

# THE INSTRUCTOR'S DISPATCH



Commission on Fire Prevention and Control  
Connecticut Fire Academy



Volume 9 Issue 1

January, 2006

## 2005 16th Round Grant Recipients

The sixteenth round of fire grants provides \$12,184,076 to help local fire departments and Emergency Medical Services programs to purchase or receive training, First Responder Health and Safety programs, equipment and response vehicles. "The Federal Government continues to support the critical work of our nation's firefighters by ensuring departments attain a basic capability level

through the competitive Assistance to Firefighters Grant program," said Charlie Dickinson, Deputy Administrator of the Department of Homeland Security's United States Fire Administration.

The "Assistance to Firefighters Grant program" is administered by the Department's Office of Grants and



Training in cooperation with the United States Fire Administration.

For more information on Grants and Training, please visit the Website at: [www.oip.gov/odp](http://www.oip.gov/odp).

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## Connecticut Grant Recipients

**Westfield Fire District  
Middletown CT**

- Operations and Safety—Personal Protective Equipment (\$57,310.00)



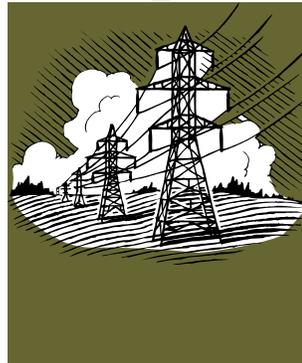
## Energy Efficiency in State Government

Governor M. Jodi Rell has challenged state agency heads to set an example of conservation and savings by cutting energy consumption in state buildings by 10 percent in 2006, and by implementing various steps to encourage a 'culture of energy efficiency' in state government.

The Commission on Fire Prevention and Control has a jump start on meeting efficiency standards, as we have been working, over the past several years on a number of energy conservation initiatives including:

- ☑ Replace exit signs with LED technology
- ☑ HVAC system automation (Administration Building)
- ☑ Extensive Cooling System Annual Preventative Maintenance program

- ☑ Lighting ballast replacement from magnetic to electronic technology
- ☑ Motion sensor for soda vending machine
- ☑ Motion sensor for lighting in select areas
- ☑ Pump house controller modifications
- ☑ Timer switches on some lighting circuits



Some short term gains will be realized this winter by draining the Training Tower heating system and lowering temperature settings at the Meriden CPAT center. We are also planning to add motion sensors to more facility lighting circuits.

All agency staff and students are asked to pitch in by shutting off lighting fixtures and electronic equipment when not needed. If you have any suggestions for energy savings, please share your thoughts with our facilities engineering staff Chris Johnston or Mark Ruggiero. Your efforts are appreciated!

Jeffrey Morrisette  
State Fire Administrator

*"Don't let the fire/building force you to go defensive, go on your own".*

*By Alan V. Brunacini*

## Commission Receives Donation to Support Training Programs

Ms. Alyce DeAngelo, CPCU of the Connecticut Chapter of the Chartered Property Casualty Underwriters Society presents a donation in the amount of \$1,000 from that organization to Peter Carozza, Chairman of the Commission on Fire Prevention

and Control and State Fire Administrator Jeffrey Morrisette.

The donation will be used by the Connecticut Fire Academy to procure a replacement rescue mannequin and rescue gloves.



From left to right: Jeffrey Morrisette, State Fire Administrator, Ms. Alyce DeAngelo, CPCU and Peter Carozza, Chairman

### Recognizing Our Staff

Many Academy staff and adjuncts give so generously of their time and resources to Charity programs throughout the year.

Most recently, Denice Fortin and her band of elves coordinated the Angel Tree program supporting both the Salvation Army and Toys for Tots programs.

Also, Yvonne Lewis coordinated the Governors Care & Share program. Thank you all for your generosity and thoughtfulness in supporting these worthy programs!



If there is anyone interested to serve as the agency's liaison to the annual Bradley Family Day event supporting the Hole in the Wall Gang Camp please contact Jeff Morrissette at 860-627-6363 ext. 230.

### Fire Department Seeking Information

The Stratford Fire Department is requesting the following information:

- Are any Fire Departments conducting Safety programs for the elderly?

A research project is presently underway that will focus on risk reduction.



A Risk Reduction program that will target slips, falls, and other injury/hazards that involve/hurt our senior citizens. Please contact:

Deputy Fire Chief John Cybart  
Stratford Fire Headquarters—2750  
Main Street-Stratford Ct. 06615  
203 385-4070 or 203-385-4071

*“There can be a big difference between fighting hard and fighting well”.*

*By Alan V. Brunacini*

### Safety and Health Committee Audit

A letter was written to Adam Piskura from John A Mastropietro, chairman, of the Workers' Compensation Commission who stated "our facility was in compliance with the safety and health committee regulations", on a recent visit made to our facility.



