

MABAS Wisconsin 5th Annual Command & Dispatch Conference Program Description

July 30, 2015

REGIONAL MEETINGS (1900-2030 hours):

The MABAS Wisconsin Regional Coordinators will host a 1.5 hour meeting for their respective Regions. This meeting is geared toward Division Presidents but everyone is welcome to attend. The Regional Meeting(s) will be a 1.5 hours discussion lead by your Regional Coordinators to discuss best practices, dispatch center challenges, field operations, the Wisconsin Fire Emergency Response Plan and other issues identified in the discussions we can all learn from.

DIVISION PRESIDENTS MEETING (2030-2130 hours):

President Ed Janke will lead a discussion with Division Presidents based in part on the information gathered from the Regional Meetings. President Janke will also discuss the proposed MABAS Wisconsin's *self-validation* (which was an outcome from the 2014 Annual Conference), additionally President Janke will provide the latest information on the Mutual Aid Net system (the software being developed by the International Association of Fire Chiefs) which is likely the future of fire and EMS resource management for the nation.

July 31, 2015

Conference begins –0800 hours

Welcome – President Janke

Presentation of Colors

Announcements

MABAS WI –Presidents Message –President Janke 0820 hours

MABAS WI Corporate Sponsor Presentations 0830 hours

Break with our Vendors 0900 hours

General Session # 1 0915 hours

GENERAL SESSION # 1 – *The Lake Delton Ice Rink Carbon Monoxide Incident* - On December 13, 2014, following a junior league hockey game, emergency crews were dispatched to the ice rink for a report of a hockey player who had passed out in the locker room. Shortly after arrival on scene Paramedics recognized a problem because of numerous complaints from people experiencing flu like symptoms.

The cause of the illnesses was confirmed to be from exposure to CO. The Lake Delton MABAS Life Safety Card was activated to the 3rd alarm level – a total of 84 people, most were hockey players, were treated at area hospitals for CO poisoning. This incident presented several very unique challenges because most of the players, coaches, and spectators had already left the rink prior to the discovery of the CO exposure. Also, many patients found their own form of transportation to the hospital which quickly overwhelmed the nearest Emergency Department.

Chief Jorgenson will walk us through this incident and discuss the challenges crews faced as well as lessons learned to include managing the media onslaught that followed.

Break with our Vendors 1005 – 1020 hours

Concurrent breakout sessions (1020-1130 hours):

MABAS Box Card Tutoring

As we know and understand the MABAS Box Cards are the *cornerstone* of the Mutual Aid Box Alarm System. Ensuring your Box Cards reflect the resources needed for your community in a *worst case event* is the responsibility of your department.

How often does your department and division do box card reviews? Who participates? How often have you made changes? How far out did you identify resources?

The mutual aid world as we know it is changing. Our normal mutual aid partners are in the same position you are at the local level. As a result we are seeing MABAS utilized on a much more regular basis therefore it is even more important to make sure we have that *redundant capability* built into our Box Cards. In this session we will discuss the criteria for consideration when building out your Box Cards looking at the: who, what, when, where and why. Stepping out of your comfort zone can be a challenge but your customers expect you will deliver.

MABAS EMS Box Card Development

What do MABAS Life Safety Box Cards and MABAS Mass Casualty Incident Box Cards have in common? The answer is they are both very *labor intensive*. So when developing EMS Box Cards what does that mean? In short we need to ensure we have adequate hands/resources to perform the various task assignments of triage, treatment and transport services.

Is there standard guidance for developing EMS Box Cards? Who should be involved? What process should be followed?

This session we will discuss building a MABAS EMS Box Card to meet your community/service area needs.

