**NORTH IDAHO EMERGENCY SERVICES ACADEMY**

**PROCESS MANUAL**

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North Idaho Emergency Services Academy

The following is a list of details gathered over the years to insure that actions or items are covered for future academies. Functions and details are categorized in various operations such as planning, logistics, finance etc. (such as a command structure)

First off we believe that the academy needs a chairperson and a co-chair to operate properly, someone that is a go to person. This person shall have a committee of personnel that are willing to take on responsibilities and complete tasks, without this commitment and willingness sections or courses will fail.

The academy is approximately a four (4) to five (5) month process that starts with the regional training officers selecting courses that will best meet the needs of regional emergency response personnel, i.e., Firefighters (Structural and Wildland), EMS, Law Enforcement, Health Care Professionals, Search & Rescue, and others that may fall into the needs of CEUs. After selection of the courses the weekend time schedules for each class are laid out and instructors (leads) are selected to run the various classes. All lead instructors shall be approved by FST. All instructors shall be listed on formal FST course requests, including support instructing and helpers.

Course Work Offerings Page 3

Academy Flyers Page 4

Facilities Class Locations Page 5

Course Registrations Page 6

Vendors Page 7

Finance & Special Needs Page 8

Auxiliary Support Page 9

Debriefing Process Page 10

Opening Ceremonies Appendix A

Forms Appendix B

Draft Flyer Appendix C

Organization Chart Appendix C

Course Work Offerings:

Once the courses have been selected the SFST shall be notified for information regarding sponsorship and costs, shared or paid entirely by the FST. In some cases the FST may opt to pay for half of a course, i.e., ITAC (outside area leadership or specialty courses).

The costs shall be communicated to Training Officers Committee (hereinafter “Committee”) and the NIFCA Treasurer by the NIESA Chairperson for the financing of payouts and overall academy costs. All costs and payouts shall go through the NIFCA Treasurer, including revenue from SFST FST. Written documentation from the SFST FST shall be maintained that depicts which individuals will be paid and the amount to be paid. This shall include any helpers and or materials / supplies that are deemed necessary for each class.

In some cases courses may be deleted/ cancelled if not funded by FST or self-supported by revenue; the decision shall be the responsibility of the Committee. It has been past practice that a course that has less than ten students be canceled at least two (2) weeks prior to the academy start date, unless the course offering is free. The decision to cancel classes needs to be addressed by the Committee.

Courses that are not already in the SFST’s system need prior approval. In some cases, courses may need course curriculums routed to SFST with the instructor’s teaching certificates to receive prior approval before FST will sponsor. If FST does not sponsor a course the Committee has the authority to allow the course and issue their own certs via the NICFA and sponsor the course themselves.

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| INDIVIDUAL COURSE CHECK SHEET  | Complete |
| Individual course requests completed and submitted to FST  |  |
| Admin person identified to handle all registration issues and track (EventZilla) |  |
| Courses Selected & Approved by TO Committee  |  |
| Approved for FST for Payment / Sponsorship |  |
| Course curriculum in place FST approved if not submit early  |  |
| Instructor(s) Confirmed (if not approved by FST will NICFA pay for these and helpers) |  |
| All Instructors approved by FST  |  |
| Course costs approved by FST for all instructors, full or partial in writing (i.e. email) |  |
| Instructors inform Training Officers of materials costs and supplies as part of their course FST Pay. In some cases FST supplies the books. |  |
| Facilities checks or deposits for reservations (High Schools, etc.) |  |
| Permits for special use facilities e.g., Post Falls Park & Recs - Ropes Courses  |  |
| Facilities costs approved and agreements signed by NIFCA President or designee in early **JANUARY** |  |
| Travel Arrangements for out of area instructors costs approved NIFCA / FST |  |
| If course is not an FST approved course, payment must approved by NIFCA  |  |
| Course Requests must be made in writing on approved form; depicting course, instructors to be paid by FST; get approval.  |  |
| Communication with NIFCA Treasurer throughout the process from beginning to end |  |
| Request any additional needs from each lead instructor(s) Cords, Media Equipment, etc.  |  |

 Academy Flyers

Once the courses are agreed to the annual flyer shall be developed under the direction of the Chair of the Academy. ; this can be accomplished by one of the regional training officers or a fire department admin staff person. It is recommended that the flyer be e-mailed to all departments by early February following the February training officer’s meeting. It is extremely critical that the flyer is proof read by all instructors and Committee to insure that the course description dates, times, locations and hours of courses are laid out perfectly.