*“Do not ever think a fire will react to your intentions...it will only react to the right amount of action (water/support) applied in the correct place at an opportune time”.*

*By Alan V. Brunacini*

## New USFA Online Simulation Available

Emmitsburg, MD – Deputy United States Fire Administrator Charlie Dickinson and the staff of the United States Fire Administration are pleased to announce a new command and control, online simulation for emergency responders involving a single family mansion.

The “Q326 Mansion Simulation Course” presents the user with a very large, multistory, single-family dwelling presenting fire spread and ventilation issues and a more complex rescue scenario.

Due to the resource demands of this incident, the student is given a second alarm assignment. Upon successful completion of this online simulation course, the user will be able to recognize the unique rescue issues and other issues related to this type of

incident, better preparing them to organize and handle an incident of this nature.

Course objectives are the safe removal and treatment of occupants while presenting fire spread and ventilation challenges to the students. A National Fire Academy/United States Fire Administration certificate will be granted upon successful completion of the course evaluation.

The course can be found on USFA’s Virtual Campus at <http://www.training.fema.gov>. The USFA has many other training programs, both online and classroom-based, that are designed to

assist emergency responders in becoming better prepared for all types of emergencies.

Information on these training programs and other USFA initiatives and publications can be found at [www.usfa.fema.gov](http://www.usfa.fema.gov).



*“Be very careful of poorly managed fires that go out...they tend to make you dumb”.*

*By Alan V. Brunacini*

## 2006 Connecticut Fire Officer’s Weekend at the National Fire Academy

Save the date for the 2006 Connecticut Fire Officer’s Weekend to be held at the National Fire Academy on May 5th-7th, 2006.



The Brochure to be mailed out shortly. You can also download it from our website at: [www.ct.gov/cfpc](http://www.ct.gov/cfpc).

*“You can’t really sing about the train pulling out of the station unless you’ve watched the train pull out of the station”.*

*By Alan V. Brunacini*

## 2006 Seminar Series

The first of the Fire Ground Academy seminars, is to be held February 10, 2006, with Speaker John Mittendorf, LA Battalion Chief, Retired. This extremely informative and motivating one-day seminar will be taught by one of the most nationally renowned instructors on fireground strategy and tactics.

This unique on-day interactive workshop will include an in depth look at how to read a building, the ability to read smoke and extension avenues, and analyze the fireground clock.



John Mittendorf is a 30-year veteran of the Los Angeles City Fire Department and held the rank of Battalion Chief until his retirement in 1993.

You can download the Brochure from our website at: [www.ct.gov/cfpc](http://www.ct.gov/cfpc) with information on this Seminar and other Seminar Series.

Save the date for these upcoming Seminars:

April 7, 2006

Managing Major Fires

June 9, 2006

The Point of No Return Breathing Apparatus Air Management

August 11, 2006

Developing Fireground Decision-Making Skills

November 3, 2006

Firefighter Close Calls

December 1, 2006

The Art of Reading Smoke

## 2006 Fire Act Grant Writing Workshops

The Connecticut Fire Academy and representatives from the Department of Homeland Security Office of Grants and Training will discuss the Assistance to Firefighter Grant program.

The discussions will be conducted in a workshop format and is intended for fire departments and nonprofit EMS organizations interested in applying for the 2006 Fire Grant. Fire Program Specialist Bob Waters or Sherm Lahaie from

the Assistance to Firefighters Grant program will present information about the results of previous years Assistance to Firefighter Grant programs and explain the changes that can be expected in 2006.

You can download the Brochure from our website at: [www.ct.gov/cfpc](http://www.ct.gov/cfpc). This workshop will run from February 14th-February 18th.



*"Sometimes, it's impossible to recover from doing the wrong thing first".*

*By Alan V. Brunacini*

## USFA Releases 2005 Firefighter Fatality Statistics

The United States Fire Administration (USFA) announced today, this nation suffered 106 on-duty firefighter fatalities in the United States in 2005. In addition to these fatalities, the USFA has learned of 4 firefighter fatalities in 2005 related to injuries suffered in years prior to 2005. "The fire service of this nation has tragically lost, again, too many firefighters in 2005," said Deputy USFA Administrator Charles Dickinson. "The USFA approaches 2006, joined with the fire organizations and fire department leaders, to commit to doing what it takes to reduce these too often, preventable losses."



In 2005, there were 4 multiple-firefighter fatality incidents.