MABAS Dispatch Basics, “You want me to do what???” (New Dispatchers)

This session will dispel many of the “myths” surrounding the Mutual Aid Box Alarm System. Veteran MABAS Dispatchers will share how you can make the system work for you. You are a true subject matter experts (SME’s) for multi-tasking in your respective Communication Center when the boss comes in and says there is going to be a change in the way you do business because the Fire Chiefs want to utilize this program called the Mutual Aid Box Alarm System (MABAS). Great one more thing to do! Experience has demonstrated as the comfort level with the proverbial “box card” increases Command Officers tend to go away from ordering mutual aid resources “1-piece at a time” and go to the box card for resource management. So, the question that you must ask yourself is will this make my job easier by having resources prescribed-predetermined? As the initial call taker or dispatcher you can often help the Command Officer by “painting a clear picture” for them on your dispatch and yes even suggesting they might want to consider a MABAS Box Alarm. WOW what a change!!! You will also have an opportunity to practice in one of the 2 mobile Dispatch Platforms which will be on site and available.

“First Due”, when do I request a Box Alarm? (Company Officers & Chief Officers)

This session is being repeated due to its popularity from the past 2 conferences.

Riding the right front seat of the “first due” Engine can be a significant step in a firefighter or company officers career. The seating assignment could be by design or default. You receive dispatch information confirming it is a working fire. You have the butterflies in your stomach and your mind is racing 500 MPH. You begin to think what should I do? When do I request a MABAS Box Alarm? What are my considerations? Which “card” do I use? What level of alarm do I request?

Understanding how the MABAS Box Cards work in conjunction your local Department SOG/SOP’s will help in your decision making while commanding the incident. We will explore what your department and division could do before the Box Alarm occurs to make sure the incident runs smoothly.

From sitting in the right front seat enroute to the call, making the decision to request a Box Alarm and to what level, then managing the scene as it grows. We will also explore what your division could be doing before the Box Alarm to make sure it runs smoothly.

EMS Tactical Warm Zone Operations (requires participants to attend all sessions)

D/C Joe Murray and Capt. Mike Agate from the Beloit Fire Department alongside Capt. Bill Tyler of the Beloit Police Department will discuss the big picture aspects of EMS Tactical Warm Zone Operations. They will discuss the similarities and differences Tactical EMS (TEMS) and Rescue Task Force Teams (RTF).

The team will discuss the development of a local RTF including number of personnel needed to operate in both the *warm and cold* zones, the equipment needed such as PPE and medical supplies for both the RTF and victims located in the warm and cold zones.

The Beloit RTF will discuss in detail and demonstrate RTF movements, selection of areas or sites to serve as *casualty collection points* which will then allow for a more formal triage, treatment and transport process.

Attendees need to come prepared to actively participate in various hands on activities to include patient movement. Please dress in accordance with the type of activities of this program (i.e. Jeans, shoes (not sandals) and perhaps a long sleeve shirt).

Public Information Officer (PIO)

Fond Du Lac Fire Chief Peter O'Leary will lead this series of instructional blocks. Students may elect to attend 1 or all 6 of the PIO instructional sessions.

Session # 1 will focus on what are the actual roles and responsibilities of a Public Information Officer (PIO). Chief O'Leary will share perspective on selection of a PIO. He will discuss the responsibility of the PIO to the Incident Commander (IC) and conversely the IC's responsibility to the PIO. Chief O'Leary will also offer suggestions on when to employ a PIO. Chief O'Leary will discuss the *do's and don'ts* of being interviewed.

Concurrent Breakout Sessions (1135-1245 hours)

IFERN What's the Solution?

Most everyone in the MABAS world has experienced a problem at some point and time with the IFERN radio frequency. The MABAS Wisconsin Executive Board recognizes there is no immediate fix to the vast myriad of IFERN challenges across Wisconsin.

Randy Pickering and Steve Hansen will discuss the options available to MABAS Wisconsin to address the IFERN issues from both the short and long term perspectives.

Mass Casualty Incident (MCI) Management

The pager goes off and you are dispatched to a vehicle vs. School bus accident with multiple injuries. You get a sick feeling in your stomach. Dispatch reports there is an officer on scene and states there are at a minimum of 3 dozen injuries. Time to pull out the MCI MABAS card and dust it off.