It is also recommend that we take a very close look at the perquisites for each course and make certain that these meet the course needs. If special pages need to be added to the flyer this should be done as a “See attachment A”, i.e. Engine Company Operations.

It is also recommended that the personnel generating the flyer contact local hotels to obtain costs and/or discount rates for the Academy weekend. The flyer shall include phone numbers, addresses etc.

It is also important to list in the flyer whether lunches are provided; this may vary from year to year or from class to class. . It is also suggested that we generate a box for special dietary needs like vegetarian burgers etc.

The flyer shall depict the location of the courses and registration, course dates and start times for each of the above items.

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| Academy Flyer Development  | Complete |
| Maintain copy of previous year’s flyers in central location ( preferably dept. Admin) |  |
| Edit previous year’s flyer to reflect forthcoming academy Assigned to  |  |
| Proof Review costs per class 4 Hour Costs, 8 Hour and 20 Hours Costs |  |
| Proof Review locations for each class and start times  |  |
| Contact local hotels and check pricing and notify each of the academy dates |  |
| Course descriptions approved by instructors |  |
| Lunches served or not check with auxiliary and TO committee to approve  |  |
| Prerequisites reviewed for each course and method of approval prior to course date  |  |
| Add prerequisite forms as attachments to the main flyer if needed |  |
| Flyer mailed to all departments and posted on FST web site by early Feb |  |
| Complete flyer has been proof read by entire TO committee prior to routing |  |
| Vendors depicted within flyer separate page. |  |
| Firefighter and EMS Provider of the Year Award nominations forms within flyer (NAME SPONSOR)  |  |

Facilities & Course Locations

The Chair of the Committee shall identify a single point of contact for the primary facility. All requests shall go through the designated committee member. The responsibilities include obtaining necessary agreements, secure sufficient classroom space, negotiating facility fees, and ensuring information technology needs for classes are obtained.

It is highly recommended that all courses be held at one (1) venue when possible, especially courses that are all lecture. Courses that are lecture and hands-on shall hold the lecture portions at the designated main venue.

As early as January 1st the high school should be contacted to coordinate the reservation of the school and set any costs. Costs shall be shared with the Committee and the NIFCA Treasurer for approval.

If there are other satellite locations e.g., CDA Tower, KCFR Tower, Parks & Rec Depts., FD Training Rooms or other facilities that are needed we shall call and reserve these and make sure that these are confirmed with needed paperwork.

The designated POC shall also insure that the facilities have adequate restroom and supplies, including wash stations at some remote locations. It is also important that the POC ensure that if these are rental facilities that the supplies are enough to cover the estimated head count and that the HVAC units are activated during the academy hours.

It shall be POC’s responsibility to insure that access to these facilities is obtained or coordinated via access cards, combination codes for gates, or personnel to unlock various areas. These tasks shall be coordinate well in advance of the academy with back up contingencies, and shared with committee members.

Any fees for the use of these facilities shall be brought to the attention of the Committee and the NIFCA Treasurer for approval.

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| Facilities Check List  | Complete |
| Agreements signed and facilities reserved by January 1st week  |  |
| Check to insure that any costs are agreed upon by owner and NIFCA  |  |
| Check portable restroom needs and portable wash units if needed ORDER January |  |
| Inform NIFCA Treasurer of above costs |  |
| Contact restroom company to insure delivery a week prior to academy & locations |  |
| Work with receiving locations to coordinate dates and contact persons for the above |  |
| Check for appropriate parking needs, locations and permission if needed  |  |
| If WIFI is needed make sure passwords are provided for instructors  |  |
| Make sure venue host knows times for door openings and obtain their cell number |  |
| Coordinate Instructor & FST Meeting prior to courses starting usually at main venue |  |
| Make certain that HVAC units are operating during classroom lectures and instructions on how to use the same are included in instructor packet. |  |
| Provide instructors with Hold Harmless Agreements if supplied by venue owner |  |
| If access cards or keys are needed make certain that instructors are provided  |  |
| Obtain Maintenance personnel cell numbers in case of power failures etc. |  |
| Have extra power cords and projectors on hand possibly a laptop or two |  |
| Make certain that the facilities will provide area for brewing coffee & set up snacks, lunches etc.  |  |
| Make certain Thank You cards are sent by NIFCA and possibly lunch for staff admin. |  |
| Work with Treasurer or designated Board member to secure insurance certificate if needed and identify any additional insureds. |  |

Course Registrations

Prior to the Academy flyer being circulated, EventZilla accounts shall be set up for each course depicting the fees, course description, maximum class size and other pertinent information. One person shall be assigned to oversee this registration process and make necessary changes as needed. A backup individual shall be assigned.

