

## EMS Officer 101

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NYS EMTB-CIC

## RAP SHEET

- Captain, Spring Hill EMS Youth Squad, 1994-1995
- Lieutenant, Five Quad VAS, 1998-1999
- Director of Operation, Five Quad VAS, 1999-2000
- Lieutenant, Training Division, Spring Hill EMS, 2007- Present
- RC EMS Deputy Coordinator, 2007- Present

## Goals for today's lesson...

- Provide insight of EMS management
- Recommendations for new officers
- Refresher for current officers

## So why are you an officer?

- I want to help out
- "There's nobody else eligible"
- Professional Development
- I have no idea
- Personal Development

## EMS Officer 101

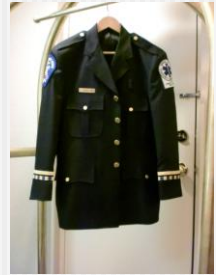
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■ **YOU ARE THEY!!**

## Effective Leadership

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- Leadership Skills
- System Knowledge
- Job Description



## Leadership Skills

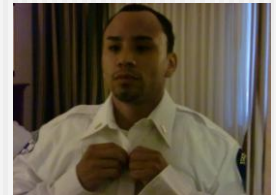
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- Interaction
- Public
- Volunteers / Paid Staff
- Outside agencies

## Leadership Skills

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- Starts with you.
- Proactive vs. Reactive
- Active Listening
- Discipline



## Leadership Skills



- "Talk the talk, walk the walk"
- If you lead, they will follow.

## Leadership Skills

- Pro-action
- Enforcing policy
- Implementing policy
- In-services
- Compliance
- Prevention
- Penalties

## Leadership Skills

- Reaction
- Incident Reports
- React
- Respond
- Recover
- Penalties

## Leadership Skills

- Active Listening
- Hearing vs. Listening
- Silence
- Argumentative

## Leadership Skills



- Body language
- Posture

## Leadership Skills



- The right way

## Leadership Skills

- The wrong way



## Leadership Skills

- Discipline
- Verbal warning
- Written warning
- Suspension / Termination

## Discipline

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- Document, document, document
- Just cause
- Black & White violation

## Discipline

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- "Do you know why you're here?"
- Additional officer present

## Conflict of Interests

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- Defined as being personally involved with the person(s) involved with an incident.
- I.e.; Not penalizing your best friend
- Promotions

## How to avoid it?

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- Make your stance clear from the start.
- "Don't put us in that position."

## Remember.....

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- You are "they."
- Set the bar.
- Fairness
- The rumor mill

## The Rumor Mill

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- What kind of example?
- Credibility



## System Knowledge

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- Know your system
- Know the system

## System Knowledge

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- Departmental policies & procedures
- Mutual aid agreements
- Available resources
- What's in your backyard?

## System Knowledge

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- Local polices & procedures
- Regional
- State
- Federal

## System Knowledge

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- NIMS Training
- ICS Courses
- <http://training.fema.gov/is/>

## System Knowledge

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- Mandated training?
- Compliance
- Example: All members must complete ICS 100a, 200a, 700a and 800b.
- Don't let them say no

## Entitlement

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- Don't let it run your organization
- Organizational Napalm

## Job Description

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- Training
- Supply
- Engineer
- Logistics

## Training Officer

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- CPR Instructor
- CLI / CIC
- Credentialed
- Must be up to date with current trends, events

## Training Officer

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- Network
- Attend conferences
- Observe other lecturers / public speakers

## Conferences

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- "The board said no because there's too much fooling around."



## Supply Officer

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- Know your equipment.
- Know your suppliers.
- Know your budget.
- Attend conferences
- Exhibit halls

## Engineer Officer

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- Know your vehicles.
- Makes, models, engine type.
- Simple tasks.
- Maintenance Log
- Solicit a few manufacturers

## Logistics

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- Know everything

## Always.....

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- Give credit when credit is due.
- Be a good listener.
- Lead by example.
- Be fair

## Never.....

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- Talk behind people's back.
- Solicit feedback unless you are willing to accept the criticism.
- Yell or scream.

## Conclusion

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- You are "they."
- Be fair
- Listen to what they have to say.
- Solicit guidance from retired / senior officers.

## Finito

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- Questions?
- Feedback?
- Comments?