

# **2017 MABAS Wisconsin Annual Conference**

**August 3-5, 2017**

## **PROGRAM OFFERINGS**

### **Keynote Delivery**

MABAS Wisconsin is pleased to present “*Are You Prepared for the Response of the Century?*”

Presented by, Mr. Kevin Lauer, Fire and Emergency Services Management Consultant, University of Tennessee-County Technical Assistance Service.

*This program will discuss the development of the Tennessee Fire Chief’s Association’s Mutual Aid Response Team and how this program was/has been tested with real life catastrophic events. Lessons learned will be shared from the recent tragic wildfire season during the fall of 2016 in Tennessee and how these lessons are being implemented to continue to improve the system’s effectiveness and resiliency.*

### **General Session Offerings**

*Crisis in the Communications Center-Part II*

This is second portion of the Crisis in the Communications Center which we began at our 2016 MABAS Wisconsin Annual Conference.

As a quick review for those in attendance last year, you will recall Director Steve Rauter of WESCOM 911 of Plainfield, IL discussed the importance of having telecommunicators/dispatchers understand the basics of the ICS general staff positions of Command, Operations, Planning, Logistics and Finance as well as some of the basics which might be included in an Incident Action Plan (IAP) should a Communications Center be stricken with some type of emergency which impacts their ability to normal operations. For those in attendance last year they were given a homework assignment. That homework assignment was to bring a copy of their respective Communications Center’s, Incident Action Plan or Continuity of Operations Plan to the 2017 Conference for review.

Crisis in the Communications Center Part II will feature a scenario which will disrupt the normal and emergency service delivery from our Communications Center. It will demonstrate the chaos which will likely ensue not only in the Center itself but also from the field responders and the public. Not being prepared is simply not acceptable. Be forward thinking and perhaps outside of the box! This demonstration will stress the importance and value of having an Incident Action Plan available in the Communications Center to provide direction thus ensuring the continuity of operations for staff, first responders and the public.

*The Badger Red Dispatch Center*

Chief Randy Pickering and Mr. Brian Becker, Rock County Public Safety Communications Center will provide an overview of the service Wisconsin's Badger Red Center can provide to stricken communities (Comm. Centers) as well as what you should expect when you contact them.

#### *Wisconsin Task Force 1 presents Mission Ready Packages*

Task Force Leader Rick James will define the purpose of Mission Ready Packages for specialized or long term deployments. Further TFL James will discuss the capability of Wisconsin Task Force 1 and their mission to support local first responders as a State owned resource. Finally, TFL James will also discuss the process for activation of Wisconsin Task Force 1.

#### *Sublette, Illinois Tornado Response ipso Amboy-MABAS Division 38 (Lee, County Illinois)*

On June 22, 2016 at approximately 2000 hours tragedy struck the small community of Sublette, Illinois (which is located approximately 90 miles west of Chicago) when a tornado struck. The Woodhaven Campground was in the direct path of this confirmed F2 tornado. The campground is privately owned and contains 6,144 campsites. Fortunately, the tornado struck on a Monday and as such only 300 of the campsites were occupied. 5 campground occupants sustained injuries with 1 person requiring transport to a local hospital.

Sublette Fire Department Lieutenant Nick Dinges, Lee County 911 Center Communications Director Shelley Dallas and Lee County Senior Telecommunicator Deb Killian will share their experiences and challenges associated with managing this devastating incident.

#### *MABAS Division 129 Wide Area Search*

On July 11, 2016 the Iron Ridge Fire Department was paged to assist in the search for 3-teenage boys in the area of the Neda Mine which is located in the Township of Hubbard in Dodge County. This search was very resource intensive and required a MABAS Interdivisional Response as well as specialized resources from throughout southern Wisconsin.