☑ Two New York City firefighters died in January when rapid fire progress forced them to jump from a fire-involved structure;

☑ Three firefighters were killed in the crash of a helicopter in Texas in March as they assisted with a controlled burn;

☑ Two Wyoming firefighters died in a residential structure fire in April; and

☑ Three firefighters were killed in the crash of an air tanker in California.

Additionally, the New York City Fire Department suffered a third firefighter fatality

on the same day as the January incident cited above, at another incident scene. The Memphis, Tennessee Fire Department lost 2 firefighters in separate incidents during the year.

Additionally, heart attacks were responsible for the deaths of 48 firefighters in 2005, reduced from 61 in 2004. Seven firefighters died of CVAs in 2005, up from 4 in 2004. Vehicle crashes took the lives of 26 firefighters in 2005. Five firefighters were killed in tanker (tender) crashes, 5 firefighters were killed in crashes that involved passenger vehicles, and 4 firefighters were killed in pumper crashes. Firefighters were also killed in crashes involving ATVs, aircraft, and a boat.

The United States Fire Administration has developed educational programs in the past few years to directly address firefighter deaths in vehicle crashes. Efforts

have specifically targeted tanker operations, career firefighter vehicle operations, and volunteer firefighter vehicle operations.

For additional information regarding these programs, go to <http://www.usfa.fema.gov/research/safety/vehicle-roadway.shtm>.

The average age of a firefighter killed in 2005 was 46. The youngest firefighter to die while on-duty in 2005 was an 18-year-old Connecticut firefighter who died after falling from a ladder during training. The oldest firefighter to die while on-duty in 2005 was a 76-year-old New Jersey firefighter who was struck by a suspected drunk driver at a roadside emergency scene. These fatality statistics for 2005 are provisional and subject to change as the USFA contacts State Fire Marshals.

For additional information on firefighter fatalities, including the annual fatality reports from 1986 through 2004 and the Firefighter Fatality Retrospective Study 1990-2000, please visit the USFA Web site at <http://www.usfa.fema.gov/fatalities/statistics/>

## Free Course Offering

Training Operations in Small Departments course #06395 is a two-day course that is presented in a cooperative effort of the Tolland Fire Department and the Connecticut Fire Academy in partnership with the National Fire Academy. The training will be delivered at the Tolland Fire Department Training Center located at 191 Merrow Road Route 195 Tolland Connecticut on Saturday February 25 and Sunday February 26, 2006 from 8:30<sup>am</sup> to 4:30<sup>pm</sup>.

To apply complete the National Fire Academy 75-5A application and the Connecticut Fire Academy student application which can be downloaded from our website at: [www.ct.gov/cfpc](http://www.ct.gov/cfpc) and remit them to the Connecticut Fire Academy Training Registrar at 34 Perimeter Road Windsor Locks, Connecticut 06096 via mail or fax. The cost of the two-day class is free due to an available grant which defrays the \$60.00 cost as advertised in the 2006 CFA Fire Training Calendar. There are

a limited number of seats available for this course so please register early.



Training Operations in Small Departments is designed to provide students with some basic tools and skills to coordinate training in a small fire/EMS organization. A training function in a smaller department typically may include conducting training drills and coordinating training with a nearby larger city or State training organization. Course content includes: Leadership issues in fire service training, such as why and how the local training officer must be a catalyst for change, and personal motivators within the department. Course content also includes identifying the legal issues affecting the training function, including an understanding of a standard of care and the impact of OSHA and NFPA standards. Safety considerations in training, marketing training internally, identifying ways to

justify training needs, and resolving training conflicts using appropriate conflict resolution techniques will be covered. Additionally selecting and evaluating training curriculum and materials from outside sources, and effective delivery and evaluation of training will be discussed

Training Operations in Small Departments is intended to be delivered to fire and rescue personnel who coordinate training in small departments, volunteer firefighters and officers who instruct in small fire and rescue departments, fire personnel serving on training committees, and training officers in volunteer departments.

*“Don’t try to intimidate the fire; try to kill it”.*

*By Alan V. Brunacini*

## Instructor Recognition

We wish to congratulate Ms. Jackie Kilby-Richards for being appointed the Chairperson of the NFPA 1061 Committee. The 1061 is the "Professional Qualifications for Public Safety Telecommunicator Standard". Jackie was accepted to the NFPA 1061 committee in 1998.

Ms. Richards is one of our newer instructors. She recently completed the Fire Service Instructor I after taking the Firefighter I and II and was a great asset to the Recruit class on .. what else, Communications.

Jackie has also been very active in the Fit Testing program with many compliments being received from our customers and she will be getting more involved with the "Communication's" Training.