It shall also be this person’s responsibility to hand off any cash, checks etc., to the NIFCA Treasurer on a weekly or agreed upon basis. The status of registrants shall be communicated (head counts, etc.) on a regular/agreed upon basis. These registration sign ups shall be maintained by the NIFCA for a period of three (3) years.

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| Registration Responsibilities | Complete  |
| Create EventZilla accounts for each class with max class size and pay info |  |
| Assigned individual and a backup person for EventZilla oversight |  |
| Weekly inform Training Officer’s Committee of head counts  |  |
| Weekly provide NIESA Treasure with report and checks / cash payments |  |
| Create separate spreadsheet with list of students names & Depts. |  |
| Provide each course list to committee chair two (2) days prior for check-in registration |  |
| Maintain printed copy of all activities in 3-ring binder for NIFCA Treas.  |  |
| Keep registration forms for back-up course plans if needed  |  |
| Generate docs for registration night that depict names and course titles |  |
| Notify students immediately if a course has been cancelled  |  |
| Course cancelation shall be the role of the Training Officer’s Committee |  |
| Special emails shall be routed to enrollees and their dept. chiefs for cancellations  |  |
| Hand out academy evaluation forms for Training Officer’s Committee  |  |

Instructors

Ensure Instructor packets have roster, FST half-sheets, and any pertinent announcements. Obtain room assignment

Complete instructor paperwork at the beginning of the class

Provide instruction

Hand out and collect evaluation when completed

Deliver completed rosters, evaluations, etc. (instructors much sign FST paperwork).

Vendors

It shall be the responsibility of the Committee to assign an individual to the task of contacting vendors to display their products during the academy. Vendors can be contacted via formal letter, email or by phone as early as possible once the academy dates have been established. The vendors shall be asked to donate a minimum of 50.00 to the academy fund or supply an equal amount of equipment to be raffled during breaks as door prizes. Vendors should have fire equipment, EMS supplies or PPE and can be other industries that benefit the fire and emergency medical services vocation. However, any donations will be allowed with prior approval on the academy training committee. It shall also be the responsibility of the Committee to assist these vendors with tables and table set up for their displays.

Normally vendors will set up on Friday evenings and take down late Saturday afternoon. The site shall be secure during these times by the vendor or in their short absence (lunch etc.) a Committee member or a member of the NIFCA during normal business hours. All after hour displays shall be locked within the facility that is being utilized.

**Checks shall be made payable to the North Idaho Fire Chief’s Association**

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| Vendor Check List  | Complete  |
| Maintain an e-mail list for each company that provides services materials  |  |
| Send thank you letters to each vendor following the completion of academy |  |
| Assign an individual to provide a mailer with flyer invitation to vendors  |  |
| Within the mailer announce the costs for each vendor (normally $50.00)  |  |
| Work with vendors for early access and set-up |  |
| Request table / chair needs and provide for each vendor  |  |
| Keep copies of all mailings or email |  |
| Make sure site is secure each evening to protect product |  |
| Maintain list and documentation debriefing forward to Committee chair |  |
| Provide lunch tickets for vendors if catered make certain they have enough food; include Vendors in head count. |  |
| Set up Vendors area so that students must walk by these booths |  |
| Possibly set up vendor cards for students to have signed by ea. Vendor then these cards are utilized for door prizes. Help the vendors get exposure.  |  |

Finances &

Special Course Needs Equipment

During the initial stages of planning academy courses it shall be the committee’s responsibility to submit the course titles to the FST (EST) for approval. In some cases with new courses the FST may request course curriculum and the instructor’s credentials prior to their approval and payment. In some instances the FST (EST) may only pay for partial payment of courses, materials and instructors. These specialty courses need immediate attention for submittal to the FST in order to assure proper funding. It may also be the decision of the training committee to hold the course(s) without FST funding and seek approval from the NIFCA. In either case early course offerings shall be submitted to the FST and NIFCA for funding and budgeting concerns. Under normal circumstances the FST will provide a list of the courses they approve and the amount they will fund including the instructors that they will be paying for. In all other situations it shall be the responsibility of the NIFCA to see that non-FST sponsored courses are funded.

It shall also be the each course lead instructor’s responsibility to submit a complete cost analysis for the breakdown of their respective courses, which shall include but not be limited to: support personnel, assistants, fuel, equipment rental fees, facility rental fees, excelsior, course handouts, copy fees, propane, fuel for personal vehicle use and crash vehicles for extrication including towing fees. When possible these above fees should be attached to the total cost of the course and submitted to the FSTFST for payment. When not sponsored by the FST these costs shall be submitted to the NIFCA for approval prior to academy.

