

# The InfoGram



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## Managing risk in the fire service

By its nature, the fire service accepts and works with higher levels of risk. It is important departments manage their risks consistently with a well-developed written plan and maintain that plan as a living document to address changes in risk over time.

Fire departments actively managing their risk improve the workings of their department, lessen the chances of personnel injury or death, and make the communities they serve safer places. Departments can also minimize their liability with a robust risk management program.

The U.S. Fire Administration (USFA) recently released [“Risk Management Practices in the Fire Service”](#) (PDF, 2.6 MB) to help fire departments work through their risk management needs and incorporate changes into operational practice. USFA walks departments through organizational and operational risk management, discussing specific problems departments see in both management operations and on the fireground. It also covers community risk reduction.

The manual reminds that National Fire Protection Association (NFPA) 1500 “Standard on Fire Department Occupational Safety and Health Program” requires a written risk management plan addressing risk identification, evaluation, prioritizing, control, monitoring and follow-up.

(Source: [USFA](#))

## Lessons learned from protest response in Charlottesville

The city of Charlottesville, Virginia, was the site of several violent protest events during the spring and summer of 2017, culminating in mass violence, several deaths and a community divided. An independent review of the events is now available.

[“Final Report: Independent Review of the 2017 Protest Events in Charlottesville, Virginia”](#) (PDF, 6.8 MB) provides a very detailed look into each of the events. The goal of the report is to provide recommendations and constructive discussion on handling protest events for Charlottesville and elsewhere.

For each of the events in May, July and August, the report walks step-by-step through everything leading up to the event and on through to the after-action reports. They critique what went right and what went wrong with each, and discuss ways things can be done differently moving forward.

The report is extensive and there is no way to cover all the important points. Here are a few:

- Officials’ last-minute decision to move the location of a controversial rally affected preparations, forcing law enforcement to plan for two locations and confusing communication with the public about the event.
- Local law enforcement did not reach out to other communities that had dealt with similar rallies and protests for guidance.

## Highlights

Managing risk in the fire service

Lessons learned from protest response in Charlottesville

IPSA Webinar Week line-up announced for April



U.S. Fire Administration

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- Information sharing between state and municipal police was lacking and both entities operated independently, a failure of unified command.
- The Charlottesville Fire Department and University of Virginia Health System operations plans held up, allowing personnel to remove and treat numerous injured people within minutes after a violent attack.

Recommendations for Charlottesville and elsewhere:

- Police and fire departments should follow the Incident Command System implemented by the National Incident Management System (NIMS) for future protest events.
- Effective and multi-faceted training is needed for officers directed to protect public safety during protest events, to include first amendment training, de-escalation techniques, use of force policies and interagency cooperation.
- State and local law enforcement should be clear about their roles during large protest events, and be sure all personnel understand those roles.
- Information gathering well in advance of large events is vital to planning efforts, and law enforcement agencies should develop means to collect and vet this information.
- Engage all community voices - even dissenting voices - to maintain open communication and build trust.
- Expect evolving conditions and plan contingencies to deal with them.

(Source: [City of Charlottesville, Virginia](#))

## IPSA Webinar Week line-up announced for April

The International Public Safety Association (IPSA) is again offering [Webinar Week](#), in April. This is a week of free training webinars for first responders nationwide. There are two webinars scheduled each day on a variety of topics, including:

- Fire suppression during an active shooter, violent incident.
- Public safety training tips and lessons learned to keep your audience engaged.
- Violent intruder response in a healthcare or social services setting.
- Mental Health Crisis Intervention - the 9-1-1 telecommunicator's role.
- The disease that's silently killing us: fighting addiction in EMS/healthcare.

Registration is required to attend these online events. To see the full line-up of webinars, the instructors and to register, visit the [IPSA Webinar Week site](#).

(Source: [IPSA](#))

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The U.S. Fire Administration maintains the Emergency Management and Response – Information Sharing and Analysis Center (EMR-ISAC). For information regarding the EMR-ISAC visit [www.usfa.dhs.gov/emr-isac](http://www.usfa.dhs.gov/emr-isac) or contact the EMR-ISAC office at: (301) 447-1325 and/or [emr-isac@fema.dhs.gov](mailto:emr-isac@fema.dhs.gov).

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