distribute news releases, build relationships with the media, update and maintain the department web site and social networking sites, and more. Consider approaching an experienced media relations specialist to assist your department in its efforts. Many people are happy to help their local emergency service department in a non-emergency capacity.

Social Networking Sites

Social networking web sites have become a staple in today's society, providing a great way to reach out to the community and especially to connect with a younger audience. Utilize this opportunity to get your department's messages out, spread fire and life safety tips, publicize upcoming events, and more. Twitter and Facebook are two of the most popular social networking sites today.

Once you have established your social networking page, publicize it to the community so they know it exists. For instance, use your department marquis, web site, community newsletter, and other opportunities to notify the public about your page.

Social networking can help community members feel more involved in the department, giving them the ability to receive updates and post responses on a regular basis. Remember to keep up with the site in order to get the most out of it. Post new information or announcements several times a week to keep the page fresh and keep your followers interested.

Interview Quick Tips

Here are a few tips to help you when being interviewed by a reporter or media outlet:

- 1 Know the reporter’s deadline and story direction.
- 2 Understand your goal of the interview. Before you begin, ask yourself: what is the headline I want to see on the story?
- 3 Focus on delivering your key message points. Don’t get sidetracked by dead-end questions.
- 4 Provide specific examples, data, or anecdotes to support your messages. Tell a real story.
- 5 Address a question first, then “bridge” to a message.
- 6 Bridge to narrow the focus to a specific issue that you want to talk about; bridge to expand the focus to the larger issue when it supports your message.
- 7 Pause before answering a question. Take time to think.
- 8 When you don’t know the answer to a question say, “I’m not an expert in that area,” and bridge to something you do know.
- 9 Avoid negative language. Rather than “It was not a failure,” try “It was a success.”
- 10 Leave the interview on a high note. Summarize key points in a positive manner.



Line of Duty

Losing a firefighter or EMS provider is a tragedy for the entire fire and emergency service community. Yet if the unthinkable does happen, departments need to be prepared to face this difficult situation. The following resources can help provide guidance to departments in planning for and dealing with the loss of one of their own.

Line-of-Duty Resources

Wills for Heroes Foundation

www.willsforheroes.org

Wills for Heroes provides essential legal documents free of charge to first responders, including wills, living wills, and powers of attorney. By helping first responders plan now, they ensure their family's legal affairs are in order before a tragedy hits.

NVFC Member Benefit: AD&D Policy

www.nvfc.org/membership

NVFC Personal Members receive a \$10,000 accidental death and dismemberment (AD&D) insurance policy through Provident Agency. The amount doubles in the instance of a line-of-duty death. Departments who either don't offer an AD&D policy or who want to offer additional coverage should consider All Staff Department Membership – if every member of the department joins the NVFC, the annual fee is only \$10 per person and each person receives the AD&D policy as well as all of the NVFC's other member benefits.

Firefighter Autopsy Protocol

www.usfa.dhs.gov/fireservice/research/safety/autopsy.shtm

The USFA released a standard firefighter autopsy protocol to provide guidance to medical examiners, coroners, and pathologists on uniform recommended procedures for investigating the causes and contributing factors related to firefighter deaths.

Funeral Procedures for Firefighters

www.nvfc.org/files/documents/funeral_procedures.pdf

This guide from the NVFC provides information on how to conduct a funeral for a firefighter. An updated version of the guide will be released in 2010. Information includes:

- Types of funeral services
- Preparations
- Procedures for notification
- Job responsibilities
- Sample documents including protocols and eulogies

Fallen Firefighters and EMT/Paramedic Dress Uniform Programs

www.lighthouseuniform.com/fallenffprogram

<http://catalog.lighthouseuniform.com/ems/fallenEMT>

Lighthouse Uniform Company will donate a Class 'A' dress uniform for the burial of any firefighter or EMS provider who has died in the line of duty.

National Fallen Firefighters Foundation

www.firehero.org

Congress created the National Fallen Firefighters Foundation to lead a nationwide effort to remember America's fallen firefighters. Every October, the Foundation sponsors the national tribute to firefighters who have died in the line-of-duty the previous year. Since 1992, the Foundation has developed and expanded programs to honor fallen firefighters and assist their families and coworkers. Resources for preparing for and handling a line-of-duty death include:

- *Taking Care of Our Own: A Chief's Guide to Preparing for a Line-of-Duty Death*, a training program to help departments prepare for a line-of-duty death or serious injury
- Checklist for departments of what to do in the event a firefighter dies in the line of duty
- *Chaplain's Manual for Fire Department Funerals*
- Local Assistance State Teams to provide assistance and comfort to the department and family after a line-of-duty death as well as provide help with filing for federal, state, and local benefits.
- Support networks for departments and surviving family members
- *Line-of-Duty Deaths Benefits Guide* for survivors

- Interactive database of state and local benefits for survivors, including death payments, workers' compensation, funeral benefits, pensions and retirement programs, scholarships, and other support

Fire Service Survivor Network

www.firehero.org/resources/families/survivor/

Only a survivor can fully understand another survivor's experiences. Simply connecting with someone else who has lost a beloved firefighter can offer a sense of hope. The National Fallen Firefighters Foundation matches members of the Network with survivors who face similar circumstances, so they can help each other and have someone to talk to about difficulties in their lives.

Fire Fighter Fatality Investigation and Prevention Program

www.cdc.gov/niosh/fire

The National Institute for Occupational Safety and Health (NIOSH) conducts independent investigations of firefighter line-of-duty deaths. This site provides access to NIOSH investigation reports and other firefighter safety resources. NIOSH is the federal agency responsible for conducting research and making recommendations for the prevention of work-related injury and illness. It is part of the Centers for Disease Control and Prevention in the Department of Health and Human Services.

Public Safety Officers' Benefits (PSOB) Program

www.psob.gov

The Bureau of Justice Assistance's PSOB Program provides the following:

- One-time financial payment to the eligible survivors of public safety officers whose deaths are the direct result of a traumatic injury sustained in the line of duty. The PSOB benefit is \$311,810 for eligible deaths occurring on or after October 1, 2009.
- Disability benefits for public safety officers who have been permanently and totally disabled by a catastrophic personal injury sustained in the line of duty, if that injury permanently prevents the officer from performing any substantial and gainful work.
- Financial assistance for higher education for the spouses and children of public safety officers who have been permanently disabled or killed in the line of duty.

State Benefits Guide

www.nvfc.org

The NVFC has created an interactive guide to the benefits each state offers to firefighters. Potential line-of-duty benefits include death payments, workers compensation, funeral, child's or spouse's education, and support organizations.

USFA Firefighter Fatalities Statistics

www.usfa.dhs.gov/fireservice/fatalities

- The USFA compiles information about on-duty U.S. firefighter fatalities, including:
 - Notices of firefighter fatalities
 - A searchable database of firefighters honored at the National Fallen Firefighters Memorial
 - Statistics and reports related to the circumstances surrounding fatalities
 - The annual USFA firefighter fatality report
 - Fallen firefighter notification form

Steps to Take Immediately Following a Line-of-Duty Death

- Secure the scene.
- DO NOT make statements to the media about the individual's name or personal information until the next of kin has been notified.
- Notify the following individuals by telephone, to ensure confidentiality:
 - Chief and Chaplain(s)
 - Direct supervisor (if applicable)
 - Investigation team (department investigator, law enforcement officer, safety officer)
 - National Fallen Firefighters Foundation Local Assistance State Team if assistance is needed

NOTE: All radio traffic relating to the incident should be kept to a minimum. This will help to ensure that the next of kin is not notified by an unofficial source, but rather by the Chief or his designee and the department's Chaplain.