Jackie is a full time Dispatch supervisor with the Town of Groton where she has worked since 1986. Jackie's Certifications also include:

- EMT - 1987
- APCO Public Safety Telecommunicator
- OSET Public Safety Telecommunicator
- APCO Human Resource Manager
- APCO Communications Training Officer
- APCO Communications Center Supervisor
- Fire Hawk Companion Program
- Public Fire Safety Educator



- Emergency Medical Dispatch
- OSET Level II Telecommunicator Instructor
- Certified Incident Dispatcher
- Certified Status Recorder Check In (Red Card)

Again we wish to congratulate Jackie and wish her great success!

Eric Munsell  
Program Manager

*"Those who embrace change will never grow old."*

*By Alan V. Brunacini*

## 18th Annual National Fire and Emergency Services Dinner and Seminars

On April 6, 2006, the Congressional Fire Services Institute (CFSI) will host the 18th Annual National Fire and Emergency Services Dinner and Seminars in Washington, DC.

It is an extraordinary day of opportunities to engage Congressional leaders and Administration

officials with fire service leaders in discussion about Federal programs and legislation addressing the needs of local first responders.



Information about the dinner and seminars is available on the CFSI website ([www.cfsi.org](http://www.cfsi.org)).

*"It's easier to set a rule than it is to set an example."*

*By Alan V. Brunacini*

## Painful Lessons Learned Without the Pain

Lessons learned in one firehouse can be shared with fire departments across the country through the virtual firehouse kitchen table, the National Fire Fighter Near-Miss Reporting System at: ([www.firefighternearmiss.com](http://www.firefighternearmiss.com)).

The reporting system is free, voluntary, confidential, non-punitive and secure.

The goal of this safety initiative is to improve firefighter safety by collecting, sharing and analyzing near-miss experiences to assist in formulating strategies to reduce the number of firefighter injuries and fatalities. The National Fire Fighter Near-Miss Reporting System is funded by grants from the Department of Homeland Security's Assistance to Firefighters Grant Program and Fireman's Fund Insurance Company.

The project is also supported by [firefighterclosecalls.com](http://firefighterclosecalls.com).

They have developed two new training components:



**Report of the Week:** a weekly email list serve that highlights one report each week. Many subscribers use the **ROTW** as a quick training tool. To subscribe to the Report of the Week, send an email to: [nearmiss@iafc.org](mailto:nearmiss@iafc.org) with "Subscribe" in the subject line.

**2005 Program Kit:** The Program Kit is an in-depth guide on how to use the website. Complete with PowerPoint presentations, articles, endorsement letters, and newsletter ads, the kit will help fire departments introduce their members to the site. To request a copy of the program kit, send your contact information to: [nearmiss@iafc.org](mailto:nearmiss@iafc.org).

The kit is also available for download at: [www.iafc.org/nearmiss](http://www.iafc.org/nearmiss) or contact:

Melissa Hebert

National Fire Fighter Near-Miss Program

P: 703-273-9815 x. 365

F: 703-273-0920

[mhebert@iafc.org](mailto:mhebert@iafc.org)

[www.firefighternearmiss.com](http://www.firefighternearmiss.com)

*"The way to start making money is to stop losing it".*

*By Alan V. Brunacini*

## Promotions

Congratulations to Hank Paszczuk for his recent promotion to Assistant Chief of the New Britain Fire Department.

Ed Burwell has been promoted to Lieutenant at the Fire Department in New York City.

The Staff at the Connecticut Fire Academy are very proud of Hank and Ed. We wish them both well in their career.



## Kim Alyn Presenter of the 2006 Fire Service Instructor Seminar

Kim Alyn will be the presenter at the 2006 Fire Service Instructor Development Seminar to be held at the Connecticut Fire Academy on Saturday March 11, 2006. Her presentation will be on Improving Presentation and Training Skills and directed to fire service instructors. The course number for this seminar is IDS06380 with a course fee of \$55.00, applications can be submitted on the CFA student application form. The following article is from Kim on another subject essential to members of the fire service.

### Your Presentations Skills Can Make or Break Your Promotion

Many fire departments and districts are moving towards the assessment center style of promotional process. Assessment centers will include a variety of exercises which can include fire simulations, subordinate counseling, in-basket, report writing, community presentation, media interviews, leaderless groups, and the often dreaded panel interview. Some departments use a scaled-down version of an assessment center depending on budget, but you can normally always count on a panel interview.

Raters are evaluating candidates in a number of areas in any exercise. The right answer or the content is merely one area. Your communication and presentation skills account for the majority of your rating.