We will be using a recent real world event for discussion purposes.

Our focus will be the management process of an Mass Casualty Incident. We will look at this from a statutory perspective, command and control, resources need to manage this incident, etc.

A successful outcome could well be dependent upon your MABAS MCI Card. We strongly encourage you to bring a copy of your local MCI Card for you to use as a comparison to the criteria identified as necessary/essential for resource management.

Managing a MABAS Dispatch Center-Whats the hype all about?

Our MABAS Training Team Dispatch Center Managers will facilitate a discussion on MABAS Dispatch Center Management. What is the hype all about? The discussion will focus on taking your Dispatch Center from the normal *law enforcement centric* Center to a MABAS Dispatch Center. Your staff will

once again be asked to step out of their respective comfort zones and learn yet another way of doing business. Our team will discuss the issues with start up operations, day to day operations, the mechanics of a MABAS Center, relationship building (knowing the players), demonstrate leadership (internal and external), use of a MABAS Advisor, etc. Success is often dependent upon your perspective and attitude.

MAYDAY Behind the Headset

Pat Perez, Supervisor from the Brown County Public Safety Communications Center will discuss the roles and responsibilities of a 911 Communications Center related to a MAYDAY broadcast. This session will include the definition of a MAYDAY, why a MAYDAY is called, who can call the MAYDAY (to include an example of an actual distress call), how LUNAR or CAN reports come into play, what a MAYDAY action plan might look like, the impacts of the MABAS tactical frequencies used on the fire ground defining who is designated to listen for the MAYDAY because the dispatch center is not monitoring the fire ground channel but rather the IFERN channel. This session will also review the case study of the Green Bay Metro Fire Department LODD of Lt. Arnie Wolf and the lessons learned.

EMS Tactical Warm Zone Operations (requires participants to attend all sessions) Session # 2

PIO – Developing the Press Release

Chief O’Leary will discuss the basic elements required for a Press Release. He will discuss the do’s and don’ts of a press release. Chief O’Leary will also discuss the approval process for the press release. Attendees will be provided an opportunity to draft a sample press release based on a hypothetical situation.

Lunch with our Vendors (1245-1330 hours)

General Session # 2

GENERAL SESSION # 2 (1315-1430 hours) – The AMPI Fire-Division 135-Portage, WI Dec. 14, 2014. At XXXX hours the City of Portage Fire Department was dispatched to 301 Brooks Street in the City of Portage. Upon arrival they found smoke showing from the structure. Due to the size of the facility (insert approx. square footage) and the location of the fire, they quickly realized this was going to be a resource (staffing, apparatus and some very specialized equipment) intensive event. The MABAS system was activated and resources began arriving on the scene. This incident utilized the resources listed through all 5-MABAS alarm levels as well as 2-Interdivisional requests and special calls for mission specific assignments. Chief Simonson and the instructional team will lead you through the challenges of managing this incident.

Break with our Vendors (1430 – 1445 hours)

Concurrent Breakout Sessions (1445-1555 hours)

MABAS 2025 Forum

This session will feature a look into the future 10 years from now. Andy Jensen will facilitate the discussion as we look both internally and externally to the future of MABAS Wisconsin. One of the goals of this session will be to identify items, issues and possible solutions to organizational challenges we (MABAS Wisconsin) might face as we move forward. We will look to identify issues/challenges in Dispatch Centers to fire ground operations. Attendees should come prepared to think outside of the box. We will look at MABAS Wisconsin from a 50,000' level down to the boots on the ground.

MABAS Response to a Pandemic

This session will be a case review of the TB outbreak in Sheboygan County. A/C Chuck Butler of the Sheboygan FD alongside Chris Hohol, MABAS Division 112 IMT Incident Commander will provide an overview of the event. They will walk us through the days and weeks this event unfolded.