- Activate an investigation team.
- Appoint a liaison to the hospital, if appropriate.
- Notify the next of kin: Assign the ranking officer available and the department's Chaplain to obtain the individual's Personal Information Sheet, review it, and follow any specific directions in notifying the next of kin.

- The department may also want to provide the family with transportation to the hospital, if appropriate.
- Assign the Public Information Officer (PIO) or designated representative to obtain from the investigative team the information needed to draft a preliminary news release concerning the incident. Remind the PIO to have the information approved by the Incident Commander and to make sure the next of kin has been notified before releasing any information about the victim to the news media.
- Activate a Critical Incident Stress Debriefing team, if appropriate. The death of a firefighter is psychologically traumatic for the members of the department. Reaction to such emotional stress can affect each individual differently and psychological counseling shortly after a traumatic incident can be extremely beneficial. The debriefing is primarily an educational session, emphasizing that unusual dreams or emotions are probably normal reactions to abnormal situations.
- Initiate any appropriate measures necessary to activate all federal, state, and departmental death benefit payments. These may include the Public Safety Officers' Benefits Program, Worker's Compensation, and insurance agencies.
- The department may want to assign a "Family Liaison Officer" to serve as the communication link between the department and the family. It is the responsibility of this person to communicate the family's wishes to the department regarding the department's level of involvement in the funeral service. An immediate issue is whether the family wants to deal with the media and what they want said to the press. The department should defer to the family's wishes regarding personal information about the deceased as much as possible and provide support as needed.
- The department may want to assign a "Funeral Officer" to serve as the coordinator for the department's involvement in the funeral service. This person would manage the logistics of the funeral service with the cooperation of the funeral home director.

Who is Honored with a Fire Department Funeral

Departments may choose to provide a fire department funeral in the following circumstances:

- Line-of-duty death
- Off-duty accident
- Current or past member's death
- Affiliate of the department's death
- Death of a non-firefighting individual who has provided support to the department or made a significant contribution to the department in some way

Types of Fire Department Funerals

- **Formal Service:** Usually reserved for line-of-duty death and includes the use of apparatus, pallbearers, a color guard (optional), and a funeral detail composed of fire personnel in Class A uniforms.
- **Semi-Formal Service:** Usually given in the event of an off-duty death of a current member or an affiliate and includes the use of pallbearers, color guard (optional), and a funeral detail composed of fire personnel in Class A uniforms.
- **Non-Formal Service:** Usually reserved for non-firefighting personnel, a retired member or affiliate of the department or non-operational support organization, an immediate relative of a department member, or other individual the department or support organization wishes to recognize for their contributions and includes the use of a funeral detail of fire personnel in Class A uniforms.
- **Private Service:** This type of service is usually at the request of the family and is closed to any outside participation with the exception of the immediate family.

Working with Fire Corps

Utilize your department's Fire Corps program or other non-operational support team to help in the aftermath of the death of a department member. One way they can assist is in the planning and implementing of the funeral service. Tasks that Fire Corps members can perform include:

- Work with the funeral home regarding details of having a fire service funeral
- Help with the staging of the funeral procession
- Coordinate parking at the cemetery
- Direct pedestrian traffic to ensure guests and participants know where they need to be
- Serve food to members of the department after the funeral
- Provide clean-up services
- Bring food to on-duty department members at the station during the funeral service



Training

It is critical that all firefighters and emergency responders have an appropriate level of training to safely and effectively carry out their responsibilities. The following resources are available to assist departments and personnel in their training and education initiatives.

NVFC Policy Statement on Minimum Training Standards

The NVFC recommends that all volunteer fire departments in the United States set a goal that personnel attain, at a minimum, a level of training that meets or exceeds NFPA 1001: Standard for Fire Fighter Professional Qualifications or an equivalent state standard in order to engage in fire suppression.

Federal Training Resources

USFA Training and Educational Resources

www.usfa.dhs.gov/fireservice/training

This web site provides a comprehensive list of training and educational resources available from the U.S. Fire Administration, including course offerings from the National Fire Academy. These resources are primarily targeted towards the fire service and its allied professions.

National Fire Academy (NFA)

www.usfa.dhs.gov/nfa

Through its courses and programs, the NFA works to enhance the ability of the fire and emergency services and allied professionals to deal more effectively with fire and related emergencies. Courses are delivered at the resident facility in Emmitsburg, MD, and throughout the nation in cooperation with state and local fire training organizations and local colleges and universities. There are no tuition fees for NFA courses, and most transportation and lodging costs for students who represent career or volunteer fire departments, rescue squads, or state/local governments attending on-campus courses are currently provided as part of funding under the student stipend reimbursement program.

Volunteer Incentive Program

www.usfa.dhs.gov/nfa/resident/vip/index.shtm

The Volunteer Incentive Program is an intensive six-day educational opportunity at the National Fire Academy in Emmitsburg, MD, designed for volunteer firefighters. A stipend is offered to cover most costs.

Training and Exercise Integration/Training Operations

www.firstrespondertraining.gov

The Department of Homeland Security, Federal Emergency Management Agency, and National Preparedness Directorate National Integration Center's Training and Exercise Integration/Training Operations serves the nation's first responder community by offering more than 125 courses to help build critical skills that responders need to function effectively in mass consequence events. Instruction is offered at the awareness, performance, and management and planning levels and course subjects range from weapons of mass destruction terrorism, cybersecurity, and agro-terrorism to citizen preparedness and public works. Course delivery includes instructor led, train-the-trainers, customized, and web-based.

CDC Emergency Preparedness and Response Training

www.bt.cdc.gov/training/

The Centers for Disease Control and Prevention offers training regarding various types of emergencies, including bioterrorism, chemical emergencies, radiation emergencies, and mass casualties, as well as training specific to public health professionals.

Center for Domestic Preparedness

<http://cdp.dhs.gov/>

The Federal Emergency Management Agency's Center for Domestic Preparedness in Atlanta, GA, is the nation's premier all-hazards training center. Training for state or local emergency responders is completely funded by the Department of Homeland Security at no cost to the responder or their jurisdiction, including travel to and from the center and all meals and lodging.

Additional Training and Education Resources

NVFC Training and Education Resources

www.nvfc.org/training

The NVFC has compiled a list of training and education opportunities and resources for first responders. The opportunities are broken down into the following categories: federal, state, local, colleges and university, department training/education resources, alternative fuels training opportunities, and additional training/education resources.

Colleges and Universities

<http://juniors.nvfc.org/itemDetails.php?itemid=73>

The NVFC National Junior Firefighter Program has compiled a list of hundreds of colleges and universities across the country that offer degrees related to the fire and emergencies services, such as fire science, fire engineering, emergency management, and emergency medicine. The list includes a state-by-state compilation of schools, and also features online-only degree options.

