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For information regarding the EMR-ISAC visit www.usfa.dhs.gov/emr-isac or contact the EMR-ISAC office at: (301) 447-1325 and/or emr-isac@fema.dhs.gov.

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Volunteer Recruitment Program to Target Shortages

Volunteer fire departments account for 69 percent of the nation's fire departments. The number of volunteer firefighters has been dropping slowly but steadily since 1984 while the call volume increases. The [average age of volunteers is increasing, and departments are finding it difficult to recruit](#) those ages 18-34 (the "millennials"). Being short staffed spreads volunteers too thin, a very dangerous problem.

To help address the problem, the National Volunteer Fire Council (NVFC) launched the "[Make Me a Firefighter](#)" recruitment campaign. The project is rolling out in parts. Right now, departments can sign up through the "Department Portal" to join the campaign and post volunteer opportunities. People will be able to search those listings on the public-facing site when it is made available in August.

Throughout the summer and fall, the NVFC plans to release recruitment ads and materials for departments to "customize and localize" with the online materials generator. There will be tools to assist departments wanting to reach target audiences, and training on successful recruitment program development. Research by the NVFC shows "millennials," racial minorities, and women are audiences that have a strong interest in volunteering. The project materials help target these groups.

The NVFC's short video describes how the program works, shows samples of the marketing materials, and provides examples of how other departments are addressing this problem.

(Source: [NVFC](#))

Operational Lessons Learned in Disaster Response

Unless lessons learned cause a change in a department's behaviors or procedures, they are not really lessons learned. Identifying lessons learned after an event should be seen as more than the final step in the review of that event. Perhaps it should be seen as the first step in making a change to address a problem or shortfall.

The U.S. Fire Administration (USFA) recently completed and published "[Operational Lessons Learned in Disaster Response](#)" (PDF, 2.46 Mb), a review of fire department after action reports from major weather-related disasters that "required responding firefighters to assume duties for which they were unprepared or for situations they never anticipated."

Fire departments that have never been through a large-scale local or regional disaster should note their part in it doesn't end with the response to a disaster, but lasts through the recovery process as well. The report identified three tasks all urban and rural fire departments were faced with and a fourth that rural departments alone faced:

- Opening roadway access;
- Search, rescue, treatment, and transport of people;
- Self-protection and survival; and
- Providing food, water, housing, and sanitary needs for the community.

The review discusses the need to redirect toward a more all-hazards fire service, and provides real-life examples of what that might look like to unprepared departments (i.e., fire stations becoming ad hoc shelters). Doing so will require training, evaluating staffing requirements, understanding large event incident command, and more, also discussed in USFA's review.

(Source: [USFA](#))

Pocket Guide: Identifying Elder Abuse

First responders often find themselves in a position where they can identify signs of abuse. The forms that most quickly come to mind are child or spouse, but elder abuse affects hundreds of thousands every year by family members or "trusted others." A new national pocket guide helps first responders identify the seven types of abuse while providing backup information to help.

"[Legal Issues Related to Elder Abuse](#)" states physical, sexual, or psychological abuse; neglect; and financial exploitation all qualify as reportable elder abuse. It covers risk factors to consider; legal topics such as consent, decision-making capacity, and undue influence; abusers; and how a variety of circumstances can be related or relevant to elder abuse issues.

Self-neglect is not a crime; however it can still be reported. Most states have laws requiring people in authority to report abuse, and not reporting it is often a crime. Also, though many people think of abuse as only physical, financial exploitation is hardly rare. If something looks fishy but you are not sure, report it. As a responding officer or EMS provider, your voice may be the last chance an abused or neglected elder has to escape such a situation.

(Source: [American Bar Association](#))

Active Shooter and Intruder Webinar for Dispatchers

The International Public Safety Association (IPSA) is offering the free webinar "[Active Shooter and Intruder Response for Dispatchers and 911 Call Takers](#)" on Wednesday, June 17 from 1-2 p.m. Eastern.

This webinar covers strategies and principles 9-1-1 and PSAP call takers can learn during active shooter or home invasion calls. This information will allow them to instruct and direct callers on what steps to take. Actual 9-1-1 calls will be reviewed, and the instructor will discuss lockdown, lockdown failure, and the "3-OUT" strategy.

The webinar is strictly limited to the first 500 participants and [registration is required](#).

(Source: [IPSA](#))

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