While MABAS resources were not utilized during this event the Planning Section at the direction of the Incident Commander built contingency plans for resource management should the event escalate.

Pandemic incidents are far different than the normal emergency response world we live and work in. Pandemic planning many unique challenges including both strategic and tactical decision making.

The Role of the Division President

Based on popularity and attrition we have elected to run this program for a second consecutive year. You've been elected as the MABAS Division President for your county. That may have happened a variety of different ways; popular vote, you failed to show up for a meeting, you demonstrated interest in helping to develop your MABAS Division or you offered help to develop your respective Departments MABAS program, etc. Bottom line is it really doesn't matter how you obtained the position. What is most important is that you understand your responsibilities. MABAS WI President Ed Janke will lead you through your job responsibilities and discuss how your Division fits into the big MABAS WI picture. President Janke will also discuss in detail how the Wisconsin Fire Service Emergency Response Plan (WFSERP) is intended to work and provide assistance to you should you ever experience a large scale event in your Division.

MABAS-DNR Wildland Fire Response Integration

Back by popular demand we are once again offering this breakout session. Your instructors will demonstrate how MABAS Wisconsin will support the Wisconsin DNR (WDNR) during large scale wild land fire events. We will discuss where and how MABAS will fit into the command structure as well as the operational aspects of the service we will provide to the WDNR. We will discuss the make-up of MABAS wild land Strike Teams and Structural Branch Task Forces. WDNR representatives will explain training minimums for wild land fire response for Departments wishing to support their respective MABAS Division to provide either Strike Team or Task Force support.

This class will also discuss the different types of wildland fire protection areas in the state and the resource needs of each. It will also cover working together at larger wildland incidents with topics as; activation, command, accountability, staging, strike teams and task forces.

***EMS Tactical Warm Zone Operations (requires participants to attend all sessions) Session #3
PIO – Interview Technics Session #3***

During session # 3 of the PIO program Chief O’Leary will discuss the interview. He will offer a variety of tips and technics of being interviewed. Chief O’Leary will discuss the importance of *sticking to the script*. Chief O’Leary will also discuss how to prepare yourself for the interview, how to present yourself for the interview, how to control the interview.

Concurrent Breakout Sessions (1555-1705 hours)

Veteran Dispatchers – Where do I fit on the Team Chief?

This program is being repeated once again based on its popularity. This program will focus on MABAS best practices in the MABAS dispatch world and help veteran Dispatchers become recognized as an intricate part of the response. No the Dispatcher is not physically responding to the call, but rather they are helping to guide the local on-scene commander to ensure a successful outcome i.e. the FD is going home with the same number of people they responded with (no future first round draft picks!!!). As discussed during the MABAS Communications Training we encourage Departments as they are developing Box Cards to bring a Dispatcher to the table and participate in the discussion. This is a *value added benefit* to Box Card development that many times is over looked. This breakout session will also provide Dispatchers an opportunity to offer suggestions to further enhance the big picture MABAS operation based on successful processes in their local Communications Center. Remember together we can make a difference! One additional take away from this session is the opportunity to expand your professional network base. No one should leave the session without having met at least 1 person they did not previously know.

Behind the headset MADAY (repeated)

Pat Perez, Supervisor from the Brown County Public Safety Communications Center will discuss the roles and responsibilities of a 911 Communications Center related to a MAYDAY broadcast. This session will including the definition of a MAYDAY, why a MAYDAY is called, who can call the MAYDAY (to include an example of an actual distress call), how LUNAR or CAN reports come into play, what a MAYDAY action plan might look like, the impacts of the MABAS tactical frequencies used on the fire ground defining who is designated to listen for the MAYDAY because the dispatch center is not monitoring the fire ground channel but rather the IFERN channel. This session will also review the case study of the Green Bay Metro Fire Department LODD of Lt. Arnie Wolf and the lessons learned.

