EMS Officer 101
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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

- YOU ARE THEY!!

Effective Leadership

- Leadership Skills
- System Knowledge
- Job Description

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

Leadership Skills
- 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

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

“Do you know why you’re here?”
- Additional officer present

Conflict of Interests

- 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?

- Make your stance clear from the start.
- “Don’t put us in that position.”
Remember.....

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

The Rumor Mill

- What kind of example?
- Credibility

System Knowledge

- Know your system
- Know the system

System Knowledge

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

- Local policies & procedures
- Regional
- State
- Federal

System Knowledge

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

System Knowledge

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

Entitlement

- Don’t let it run your organization
- Organizational Napalm
Job Description
- Training
- Supply
- Engineer
- Logistics

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

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

Conferences
- “The board said no because there’s too much fooling around.”
Supply Officer
- Know your equipment.
- Know your suppliers.
- Know your budget.
- Attend conferences
- Exhibit halls

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

Logistics
- Know everything

Always...........
- Give credit when credit is due.
- Be a good listener.
- Lead by example.
- Be fair
Never

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

Conclusion

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

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- Questions?
- Feedback?
- Comments?