### **Corporate Sponsor Presentations**

Solberg

Paul Conway Shields

Intersphiro

Mutual Aid Labs

### **Breakout Sessions**

We have restructured our breakout selections for 2017 by going back to 2 focus areas, MABAS for the responders and MABAS for Telecommunicators/Dispatchers. In several instances the programs overlap and would be of interest to both responders and Telecommunicators/Dispatchers. MABAS I presentations are geared for responders who are

new to the program or are new in their respective department assignments MABAS II is targeting individuals who have MABAS experience and are looking to expand their knowledge base. Similarly, Dispatch I is intended for new or young Dispatchers. Dispatch II is targeting the more senior Dispatcher or Dispatch Supervisor who is looking to expand their MABAS knowledge base.

### MABAS I

#### *New, young and inexperienced MABAS Divisions*

This presentation has been developed to assist new and aspiring Division as they develop the way forward for their Division. This program will discuss the: who, what, when, where and why of MABAS. This presentation will also be of value to Divisions who have had little or no opportunities to use MABAS. We will share best practices and discuss pitfalls that have occurred to new Divisions.

### MABAS I-Dispatch I

#### *A Division is more than just a couple of Fire Departments*

Success, well it is all about relationships! While MABAS is a fire department based program it is in reality a resource management program or system. Could it be used by other disciplines? Sure, the basic principles could be applied to other disciplines. MABAS in reality is a group effort. It requires buy in not only from the fire department and EMS agencies but from the dispatch center, local elected officials, sheriff's department, local police departments and emergency management. It also requires relationship building with neighboring MABAS Divisions and other potential partners you interact with on a regular basis.

### MABAS I

#### *Ready Set Go Live*

So you have been working to develop your MABAS Division. You think you have all of the bases covered while you were developing your new MABAS Division. This session will review all of the items required to ensure success for the magical day of going live as a MABAS Division including: Resolutions, Contracts, Division By Laws, Election of Officers, funding, financial matters, meeting schedule (regular and emergency), strategic plan, SOP's and SOG's, training, etc.

### MABAS I

#### *The basics of Box Card Development*

MABAS Box Cards are the cornerstone of our resource management system. Organizationally we have learned a great deal *ourselves* (your MABAS leadership) when it comes to MABAS Box Card development. The Box Card is the 1 common denominator we all have in our respective

tool boxes. During this session we will breakdown the 6-step process we encourage you to use while developing your Box Cards. We will discuss who should be involved in the Box Card development and why. We will discuss the various types of MABAS Box Cards that exist in the system and help you figure out what might be best for your communities *worst case scenario*.

### MABAS I-Dispatch I & II

#### *Requesting and Responding to MABAS Alarms*

Effective communications helps to ensure a successful outcome. This session will review the MABAS nomenclature for both the first responders as well as for the Dispatch Center personnel. Using MABAS requires a mental shift from the day to day ways we conduct business. This session will review the information requirements the first responders are expected to provide to the Dispatch Center. The session will also discuss the radio communications as it relates to IFERN, on scene communications (FG Red, White, Blue, Gold, Black, Gray) and WISCOM. It will also review the responsibilities of the Telecommunicator(s) to monitor and track responding units in accordance with the Incident Commanders request. Further we will discuss Staging, Special Equipment and Change of Quarters assignments.

### MABAS I

#### *Drills raise your experience level*

I think we can all agree that responding to a fire is a low frequency, high risk event right? Well with that said how do we keep or maintain our proficiencies? The standard answer is training. MABAS requires practice to maintain or enhance your skill set just like any other fire ground evolution. Communications are key in the MABAS world so the obvious way to conduct regular radio drills right? Sure it is! Knowing and understanding your Box Cards is another critical component to ensure success for every member of your department. With approximately 86% of Wisconsin's FD's being 100% volunteer I believe it is safe to say we don't always know who is going to be on the fire ground in the Incident Commander role (note: this holds true on the career side of the isle as well) so it is vitally important that everyone on the department understands the MABAS Box Cards so perhaps set a drill night or 2 aside during the winter months and do a Box Card reviews. You might also consider doing parking lot drills as well thus allowing people to ride in various seats to get a flavor for the big picture. How about doing rural water movement drills using assigned units from your MABAS Box Cards so you understand the time and travel distance issues. We will also discuss other drill options for you to consider at your respective department.