NFPA 1001: Fire Fighter Professional Qualifications

www.nfpa.org

This standard identifies the minimum job performance requirements for career and volunteer firefighters whose duties are primarily structural in nature.

North American Fire Training Directors (NAFTD)

www.naftd.org

NAFTD is an international organization that promotes the common interests of providing a quality fire training and educational experience for firefighters. NAFTD membership includes State Fire Training Directors of each of the fifty states and all Canadian provinces and territories. In addition to coordinating and delivering their own training programs, the NAFTD works in concert with the National Fire Academy and the U.S. Fire Administration to provide training to over 80,000 fire service students.

Specialized Programs

Executive Fire Officer Program (EFOP)

www.usfa.dhs.gov/nfa/efop/index.shtml

EFOP, an initiative of the U.S. Fire Administration and National Fire Academy, is a rigorous and

challenging program available to senior fire officers who have completed at least a bachelor's degree. The officers enhance their professional development through a unique series of four graduate and upper-division-baccalaureate equivalent courses. The program spans four years and includes four core courses, each lasting two weeks, as well as an applied research project.

Harvard Fire Executive Fellowship Program

www.usfa.dhs.gov/nfa/harvard/index.shtml

Sponsored through a partnership between the International Association of Fire Chiefs, the International Fire Service Training Association, National Fire Protection Association, and the U.S. Fire Administration, this fellowship allows senior fire officials to attend a three-week program at Harvard University in Cambridge, MA. The program provides training that helps officials assess the tasks they face in managing today's results-driven government agencies.

Chief Fire Officer (CFO) Designation Program

www.publicsafetyexcellence.org/professional-credentialing/chief-fire-officer.aspx

The Center for Public Safety Excellence's CFO Designation Program was created to recognize fire officers who have demonstrated excellence and outstanding achievement throughout their career. The designation demonstrates that individuals have developed a strategy for continued career improvement and development. The highly competitive CFO designation assures departments that their leaders have the educational and technical competencies necessary to meet the demands of today's society.

Chief Medical Officer (CMO) Designation Program

www.publicsafetyexcellence.org/professional-credentialing/chief-medical-officer.aspx

The Center for Public Safety Excellence's CMO Designation Program recognizes emergency medical services leaders of fire, private, hospital, and third-service providers who have demonstrated excellence throughout their careers. The designation verifies past accomplishments and represents a launching point for continued achievement. The program specifies minimum academic achievements and practical experience required for eligibility, and assesses contributions to the emergency services field through professional articles, public speaking, teaching, and research, as well as professional memberships and community and civic involvement.



Health and Safety

Health and safety are two key areas fire and emergency service departments need to focus on to protect their personnel from harm. Heart attack and vehicle crashes are the two leading causes of firefighter deaths each year, and many more are injured or disabled due to other safety or health factors. Department leaders must ensure their personnel are meeting health and safety protocol at all times and incorporate health and safety into all aspects of the department's culture. The following resources will help departments in their health and safety initiatives.

B.E.S.T. Practices

The NVFC's Volunteer Firefighter Health and Safety Priorities are designed to guide departments on key issues that they need to address in order to keep department members safe and eliminate cases of preventable injury and death. The concepts laid out in the Priorities apply to all departments, volunteer, combination, and career.

The Priorities are set forth in a series of B.E.S.T. practices that fire and emergency service departments should follow in order to stay strong:

Behavior

- Support the physical, emotional, and mental well-being of all personnel.
- Operate all emergency apparatus and privately owned vehicles to conform to the highest road safety standards and enforce the use of seatbelts.
- Develop, practice, and enforce recommended health and safety standards for all personnel.
- Monitor and ensure that all active emergency scenes maintain the utmost level of safety and fireground accountability.

Equipment

- Provide and require the proper use of full personal protective equipment.
- Maintain all equipment based on established safety recommendations.

Standards and Codes

- Encourage the use of all smoke, fire detection, and fire suppression devices, including fire sprinkler systems, in all structures.
- Vigorously enforce all fire safety codes and ordinances.
- Obtain apparatus and equipment that meet national safety standards.

Training

- Utilize fire training programs that conform to the highest professional standards.
- Operate a safe fire training ground at all times.
- Establish, maintain, and deliver fire safety programs for all age groups.

All fire departments are encouraged to adopt and adhere to the B.E.S.T. practices to keep their members safe. Download a poster of the B.E.S.T. practices to hang in your department at www.nvfc.org/health_safety, or order hard copies from the NVFC office at 1-888-ASK-NVFC (275-6832) or nvfcoffice@nvfc.org.

Health and Wellness Resources

Heart-Healthy Firefighter Program

www.healthy-firefighter.org

Heart attack is the leading cause of on-duty firefighter deaths, causing about half of all on-duty fatalities every year. The NVFC launched the Heart-Healthy Firefighter Program in 2003 to proactively combat this alarming trend through education, awareness, and heart disease prevention initiatives. The program includes:

- Heath Fair that provides health screenings, resources, and other health and wellness components to first responders at fire service trade shows across the country
- *Heart-Healthy Firefighter Resource Guide*, which contains everything you need to begin and maintain a heart-healthy lifestyle
- *Heart-Healthy Firefighter E-news*, a monthly electronic newsletter featuring Heart-Healthy

Firefighter Program news as well as health and wellness tips and information

- *Heart-Healthy Firefighter Cookbook*, featuring over 60 heart-healthy recipes to cook at home and at the station
- Interactive web site filled with health, nutrition, and fitness information and resources to keep first responders strong

Adopt the Heart Healthy Firefighter Program

www.healthy-firefighter.org/atp

Departments can adopt the Heart-Healthy Firefighter Program to access even more free tools and resources to keep their personnel strong and motivate them to continue to live a healthy lifestyle. Additional resources that can be accessed once a department adopts the program include:

- **Fired Up For Fitness Challenge:** This tool allows you to track your hours of fitness and challenges you to meet certain goals over the course of a year. As each benchmark is reached, you will receive a reward to keep you motivated and recognize your hard work.
- **Securing Sponsors for Department Health and Wellness Programs:** This toolkit takes you through the steps needed to identify, reach out to, and follow up with potential sponsors and donors of a department health and wellness program. It also includes sample templates, tips, and talking points to make securing sponsorship for a department health initiative as undaunting and straight-forward as possible.
- **Department Pledge:** Encourage your entire department to adopt the program by signing the Department Pledge to get and stay healthy. Submit the Pledge to the Heart-Healthy Firefighter Program with 100 percent department compliance and each member of your department will receive a special pin to recognize your commitment to heart-health.
- **Tools and Resources:** The NVFC has compiled all of the tools and resources you need to help you and your department succeed in maintaining a healthy lifestyle. Categories of resources include nutrition, fitness, and general health. Whether you are looking for menu planning assistance, exercise examples, risk assessment tools, or something else, you will find it here.
- **Department Page:** Each registered department has its own page that allows personnel to post success stories and photos to keep their members motivated.