New Dispatcher Training (repeated)

This session will dispel many of the “myths” surrounding the Mutual Aid Box Alarm System. Veteran MABAS Dispatchers will share how you can make the system work for you. You are a true subject matter experts (SME’s) for multi-tasking in your respective Communication Center when the boss comes in and says there is going to be a change in the way you do business because the Fire Chiefs want to utilize this program called the Mutual Aid Box Alarm System (MABAS). Great one more thing to do!

Experience has demonstrated as the comfort level with the proverbial “box card” increases Command Officers tend to go away from ordering mutual aid resources “1-piece at a time” and go to the box card for resource management. So, the question that you must ask yourself is will this make my job easier by having resources prescribed-predetermined? As the initial call taker or dispatcher you can often help the Command Officer by “painting a clear picture” for them on your dispatch and yes even suggesting they might want to consider a MABAS Box Alarm. WOW what a change!!! You will also have an opportunity to practice in one of the 2 mobile Dispatch Platforms which will be on site and available.

MABAS Fire Ground Management –Module # 3

Risk Benefit Analysis is a key part of virtually everything we do every day and it certainly applies to fire ground operations. So let’s look at risk from a personal perspective, would you knowingly invest \$20,000.00 into a Ponzi Scheme? Of course not! Would you put your family at risk by driving them down the highway in a car traveling 100MPH with no seatbelts? Again the answer is of course not! So would you let your firefighters enter the “A” side of a structure fire without knowing what is on the “B”, “C” or “D” sides? Hopefully, the answer is of course not!

In this session we will identify several models you and your department can use to perform a consistent scene size up. We will discuss TDO (transitional, defensive and offensive) strategies and tactics based in the Incident Action Plan.

Attendee’s need to come prepared in this session to answer the question *when does size up start and stop?*

EMS Tactical Warm Zone Operations (requires participants to attend all sessions) Session #4

PIO – Conducting the Interview Session #4

Chief O’Leary will discuss when, where and how to conduct the Interview(s). Chief O’Leary will also discuss who should or could be a PIO. This is where the rubber meets the road. Your ability to properly conduct the interview will reflect directly on you and your respective agencies credibility.

Conference educational opportunities end for the day

1800 hours Family Picnic (location TBD)

August 1, 2015

Conference continues (0800 hours)

Announcements

Special Saturday Course Offering 0830-1130 hours

Removing the mystery of firefighting foam – Solberg

Relay Pumping/Proper PPE Maintenance –Darley

NOTE: These concurrent sessions will be at no cost to the fire service community.

0815 hours General Session # 3

General Session # 3 – St. Mary’s Hospital Evacuation – Green Bay Metro Fire Department

The main water supply line (a 6” water main) providing water supply to the hospital ruptured in the mechanical room which houses the boilers and electrical service to the facility thus flooding the entire mechanical room. Due to this catastrophic failure the hospital lost all of its heat and electricity requiring the hospital be evacuated, oh and of course it was during the middle of the night!

Did you ever think of evacuating a hospital? The Green Bay Metro Fire Department will share the challenges and lessons learned from the evacuation of St. Mary’s Hospital.

Break with the vendors (0930 -0945 hours)

Concurrent breakout sessions 0945-1055 hours)

IFERN, what’s the solution (repeated)

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Fire Ground Operations for the Dispatcher

Did you ever wonder what the difference is between a fire engine and a fire truck? Do you know what the roles and responsibilities of fire ground position are and their importance. Have you heard phrases such as bring a set of irons or get the TIC and not know what was being asked for. This session will

explain the roles and responsibilities of fire ground positions, provide explanations and pictures of fire equipment and apparatus.