### MABAS I

#### *You are not just commanding your crew anymore*

You've heard us talk in the past at training sessions and during our bi-monthly MABAS WI business meetings about MABAS operating as a *franchise* organization. Well that said, in order

to be successful on the fire ground and ensure everyone goes home we need to all operate in the same manner. By following the same script or playbook will ensure our fire ground operations are seamless. It will also enhance fire ground safety and accountability. We will discuss the value of SLICERS and CAN reports and review the 7-Critical Tasks associated with scene management.

### MABAS II-Dispatch II

#### *Exploring the finer points of key positions*

So let's be frank, more often than not we only fill the positions of Command, Safety and Operations right (or maybe not even the aforementioned)? In this session we will break down in detail not only the Command and General Staff positions but we will also discuss the statutory responsibilities of a Fire Chief as well as the authority related to the transfer of command, area command, multiagency coordination, etc. We will also discuss the term *Chiefs* on the MABAS Box Cards and what the expectations are for a person to fill that position.

### MABAS II

#### *Getting the most out of your Box Cards*

MABAS Box Cards are intended to be build out to represent your community's worst day. So with that said, when was the last time your department did a review of your Box Cards? Has anything changed in your community since your last box card review? Take a holistic approach to developing your box cards. Well designed (thought out) box cards will help to ensure success across the board from the local on scene commander, to the dispatch center, to the responding units. In today's world we are experiencing passes (in some cases at an alarming level) on a regular basis. What happens if you do not have enough redundant capacity built into the Box Card? Well.....there could be many negative implications as we are all aware.

### MABAS I&II Dispatch II

#### *Maintaining your proficiency by conducting radio and other types of drills*

As a fire chief, a training officer, dispatch supervisor do you ever find yourself in a rut trying to come up with something for your next training session? Most of us who have filled these positions have experience this challenge. How about thinking outside of the box a bit. Surely the monthly MABAS Radio Drills are important to maintain your MABAS skill set. Every get any pushback on that one? Well jazz it up a bit and perhaps think about a little grander scale event. Include additional and/or non-traditional partners. We can all learn from each other. In this session our trainers will share a variety of training suggestions to enhance your training program.

### MABAS II-Dispatch II

#### *The mixing of urban, suburban and rural fire departments*

It is not just professional or volunteer, it is understanding the difference and safety factors of assigning crews who only have experience for example fighting a house fire or perhaps a small commercial or industrial fire in comparison to personnel who have experience fighting fire in high rise structures or mega sized structures. Again when you are designing your box cards this could be a consideration. MABAS does afford participating departments to opportunity to respond to both more and larger fires. MABAS also has the ability to mix and match crews and while this is not a common practice it does happen from time to time. It is vital for the local on scene commander to know and understand the assets that are responding to the alarm. It is also important for the Dispatch Center to understand for example most urban do not have or utilize Tenders as part of their standard response while Tender response is the norm for rural departments.

## MABAS II

### *Commanding for Success*

The program title says it all! Over the past several years MABAS Wisconsin has offered a program on standardizing fire ground operations. Our goal was/is to ensure fire ground operations are being managed in a similar manner at a minimum. This year we are going to tie previous discussions into the 7 Critical Tasks for scene management.

## MABAS II-Dispatch II

### *The Interdivisional Response*

This session will focus on the development of your respective Interdivisional Box Cards. Realizing on Interdivisional Response you typically get 1 of 2 types of resources, Strike Teams or Task Forces. We will refresh everyone on the differences. Conventional wisdom will often apply here when you build out your standard Box Card which is all good, but.....what happens when the conventional wisdom does not apply? Let's think about that in a controlled setting such as this class. Can dispatch offer some insight here? How well do you know your neighbors and what resources do they have? Do you have a plan B? Does your neighbor have a plan B?