- **Message Board:** Connect to a network of first responders from across the country who have also made the commitment to become heart-healthy. Utilize the message board to ask questions and share best practices and tips.

Health and Wellness Advocate Workshop

www.healthy-firefighter.org/workshops

The NVFC, through its Heart-Healthy Firefighter Program, developed the Health and Wellness Advocate Workshop to train first responders on how to create and maintain an effective health and wellness program within their department and motivate personnel to focus on health and fitness. The free two-day workshop is taught by ACE-certified instructors from L&T Health and Fitness, an award-winning fitness and health management company. The workshop mixes classroom components with hands-on learning to equip participants with the tools and knowledge they need to succeed as health and wellness advocate in their department.

Health and Wellness Guide for the Volunteer Emergency Services

www.nvfc.org/files/documents/HealthWellnessGuide-2009.pdf

The prevalence of cardiovascular illness and deaths and work-inhibiting strains and sprains among firefighters illustrates the need for a comprehensive health and wellness program in every department. Yet department leaders often struggle to implement a program due to reasons such as resistance or lack of motivation from members, the costs associated with implementing a program, and the lack of well-defined requirements. This *Guide* demonstrates ways to overcome these obstacles, provides direction for developing and implementing a department program, and highlights several existing health and wellness programs and how they have maintained their success over time.

National Firefighter Health Week

www.healthy-firefighter.org/healthweek

In order to create awareness around important health issues in the emergency services and encourage first responders to take action, the NVFC, through its Heart-Healthy Firefighter Program, launched National Firefighter Health Week in August 2007. National Firefighter Health Week is an annual week-long initiative to educate the fire and emergency services community and the public about heart-health as well as a variety of other health and wellness issues.

Put It Out Campaign

www.healthy-firefighter.org

Smoking cessation is a key component of leading a heart-healthy lifestyle. With heart attack the leading cause of firefighter deaths, and other illnesses such as lung cancer, emphysema, and chronic bronchitis significant threats to smokers and those exposed to second-hand smoke, helping firefighters lead a smoke-free life is a critical component to keeping first responders safe and healthy. To help firefighters quit smoking and stay quit, the NVFC partnered with Pfizer to launch the Put It Out campaign. With their support, the NVFC has developed an online component that offers tools and resources to help first responders quit and stay quit and assist departments in implementing a department-wide smoking cessation program.

Firefighter Cancer Support Network

www.fcsn.net

The objective of the Firefighter Cancer Support Network is to provide timely assistance to all fire service members and their families in the event of cancer diagnosis.

Peer Fitness Training (PFT) Certification Program

www.acefitness.org/getcertified/certification_iaff.aspx

The International Association of Fire Fighters, the International Association of Fire Chiefs, and the American Council on Exercise (ACE) developed a certification program to identify firefighters who have demonstrated the knowledge and skills required to design and implement a fitness program, improve the wellness and fitness of their departments, assist in the physical training of recruits, and assist the broader community in achieving wellness and fitness. A five-day workshop is available to prepare candidates for the PFT examination. ACE also offers continuing education options to compliment the certification.

Vehicle Safety Resources

Emergency Vehicle Safety

www.usfa.dhs.gov/fireservice/research/safety/vehicle.shtm

This page presents information on current U.S. Fire Administration research projects in the area of emergency vehicle operations safety, including findings and recommendations related to reducing casualties to emergency responders while responding to, returning from, or operating at incidents.

Emergency Vehicle Safe Operations for Volunteer & Small Combination Emergency Service Organizations

www.nvfc.org/evso

The NVFC and U.S. Fire Administration created the Emergency Vehicle Safe Operations program to prevent firefighter deaths and injuries from the second leading cause of firefighter fatalities - vehicle accidents. This innovative educational program includes an emergency vehicle safety best practices self-assessment, standard operating guideline examples, and behavioral motivation techniques to enhance emergency vehicle safety.

National Fire Service and EMS Seatbelt Pledge

www.trainingdivision.com/seatbeltpledge.asp

Firefighters and emergency service personnel are encouraged to sign the National Fire Service and EMS Seatbelt Pledge in an effort to ensure the safety of all first responders driving or riding in fire department apparatus.

Personal Protective Equipment (PPE) Resources

Thermal Capacity of Firefighters Protective Clothing

www.nfpa.org/assets/files/PDF/Research/PPE_Thermal_Energy.pdf

This report is a culmination of research conducted by the Fire Protection Research Foundation designed to investigate the thermal performance of firefighters' protective clothing over a range of firefighting exposures, ultimately leading to better designs for protective gear.

Examples of Protective Clothing

www.sccfd.org/clothing.html

The Santa Clara County Fire Department compiled this resource that highlights the different types of PPE firefighters may wear, depending upon what kind of activity they are involved in. The style or colors may vary from department to department, but in general every firefighter will wear some variation of the clothing shown here, if their duties call for it.

Personal Protective Equipment Symposium

www.firerescue1.com/fire-ppe-symposium-2009

The inaugural Fire Service PPE Symposium in March 2009, sponsored by the Fire Industry Equipment Research Organization and NFPA Fire Service

Section, attracted some of the most prominent figures in the industry. Fire service experts and major manufacturers discussed issues facing the fire service as well as trends and technology. FireRescue1.com provides a synopsis of the highlights as well as interviews with leading PPE experts.

Additional Resources

NVFC Health and Safety Resource Center

www.nvfc.org/health_safety

The NVFC has developed a health and safety section of its web site that provides resources to help departments implement the Volunteer Firefighter Health and Safety Priorities. The resources cover the B.E.S.T. practices topics of Behavior, Equipment, Standards and Codes, and Training. Copies of the B.E.S.T. practices poster are also available for download or ordering.

Emerging Health and Safety Issues in the Volunteer Fire Service

www.nvfc.org/files/documents/Emerging_Issues.pdf

The NVFC, in partnership with the U.S. Fire Administration, completed a study of emerging occupational health and safety issues in the volunteer fire and emergency services. The report provides information on initiatives, programs, and strategies for reducing fatalities among volunteer firefighters.

Everyone Goes Home

www.everyonegoeshome.com

Recognizing the need to do more to prevent line-of-duty deaths and injuries, the National Fallen Firefighters Foundation launched a national initiative to bring prevention to the forefront. Everyone Goes Home consists of 16 major life safety initiatives that give the fire service a blueprint for making changes.

IAFC Safety, Health and Survival Section

www.iafcsafety.org

The International Association of Fire Chiefs' (IAFC) Safety, Health and Survival Section was established to provide a specific component within the IAFC to concentrate on policies and issues relating to the health and safety of firefighters.

Fire/EMS Safety, Health and Survival Week

www.iafc.org/safetyweek

Sponsored by the International Association of Fire Chiefs and the International Association of Fire Fighters, the Fire/EMS Safety, Health and Survival Week is held in June to encourage departments to

suspend all non-emergency activity during the week and instead focus entirely on safety, health, and wellness-related training and education until all shifts and personnel have taken part.

Firefighter Health and Safety

www.usfa.dhs.gov/fireservice/subjects/health

The U.S. Fire Administration offers courses, research, and resources to help first responders stay safe and healthy.