If an instructor is contracted through the NIFCA then said instructor may be required to sign a contract agreement with the NIFCA that depicts course delivery, costs, any per diem, and a cancelation agreement with dates and or deposits required or forfeited. This contract shall be signed by the instructor and the Treasurer of the NIFCA or designee.

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| FINANCIAL NEEDS  | Complete  |
| All courses list costs and supplies needed included helpers  |  |
| Donation to any auxiliary staff or group are depicted |  |
| Contract agreement signed by instructor and NIFCA Treasurer or designee |  |
| Written agreement or email with FST that depicts their roll in funding each course |  |
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Auxiliary Lunch/Refreshments

The Chair or Co-chair needs to assign refreshment duties to a single Auxiliary person, preferably one who has done this type of work before. Further we recommend that the Auxiliary person appointed to be in charge create a small committee two (2) months prior to the Academy to determine break and or lunch needs be; refreshments on and off-site , the locations of the various classes, the approximate number of participants, and who is going to do what.

One of the key items is to have only one person in charge of purchasing the food and drink and one person they deal with to secure funds for those refreshments.

Multiple auxiliaries are encouraged to participate.

Coffee, cookies, donuts, fruit and water work the best. If the class is physical in nature, we suggest gator aid or equivalent beverage. Please get with someone who has had experience in estimating food and drink needs. It is very easy to buy more, in some cases much more, than needed. If the person who is put in charge of this has this experience that is the best situation possible.

Extra food and drink should be sent the participating fire departments for their members. Nothing should be saved from year-to-year.

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| Auxiliary Support  | Complete  |
| Contact and agreement made with auxiliary support personnel  |  |
| Written letter or email stating deliverables  |  |
| Request that the lead auxiliary person attend training officer’s meetings at least two (2) months prior to Academy start date |  |
| Request that a donation to the auxiliary staff be provided and approved by NIFCA |  |
| Make certain that the venue allows certain food, drinks at their locations |  |
| Establish with all instructors when breaks and lunches will be provided  |  |
| Request that the Auxiliary provide an evaluation post academy for QI  |  |
| Provide lunch tickets and Vendor Door Prize cards for all Auxiliary staff |  |

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Academy Evaluations

Debriefing Meetings

It is the goal of the Committee and the NIFCA to continually improve the quality of courses; in order to do this we need the students and instructor’s feedback. It shall be the Committee’s responsibility to create a post-academy evaluation form that evaluates the overall academy e.g., facilities, food, location(s), equipment, instructors, environment class rooms, props, refreshments breaks, registration process, meeting expectations, certification process. This form shall be handed out to each student at the end or completion of their class work and be submitted to their Lead instructor. Each instructor shall submit their evaluations to the Committee Chair or designee for review. After review the Committee shall present their findings and recommendations to the Training Officer’s Committee President who will then present the information to the NIFCA at a regular meeting.

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| EVALUATIONS  | Complete  |
| Student Evaluations  |  |
| Instructor Evaluation  |  |
| FST Evaluations |  |
| Vendor Evaluations  |  |
| Auxiliary Evaluations  |  |
|  |  |
| THANK YOU LETTERS TO ALL  |  |
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|  |  |
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Appendix A

Opening Ceremonies – (Sample)

The Chair of the Committee or a designee shall be responsible for Opening Ceremonies.

Opening Ceremonies should include the following elements:

Designated time to begin – notification to all Instructors

Posting of the Colors – Thank the HG members/agencies

Flag Salute – Chair leads after permission requested by HG Commander

Moment of Silence for any North Idaho Firefighters or EMS personnel or All Firefighters and EMS personnel lost during the previous year; could be something special if a local member was lost in the line of duty.

Welcome and Opening Remarks: to attendees, instructors, mentors and assistants. Thank our vendors and remind attendees if there is a hospitality night. Thank the Auxiliary’s, Thank FST; thank the sponsors of the hospitality night.

Presentation of the NIESA Firefighter of the Year; sponsored by 1-800-BOARD-UP

Presentation of the EMS Provider of the Year; sponsored by 1-800-BOARD-UP

Closing Remarks: NIFC Training Officer’s Committee members, thank the students, ask them to be safe and enjoy the Academy.

Appendix B

1. NIESA Injury/Accident report
2. FST – Student Enrollment Form
3. FST – Course Evaluation
4. FST - Course Request

Appendix C

NIESA FLYER

(Sample)

Appendix D

Organizational Chart

(Sample)