MABAS Dispatch Basics, “You want me to do what???”(New Dispatchers)

This session will dispel many of the “myths” surrounding the Mutual Aid Box Alarm System. Veteran MABAS Dispatchers will share how you can make the system work for you. You are a true subject matter experts (SME’s) for multi-tasking in your respective Communication Center when the boss comes in and says there is going to be a change in the way you do business because the Fire Chiefs want to utilize this program called the Mutual Aid Box Alarm System (MABAS). Great one more thing to do! Experience has demonstrated as the comfort level with the proverbial “box card” increases Command Officers tend to go away from ordering mutual aid resources “1-piece at a time” and go to the box card for resource management. So, the question that you must ask yourself is will this make my job easier by having resources prescribed-predetermined? As the initial call taker or dispatcher you can often help the Command Officer by “painting a clear picture” for them on your dispatch and yes even suggesting they might want to consider a MABAS Box Alarm. WOW what a change!!! You will also have an opportunity to practice in one of the 2 mobile Dispatch Platforms which will be on site and available.

EMS Tactical Warm Zone Operations (requires participants to attend all sessions) Session #5

PIO – Developing relationships with the media in advance of the incident Session #5

Chief O’Leary will share his experience on how and why to develop relationships well in advance of the large scale event. Well established relationships are based on trust. This is a shared responsibility. Remember you like the reporter have a job to do. You take orders from your boss, do not deviate from the approved script. There will be times when things can be a bit contentious but you must work through the process. Chief O’ Leary will also discuss the fact that you work your whole career for your reputation and why you must always maintain your integrity or risk your reputation and job.

General Session # 4 Keynote Presentation (1055 hours)

Mr. Steve Rauter, Executive Director of the Western Will County Communications Center (Plainfield, IL) will share insight and perspective from his 42 years of experience in emergency services. Mr. Rauter will focus on the *Team approach for all hazard dispatching*.

Lunch with our Vendors – 1210 hours

General Session # 5 –Open Mic Forum 1300 hours

The floor is yours! Tell us what’s on your mind. What is working what is not? Share your “best practices”. This session is intended to help improve MABAS Wisconsin. Your input is vital as we continue to grow!

Last break with our Vendors – 1330 hours

Concurrent Breakout Sessions 1350-1500 hours

WFSERP

President Janke will review the Wisconsin Fire Service Emergency Response Plan. This is the document utilized by the MABAS Executive Board, the MABAS Regional Coordinators, the Wisconsin Emergency Management, Fire Services Coordinator and Badger Red will use for regional, statewide or national deployments of local fire and EMS resources.

Fire Ground Operations for the Dispatcher(repeated)

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MABAS Fire Ground Management –Module # 3

EMS Tactical Warm Zone Operations (requires participants to attend all sessions) Session #6

PIO – Developing relationships with the media in advance of the incident Session #6

Lights, camera, action!!! Chief O'Leary and a media associate will critique you in a video taped interview. You will have the opportunity to apply all of the lessons learned in the previous 5-sessions.

General Session # 6 The Green Bay Packer GAME DAY IAP 1510 1625 hours

Your department has been notified that there will be a rock concert coming to your jurisdiction with an estimate of 30,000 tickets to be sold. What does that mean to you? How do you prepare? Who is responsible? Who is providing necessary emergency services? Is it you? As you can see there are more

questions than you expected. Now it's time to get real answers. Learning from others experience is a tried and true path to a successful outcome. The Green Bay Metro Fire Department develops Incident Action Plans and provides emergency response (fire, EMS, and hazardous materials) coverage for the Green Bay Packers Home games at Lambeau Field, which draw approximately 80,000 fans on game day to Lambeau Field in Green Bay, WI. This is your opportunity to learn from their vast experience. Topics covered will be IAP development, incident planning, unit deployment, event operations, and event demobilization.

Closing comments for the day

Conference Concludes for the day – 1630 hours

Dinner on you own-enjoy Green Bay

AUGUST 2, 2015

MABAS WI Annual Business Meeting –0800 hours

Retiring of the colors

Conference Concludes

MABAS WI Training Team Meeting