National Fire Protection Association

www.nfpa.org

The NFPA offers a series of standards relating to health and safety topics. These include:

- NFPA 1500: Standard on Fire Department Occupational Safety and Health Program
- NFPA1952: Standard on Surface Water Operations Protective Clothing and Equipment
- NFPA1951: Standard on Protective Ensembles for Technical Rescue Incidents
- NFPA1977: Standard on Protective Clothing and Equipment for Wildland Fire Fighting
- NFPA 1971: Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting

Steps for Implementing a Department Health and Wellness Program

The first step to implementing a health and wellness program is to create a vision for the initiative, which will provide the guidance on how to develop and implement an individualized program for the department and its members. With that in place, the department can begin the program planning, implementation, and integration process. The following areas should be addressed during this process.

- 1 Select health and wellness coordinator(s) who will serve as the advocates and leaders for the health and wellness program.
- 2 Consult with legal counsel and insurance company to help diminish liability of injury and risk. Also, some insurance companies may give the department credit for implementing a program aimed at reducing the risk of fireground injuries and deaths.
- 3 Select program components. The department should consult with a qualified medical or fitness

professional in selecting the components, or pieces of each component, to ensure the program is customized for the needs of the individual department and its members.

- 4 Create a fitness component that addresses cardiovascular fitness, muscular strength and endurance, flexibility, and body composition. The fitness component could begin with a simple encouragement to increase moderate intensity activities such as walking the dog, swimming laps, or playing basketball. Over time, the department should provide opportunities for volunteer firefighters and EMS personnel to participate in more intense workouts, whether at the department or a gym.
- 5 Create a behavioral modification component, which should include smoking cessation, hypertension and cholesterol reduction, and diet modification components. Behavioral modification will help to address pre-existing health conditions that heighten risks to cardiovascular health.
- 6 Include screenings and assessments before participating in a fitness program to determine risk and workout needs.
- 7 Include a regimen of regular fitness health screenings and annual medical evaluations.
- 8 Educate firefighters and emergency services personnel about health risks, nutrition, fitness, and other wellness topics. Education is one of the most important steps that a department can take to help change the health and wellness culture.
- 9 Identify department facility needs. If a department chooses to have the fitness equipment in the facility, a review of the space requirements for each piece of equipment (including electrical outlets, floor support needed, etc.) needs to be completed. Even if a department chooses to partner with a gym, the coordinators might want a bulletin board to advertise program components, a shelf or closet to keep program materials, and a file cabinet to hold program files. These facility needs are important and must be considered early in the planning process.
- 10 Develop the program budget. Creating a health and wellness program may prove costly, which makes it a challenge, especially for smaller volunteer departments. The coordinators should develop a realistic budget that funds the purchase of any startup supplies and equipment, the program components, any rewards and incentives, as well as additional funding for unforeseen expenditures.

Tips for Reducing Your Risk of Heart Attack

- **Quit smoking.** Cigarette smoking remains the leading preventable cause of death in the United States, accounting for approximately one out of every five deaths (440,000 people) each year. People who smoke are up to six times more likely to suffer a heart attack than non-smokers.
 - **Aim for a healthy weight.** It is important for a long, vigorous life. Overweight and obesity cause many preventable deaths.
 - **Get moving.** Moderate daily physical activity can substantially reduce the risk of developing (or dying from) cardiovascular disease, Type 2 diabetes, as well as certain cancers. Daily physical activity helps to lower blood pressure and cholesterol, prevent or retard osteoporosis, and reduce obesity, symptoms of anxiety and depression, and symptoms of arthritis. Aim for 30 minutes of moderate-intensity activity on most, preferably all, days of the week.
 - **Improve eating habits.** A heart-healthy eating pattern – a diet that is high in soluble fiber with moderate amounts of fat and cholesterol – can make a difference and can help reduce LDL levels. Choose a diet that is low in saturated fat, trans fat, and cholesterol. Be sure to include whole grains, vegetables, and fruits.
 - **Know your numbers.** Ask your doctor to check your blood pressure, cholesterol (total, HDL, LDL, triglycerides), and blood glucose. Work with your doctor to improve any numbers that are not normal.
- 11 Identify funding sources to cover or diminish costs, including grants, in-kind donations, foundation or corporation donations, partnerships, or a general fundraising drive. The NVFC toolkit *Securing Sponsors for Department Health and Wellness Programs* can assist with getting local support, and the Federal Emergency Management Agency's Fire Prevention and Safety Grants could be a possible grant source.
 - 12 Devise marketing strategies for participation. First responders must be convinced that they should invest their free time and energy into a health and wellness program, especially volunteers who are already volunteering time to the department. Ideas to consider when developing marketing strategies include offering incentives and discussing the importance of participation.

- 13 Make health and wellness a priority. Once the components have been selected and the program is implemented, health and wellness needs to be made a priority to fully integrate the program into the culture of the department. If department leadership and health and wellness coordinators are actively advocating participation (in both words and actions), the volunteers will see that the department has identified health and wellness as a priority and will be more likely to participate.
- 14 Once the program is underway, review the program continuously and make changes as needed. To determine what changes are needed collect data and feedback actively from membership on a regular basis.

Tips for Fitness

An increase in physical activity is an important part of your weight management program. While most weight loss occurs because of decreased caloric intake, sustained physical activity helps prevent weight regain. In addition, exercise has a benefit of reducing risks of cardiovascular disease and diabetes beyond that produced by weight reduction alone. Start exercising slowly and gradually increase the intensity. Trying too hard at first can lead to injury.

Your exercise can be done all at one time or intermittently over the day. Initial activities may be walking or swimming at a slow pace. You can start out by walking 30 minutes for three days a week, and build to 45 minutes of more intense walking at least five days a week. With this regimen, you can burn 100 to 200 calories more per day. Also, try to increase “every day” activity such as taking the stairs instead of the elevator. Reducing sedentary time is a good strategy to increase activity by undertaking frequent, less strenuous activities. With time, you may be able to engage in more strenuous activities.

Please check with your physician before starting any exercise regime.



Public Education Materials

Many departments need public education materials for their fire prevention and life safety programs. There are many resources for obtaining free materials to use in your community education initiatives.

Public Education Resources

Fire Corps

www.firecorps.org/prevention

Fire Corps teams can help departments implement fire prevention and life safety education programs in the community. The Fire Corps national office has compiled resources and tip sheets that can be used in local fire prevention initiatives.

Getting Started With Firewise

www.firecorps.org/prevention

Fire Corps and the National Fire Protection Association's Firewise Communities program partnered to develop a Firewise toolkit. *Getting Started With Firewise* provides information about building and maintaining communities in a way that is compatible with our natural surroundings and can be used by Fire Corps teams across the nation to help protect property and natural resources from the threat of wildland fires. The toolkit is available to all registered Fire Corps programs.

All-Ways Fire Safe at Home Module

www.firecorps.org/prevention

Fire Corps and the Home Safety Council (HSC) partnered to develop a fire safety module that can be used by Fire Corps teams across the nation to implement a comprehensive fire and life safety public education program at the local level. Based on the HSC's All-Ways Fire Safe at Home program, this module is comprised of four fire safety education programs that Fire Corps teams can use to promote fire and life safety to community members in different stages of life, from preschool to older adult.