## Dispatch I

### *New Dispatcher Training*

This is an annual presentation at the MABAS WI Conference. MABAS WI Training Team members will share their insight and perspective based on real world experiences to new or perhaps inexperienced Telecommunicator's/Dispatchers. The session will consist of a power point presentation, facilitated discussion and conclude with an opportunity to sit behind a dispatch council in a mobile platform and practice or enhance their respective skill set as it relates to MABAS Dispatching.

## Dispatch I

### *The rolls and responsibilities of a MABAS Dispatcher*

The 911 lines light up and there are multiple reports of a structure fire. Time for the Telecommunicator/Dispatcher to shift gears and perhaps step out of their comfort zone. Fires for the most part are very infrequent in any given community. So you dispatch the appropriate fire department to the stricken address. Ok, business as usual kind of (because this really isn't your comfort zone). The

incident is continuing to escalate and now is impacting a second structure and the local on scene commander requests a MABAS Box Alarm to the 2<sup>nd</sup> alarm level. It is now time to shift gears again, this time into the MABAS mindset. Your instructors for this breakout session are all veteran MABAS Dispatchers. They will share best practices to help insure you will be successful in the MABAS arena. You will also have an opportunity to sit behind a dispatch council and practice MABAS dispatching in a controlled environment. Note: this program is offered at our Conference annually and has been recently updated. This program will be offered 3 times throughout the breakout session offerings.

### Dispatch I & II

#### *All dressed up and somewhere to go Part I*

This is a 2-part course offering. Session 1 you will learn about some of the tools of the trade in the fire departments from some of the tools we use to personal protective equipment (PPE). We believe by enhancing your knowledge base of the fire ground operations it will help you to better understand what may be happening on the fire ground or if there is an equipment failure. Finally, you will also be fitted for PPE and be allowed to move forward to part II. Note: This session will be offered only 1 time with limited seating and is a prerequisite to participate in Part II.

### Dispatch I & II

#### *All dressed up and somewhere to go Part II*

So you are now likely to be wearing firefighter PPE for the first time. Your air supply has been turned on and it is time to attach the SCBA regulator to your (blacked out) face piece. You and your partner(s) will transition your way through a confidence course designed to give you a flavor or what it is like as a firefighter to navigate your way through an unfamiliar area. There are of course many challenges for example we won't be able to replicate smoke and heat conditions but none the less we believe this will enhance your knowledge base and appreciation for what firefighters might experience. Note: This session will be offered 2-3 times depending upon interest.

### Dispatch I-II & MABAS II

#### *Mayday behind the headset*

Brown County Division 112 Communications Center Supervisor Pat Perez will share insight and perspective from a real world MAYDAY situation that ended in a Line of Duty Death (LODD). This program offering is being repeated due to the interest from conference attendee's as well as MABAS Wisconsin's commitment to *everyone goes home!* Supervisor Perez will discuss the need and value for a standardized MAYDAY policy throughout your Division. Supervisor Perez will also discuss the short and long term impacts this event has had on the Dispatchers in MABAS Division 112. Note: This program does contain graphic audio soundbites from the responders on the scene of this unfortunate incident.

### Dispatch II & MABAS II

#### *Keeping your Dispatch Center ready*

So in an ideal world your Dispatch Center would be fully staffed and no attrition would occur, well.....we know we don't live in an ideal world. One thing I think we can all agree upon is our people (staff) are without doubt our most important resource/asset. This training session will focus on some best practices to keep your people not only engaged but looking and thinking forward. Yes we realize that is a challenge! Part of the success is understanding people and *what makes them tic*. The whole generational thing can be a challenge to manage. Personalities, yes we all have them and on occasion ego's even rise to the surface and tempers might even flare. Mr. Robbie Stoikes, Supervisor, Wisconsin Emergency Management will discuss the workforce as we know it today, their wants, needs and desires. We will also discuss other considerations such as training, ride alongs and incentives (it doesn't always have to be money).