Home Safety Checklist

www.firecorps.org/prevention

Fire Corps has created the Home Safety Checklist to help Fire Corps teams implement a home safety

check program in their community. The Checklist provides a basic, step-by-step approach to ensure residents are safer and more secure. Use this Checklist to identify hazards in and around the home, as well as hazards that are associated with a variety of household situations, including those where children, older residents, pets, and/or those with disabilities may reside.

USFA Campaigns

www.usfa.dhs.gov/campaigns

The U.S. Fire Administration has developed a series of fire prevention and safety education programs to reduce the loss of life from fire-related hazards, particularly among the very young and older adults. Each of the campaigns provides dedicated support and materials to public fire educators to facilitate community outreach to targeted audiences.

- **Install. Inspect. Protect.:** This campaign urges residents to install smoke alarms in their homes and inspect and maintain them on a regular basis.
- **Arson Awareness Week:** This annual campaign focuses public attention on various facets of the arson problem.
- **Fire Safety for Babies and Toddlers:** This campaign urges parents and caregivers to prepare by installing and maintaining working smoke alarms, safely storing lighters and matches out of children's reach and sight, and practicing a fire escape plan with small children.
- **Fire Safety for People 50-Plus:** This campaign encourage Americans ages 50 and older to practice safe smoking, safe cooking, and safe heating in their homes.
- **Smoking & Home Fires:** This campaign helps educate smokers and those who live with smokers about ways to prevent home fire deaths caused by smoking materials.
- **Fire Safety PSA's:** USFA created ready-to-use public service announcements that cover a variety of fire safety topics, such as smoke alarms, chimney maintenance, and escape planning. Messages target groups with special needs, including older adults and people with disabilities, as well as the general population.

Ready Campaignwww.ready.gov

The Department of Homeland Security's Ready campaign is designed to educate and empower Americans to prepare for and respond to emergencies including natural and man-made disasters. The goal of the campaign is to get the public involved and ultimately to increase the level of basic preparedness across the nation. Ready asks individuals to get an emergency supply kit, make a family emergency plan, and be informed about the different types of emergencies that could occur and their appropriate responses. The campaign provides resources and materials for educating the public and businesses on preparedness. In addition, materials have been specifically designed to educate a variety of target audiences, including children, Spanish-speakers, pet owners, seniors, and people with disabilities and special needs.

Prevention and Public Education Exchangewww.lrc.fema.gov/exchange.html

The U.S. Fire Administration created a Prevention and Public Education Exchange to serve as a centralized location for national, state, and local fire prevention practices and public education materials that fire safety organizations may wish to share with other communities.

Firefacts.orgwww.firefacts.org

Firefacts.org, which is sponsored by First Alert, provides parents, teachers, and fire service educators with interactive fire safety learning tools. The free products are geared towards children from kindergarten through sixth grade. Products include coloring pages, word searches, and mazes to teach safety messages in a manner that is fun and entertaining for children. Teachers can download a Jeopardy-style game to use in their classrooms to test their students' fire safety knowledge. Teachers, public educators, and fire service personnel can also request the Fire Safety Learning System CD, a complete, interactive resource that keeps students involved and interested.

Home Fire Sprinkler Coalition (HFSC)www.homefiresprinkler.org/FS/FSHome.html

The nonprofit HFSC is the leading resource for independent information about residential fire sprinklers. HFSC develops a wide range of fire safety educational materials that can be downloaded or ordered on organization's web site. These include:

- Public Education Kit
- Side by Side Burn Demonstration Kit
- Local Officials Video
- BUILT FOR LIFE education kit for builders
- Living with Sprinklers teaching tools

Home Safety Council (HSC)www.homesafetycouncil.org

The HSC is a national nonprofit organization dedicated to preventing home related injuries. Through national programs, partnerships, and the support of volunteers, HSC educates people of all ages about home safety. HSC provides educational resources for teachers, policy makers, corporations, and fire and life safety experts to help educate and empower families to take actions that will increase the safety of their homes.

Georgia-Pacific Bucket Brigade™ Educational Materialswww.gp.com/aboutus/bucketbrigade/education.html

The Georgia-Pacific Bucket Brigade™ partnered with the Cobb County (GA) Fire & Emergency Services' Fire Safety Division to develop a variety of engaging, entertaining, and practical educational materials for teachers and parents. These materials are available at no cost to firefighting units in communities with Georgia-Pacific facilities. To find out if your department is in a Georgia-Pacific community, visit www.gp.com/facilitydirectory/index.html.



Awards

Many national organizations offer annual awards for fire and emergency service personnel and their supporters. Consider nominating an outstanding individual or department for one of these many awards to recognize and honor their achievements.

National Volunteer Fire Council (NVFC)

www.nvfc.org/awards

Nomination deadline: Mid-February

- The [Fire Prevention Award](#), sponsored by First Alert, annually honors a volunteer firefighter who exemplifies the philosophy of fire prevention. To be considered for the award, nominees must be volunteer firefighters.
- The [Lifetime Achievement Award](#), sponsored by Scott Health and Safety, annually honors those individuals whose remarkable achievements in the fire service and community exemplifies outstanding performance. To be considered for the award, nominees must have been a volunteer firefighter for at least 20 years.
- The [Junior Firefighter of the Year Award](#), sponsored by Tyco International, honors a junior firefighter who has gone above and beyond in their service to their fire department.
- The [Junior Firefighter Program of the Year Award](#), sponsored by Tyco International, honors a junior firefighter program or Explorer Post that has demonstrated significant community impact, innovation, and creativity.
- The NVFC annually selects a [Legislator of the Year](#) to recognize a member of Congress for their outstanding leadership and support of the volunteer fire service.

Congressional Fire Services Institute (CFSI)

www.cfsi.org

Nomination deadline: March.

- The [Mason Lankford Fire Service Leadership Award](#), sponsored by CFSI and Motorola, recognizes an

individual who has been proactive at the local, state, or federal government level to improve fire/emergency services and life safety issues.

- The [Senator Paul S. Sarbanes Fire Service Safety Leadership Award](#), sponsored by CFSI, the National Fallen Firefighters Foundation, State Farm, and VFIS, recognizes organizations for their outstanding contributions to firefighter health and safety.
- CFSI annually selects a [Legislator of the Year](#) to honor a legislator who has made a significant contribution to the fire service.

International Association of Fire Chiefs (IAFC)

www.iafc.org/awards

Nomination deadline: Varies by award

- The [Benjamin Franklin Fire Service Award for Valor](#) recognizes the spirit of service, courage and heroism that is a tradition among the world's fire and emergency service. All active firefighters – career or volunteer, whether on or off-duty – are eligible for award consideration. They need to be nominated by their chief for an incident in which they saved a human life.
- The [Fire Service Award for Excellence](#) recognizes innovations and achievements in managing resources to reduce the loss of life and property from fire and other emergencies.
- The [National Fire Fighter Near-Miss Award](#) recognizes firefighters and fire departments that use the Near-Miss Reporting System as a part of their program to prevent line-of-duty deaths and injuries in their departments.
- The [In Service Emergency Vehicle Technician of the Year Award](#) recognizes an EVT who has made an outstanding effort to promote a high standard of excellence in quality and safety in emergency vehicles.
- The [Excellence in Fire & Life Safety Award](#), sponsored by the International Code Council, honors those who have dedicated themselves to saving lives and property through the development of codes, fire-prevention practices, and

leadership techniques.

- The [John M. Buckman III Leadership Award](#), sponsored by Provident Agency, honors a chief officer from a volunteer or combination department who has demonstrated leadership, integrity, and outstanding moral values within the fire service.
- The [Hazmat Committee Chairman's Award](#) recognizes an individual or organization that has supported the goals and objectives of the IAFC Hazardous Materials Response Committee and has contributed to the advancement of the fire-service hazardous-materials emergency response.
- The [John M. Eversole Lifetime Achievement Award](#) recognizes a living individual who has had an exceptionally distinguished career in the field of hazardous-materials emergency response.
- The [Level A Award](#) recognizes individuals who have provided an exceptional level of leadership, service and commitment to the mission and goals of the hazardous-materials response community.

National Association of Emergency Medical Technicians (NAEMT)

www.naemt.org/awards

Nomination deadline: Around July 1

- The [EMT of the Year Award](#), sponsored by Braun Industries, recognizes an emergency medical technician who demonstrates excellence in the performance of emergency medical services, with their primary role being that of prehospital patient care.
- The [Paramedic of the Year Award](#), sponsored by Masimo, recognizes a paramedic who demonstrates excellence in the performance of emergency medical services, with their primary role being that of prehospital patient care.
- The [Paid EMS Service of the Year Award](#), sponsored by Ferno, recognizes outstanding performance by a paid EMS service.
- The [Volunteer EMS Service of the Year Award](#), sponsored by EMS Magazine, recognizes outstanding performance by a volunteer EMS service.

E9-1-1 Institute

www.e911institute.org/

Nomination deadline: Around February 1

- The 9-1-1 Call-Taker/Dispatcher Award honors 9-1-1 Call-Takers and Dispatchers who are on

the front line every day. Candidates for this honor should have a proven track record of service in the field and a reputation for going the extra mile on behalf of emergency callers.

- The Citizen in Action award honors someone who demonstrated exceptional bravery and heroism to save a life in a critical time using 9-1-1.
- The First Responder Award recognizes those individuals that 9-1-1 telecommunicators call – e.g. law enforcement, fire rescue and/or emergency medical service providers – for their professionalism, initiative, creativity, or diligence in assisting a person reporting and/or experiencing an emergency situation.
- The Government Leader Award recognizes the federal, state or local government leader that has displayed the greatest effort to advance the capabilities of 9-1-1 emergency communications.
- The Industry Professional Award honors an individual or organization in the commercial sector that has demonstrated exceptional contributions towards the advancement of emergency 9-1-1 communications.
- The 9-1-1 Technician Award recognizes the Technology Support staff – e.g. Information Technology, GIS, and other technical personnel within a 9-1-1 authority or jurisdiction whose tireless efforts make available and maintain the critical technology systems necessary to answer, process and respond to emergency calls.
- The Outstanding 9-1-1 Call Center Award recognizes a 9-1-1 call center for overall excellence in serving the public including the handling of emergency situations reported to 9-1-1 and the deployment and management of new technology.
- The Outstanding 9-1-1 Program Award recognizes a state or regional 9-1-1 program for excellence in serving the public including the handling of emergency situations and the deployment and management of new technology.

Additional Awards

- The [Fire Corps Award of Excellence](#) honors a Fire Corps program whose remarkable achievements in the fire and emergency services and the community exemplify outstanding performance. Fire Corps programs provide non-emergency support to their departments. The deadline is usually August or early September. www.firecorps.org/award

- The [Outstanding Leadership Award](#), sponsored by Fire News and Firehouse Expo, recognizes someone who communicates effectively; cultivates trust, pride, and commitment; and enhances the image and reputation of their department/agency. They may hold the position of firefighter, paramedic, training officer, battalion chief, etc. www.firehouseevents.com/fhe/fire_news_award.po
- The [President's Volunteer Service Award](#) (PVSA) recognizes individuals, families, and groups that have demonstrated outstanding volunteer service and civic participation over the course of a 12-month period or over a lifetime. The National Volunteer Fire Council and Fire Corps are certifying organizations for the PVSA. www.presidentialserviceawards.gov
- Fire Chief Magazine presents the [Fire Chief of the Year Awards](#) each year to one volunteer fire chief and one career fire chief. Selection criteria emphasize leadership, innovation, professional development, integrity, service to the public, and contributions to the fire service as a whole. Nominations are due in June and can only be submitted through eligible nominating organizations and past recipients. <http://firechief.com/fcoy/>
- The [Public Safety Officer Medal of Valor](#) is the highest national award for valor by a public safety officer. Administered by the Department of Justice, the award is presented by the President each year to public safety officers who have exhibited exceptional courage, regardless of personal safety, in the attempt to save or protect human life. The act of valor must have occurred within the previous year. Nominations are due around July 31. www.ojp.usdoj.gov/medalofvalor



NVFC Membership

The National Volunteer Fire Council (NVFC) provides important advocacy, resources, programs, and information to the fire and emergency services. Help support the NVFC and receive a variety of excellent benefits by joining the NVFC today.

Membership Levels

NVFC Personal Member

The NVFC Personal Membership is geared toward members and supporters of America's volunteer fire, EMS, and rescue services. Annual dues are \$30.

NVFC Junior Member

The NVFC Junior Membership is geared toward junior firefighters and Explorers ages 17 and younger. Annual dues are \$10.

NVFC Department Member

The NVFC Department Membership is geared toward volunteer and combination fire and EMS departments. Annual dues are \$50.

NVFC All Staff Department Member

If all members of your department join the NVFC as Personal Members, the Personal Membership dues are only \$10 per person and the Department Membership dues are waived.

NVFC Corporate Membership

The NVFC Corporate Membership is for companies and organizations that support America's volunteer fire, EMS and rescue services. Annual dues range from \$1,000 - \$10,000.

State Association Members

State fire associations best representing the volunteers of their state are state members of the NVFC.



MEMBERSHIP BENEFITS

	Personal	Junior	Department	All Staff Department	Sustaining	Advocate	Champion	Chairman's Club
\$10,000 AD&D policy	🔴			⚫				
Personalized membership card or certificate	🔴	⚫	🔴	⚫				
Member access to NVFC web site	🔴	⚫	🔴	⚫	🔴	⚫	🔴	⚫
NVFC E-update	🔴	⚫	🔴	⚫	🔴	⚫	🔴	⚫
Heart-Healthy Firefighter E-news	🔴	⚫	🔴	⚫	🔴	⚫	🔴	⚫
Fire Corps E-update	🔴	⚫	🔴	⚫	🔴	⚫	🔴	⚫
National Junior Firefighter E-news		⚫						
Periodic NVFC News Alert e-blasts	🔴	⚫	🔴	⚫	🔴	⚫	🔴	⚫
Dispatch newsletter	🔴	⚫	🔴	⚫	🔴	⚫	🔴	⚫
Eligibility for membership in FASNY Federal Credit Union	🔴	⚫	🔴	⚫				
Discount offers on products and services from NVFC partners	🔴	⚫	🔴	⚫				
Working Advantage discount program	🔴	⚫	🔴	⚫				
Incentive rewards for reaching benchmark hours of service		⚫						
Networking opportunities with potential customers					🔴	⚫	🔴	⚫
Acknowledgement in materials/at events throughout the year					🔴	⚫	🔴	⚫
Company name and link on NVFC web site					🔴	⚫	🔴	⚫
Company logo on NVFC web site							🔴	⚫
Ability to promote partnership to customers					🔴	⚫	🔴	⚫
Company name listed in Dispatch					🔴	⚫	🔴	⚫
Company logo listed in Dispatch							🔴	⚫
Logo recognition in all acknowledgements								⚫
Complimentary registration(s) to Board Meeting						⚫	🔴	⚫
Discounts on advertising rates					🔴	⚫	🔴	⚫
Complimentary ad(s) in Dispatch						⚫	🔴	⚫

* For more information about benefits, visit www.nvfc.org/membership or call 1-888-ASK NVFC (275-6832).



Additional Resources

National Emergency Services Organizations

- Congressional Fire Services Institute (CFSI): www.cfsi.org
- Fire Department Safety Officers Association (FDSOA): www.fdsOA.org
- International Association of Arson Investigators (IAAI): www.firearson.com
- International Association of Black Professional Fire Fighters (IABPFF): www.iabpff.org
- International Association of Fire Chiefs (IAFC): www.iafc.org
- International Association of Fire Fighters (IAFF): www.iaff.org
- International Fire Service Training Association (IFSTA): www.ifsta.org
- International Society of Fire Service Instructors (ISFSI): www.isfsi.org
- National Association of Emergency Medical Technicians (NAEMT): www.naemt.org
- National Association of Hispanic Firefighters (NAHF): www.nahf.org
- National Association of State Fire Marshals (NASFM): www.firemarshals.org
- National Fire Protection Association (NFPA): www.nfpa.org
- National Institute of Emergency Medical Services (NIEMS): www.niems.org
- National Registry of Emergency Medical Technicians (NREMT): www.nremt.org
- National Volunteer Fire Council (NVFC): www.nvfc.org
- North American Fire Training Directors (NAFTD): www.naftd.org
- International Association of Women in the Fire & Emergency Services (i-Women): www.i-women.org

Citizen Corps Partner Programs

- Citizen Corps: www.citizencorps.gov
- Community Emergency Response Team (CERT): www.citizencorps.gov/cert
- Fire Corps: www.firecorps.org
- Medical Reserve Corps (MRC): www.medicalreservecorps.gov
- USAonWatch/Neighborhood Watch: www.usaonwatch.org
- Volunteers in Police Service (VIPS): www.policevolunteers.org

Federal Agencies

- Department of Homeland Security (DHS): www.dhs.gov
- Federal Agency Management Agency (FEMA): www.fema.gov
- U.S. Fire Administration: www.usfa.dhs.gov
- National Fire Academy (NFA): www.usfa.dhs.gov/nfa
- Emergency Management Institute: www.training.fema.gov
- Center for Domestic Preparedness: <http://cdp.dhs.gov/>

Accrediting Agencies

- Center for Public Safety Excellence: www.publicsafetyexcellence.org
- International Fire Service Accreditation Congress (IFSAC): www.ifsac.org
- National Board on Fire Service Professional Qualifications (Pro Board): www.theproboard.org

National Emergency Services Media

These national emergency service media outlets provide information and resources to fire and emergency service departments regarding a variety of topics.

EMS Magazine

www.emsresponder.com

EMS Magazine contains clinical and educational material designed to improve the delivery of prehospital emergency medical care. It is written, edited, illustrated and formatted to appeal to the full spectrum of EMS professionals: Paramedics, EMTs, administrators, and instructors working in private and public services

Fire Chief Magazine

www.firechief.com

Fire Chief Magazine is edited for fire service executives including fire chiefs and fire administrators of municipal, district, county, township, industrial, military, and independent fire departments and companies - volunteer, combination, and paid. Emphasis is placed on helping fire administrators to solve their administrative and management problems, as well as to meet today's challenges in the five major areas of department responsibility: Operations, equipment, maintenance, fire prevention, training, and support services.

Fire Department Network News

www.fdnntv.com

Fire Department Network News features special interest news videos specifically tailored to the fire service community. Featured news videos are updated daily with original stories about topics that interest firefighters. FDNNTV.com also offers headline news, video reviews on apparatus and equipment, line of duty death announcements, e-newsletters, and a fire events calendar.

Fire Engineering Magazine

www.fire-eng.com

Fire Engineering Magazine publishes high-quality training and educational information for fire service personnel who influence the management, operations, and performance of their departments. It is dedicated, first and foremost, to the safety and health of fire fighters worldwide.

FireRescue Magazine

www.firerescuemagazine.com

FireRescue Magazine presents visual solution-oriented news and skills for firefighters and fire officers who rely on the magazine to translate cutting-edge information into solutions they can use on the job.

Firehouse Magazine

www.firehouse.com

Firehouse Magazine is edited with a commitment to service, to transmit topical news, political and consumer information, and stories of courage and reward to members of the fire service. Its editorial content includes training, operations, administration, medical and communications developments, research, education, apparatus and equipment, and news of manufactures' developments in the field.

FireRescue1

www.firerescue1.com

FireRescue1 is dedicated to serving the fire community by providing firefighters with the most complete range of information and resources available. In a profession where lives depend on thorough knowledge and training, it is vital that these individuals have a single, comprehensive resource to keep them informed about the most current fire news and technology and help them easily locate timely research and analysis.

Journal of Emergency Medical Services (JEMS)

www.jems.com

JEMS provides the EMS advanced provider, instructor, and administrator with clinical breakthroughs, product reviews, continuing education and more.

Additional Resources

FirefighterCloseCalls.com

www.firefighterclosecalls.com

With the attitude that in order for firefighters to survive the dangers of the job we must learn how other firefighters have had "Close Calls" and even been injured or killed, this site brings forward issues in an effort to get firefighters to refocus on what's important. In addition, the site offers resources, news, and information with a focus on firefighter safety.

FirefighterNation.com

www.firefighternation.com

FirefighterNation.com is the professional and social network for firefighters and rescue personnel. Career and volunteer firefighters can find networking opportunities, news, blogs, and more.

International Code Council

www.iccsafe.org

The International Code Council (ICC), a membership association dedicated to building safety and fire prevention, develops the codes used to construct residential and commercial buildings, including homes and schools. Most U.S. cities, counties, and states that adopt codes choose the International Codes developed by the ICC.

VolunteerFD.org

www.volunteerfd.org

VolunteerFD.org offers information and resources to volunteer and combination departments. The site addresses the unique issues that all volunteer departments share. These include, but are not limited to, bylaws, fundraising, grants, recruitment and retention, standard operating procedures/guidelines, and training.