These areas may be titled differently between raters, departments, or assessment centers, but they all come down to the same thing: your ability to communicate, persuade, and demonstrate a confident yet humble element of command presence.

If you are asked a question and you tentatively and quietly give the right answer, you won't instill any confidence in the raters. If you give the correct answer arrogantly and self-righteously, the raters may view you as a difficult leader to follow. Your challenge is to balance confidence and humility as you go through a panel interview or any other assessment center exercises. Here are seven tips for using great presentation skills to conquer the promotional process.

1) **SMILE!** Most people leave their smile at the door when they walk into a panel interview or an assessment center. Your smile is a powerful, disarming tool that is easily accessible. A smile conveys confidence with sincerity. A smile tells the raters you are happy to be there and you are comfortable in your own skin. A nervous, uneasy, scowling candidate is uncomfortable to be around and frankly, not very likable. To kick butt in the promotional process, you need to be likable in addition to being competent!



Kim Alyn Presenter

- 2) **Show some passion and enthusiasm.** When you're asked why you want to promote or why you would make a great captain (Engineer, Lieutenant, BC, DC Chief, etc.), you had better have a persuasive and passionate answer! If you don't absolutely love what you do and love the idea of promoting to further the mission, vision, and goals of the department, you need to find another job. The fire service (like most industries) needs great leaders to develop more leaders. If you don't have passion, purpose, and vision to promote.... don't promote!
- 3) **Get rid of annoying presentation habits.** If your tendency is to talk too low, raise your voice. If you tend to mumble or trail off at the end of your sentence, speak more clearly. If you have a habit of saying "um" all the time, STOP DOING THAT! If you fidget when you talk, cure yourself of that annoying habit.

(Continued on page 11)

## Kim Alyn Presenter of the 2006 Fire Service Instructor Seminar Cont'd

It's the little things like these that convey a lack of positive command presence and will hurt you in the promotional process.

- 4) **Don't BS!** If you are asked a question that you don't know the answer to, don't be afraid to say "I don't know." It will hurt you more to try and BS your way through an answer. Raters can smell that a mile away. One candidate was asked a question in a panel interview that he did not have the answer to. He replied, "I don't know that answer, but I guarantee you after today I'll never forget it! I know where to find it and I'll have it back to you before the end of the assessment center today." After the panel interview, he went and looked up the answer and returned it to the raters an hour later in between interviews. He came out number one on the list. A sense of humor combined with confidence and humility will take you far!
- 5) **Lighten up.** You can take your job seriously and your promotion seriously, but you certainly don't have to take yourself so seriously. Allow yourself to lighten up and enjoy the promotional process. Have fun with it. Consider it a fun challenge that you can enjoy. When you

lighten up, it eases the tension for you and the raters. You'll do much better in the process if you're not so stressed out.

- 6) **Stop babbling.** When you're asked a panel interview question, get to the point. Don't make the raters ask you if your train of thought has a caboose! Keep your answers organized, concise, and easy to follow. Your answers should only be 1-2 minutes long unless you get a multiple part question that requires a little more explanation. Most candidates hurt themselves by going off on little rabbit trails, getting lost, and not knowing how to get back on track. Stay focused and answer the dang question.
- 7) **Use practical examples and personal stories.** When you answer a question, consider whether or not the question can be tied to a practical example or personal experience/story. This makes it much more interesting to the raters and it shows them you understand how to apply the question. If you use a personal story or other example, keep it brief!

These are just a few key tips on conquering the promotional process with your presentation skills. Just remember, practice doesn't make perfect—perfect practice makes perfect! For more

tips on presentation skills, pick up the book *Public Speaking is Not for Wimps!* (Amazon.com) by Kimberly Alyn.

Alyn is an author and a professional speaker and trainer. She is the owner of Perfect Presentations, a company dedicated to training seminars for corporations, small businesses, and municipalities. She specializes in the fire service, offering instruction on promotional process, conflict prevention and resolution, leadership skills, public speaking, command presence, communication skills, writing skills, and sexual harassment. Kim speaks and trains in Fire Departments across the United States. She has also been a featured presenter at FDIC Indiana, FDIC West, Firehouse World, and Fire Rescue Conference.

Kim is the author of [\*It's Not Brain Surgery—Simple Tips to Getting a Grip on a More Successful Life\*](#) (due for release in 2006), [\*How to Deal With Annoying People\*](#), (with [Bob Phillips, Ph.D.](#)), [\*101 Leadership Reminders\*](#), [\*Public Speaking is Not for Wimps\*](#), [\*Soar\*](#), and [\*Pillars of Success\*](#) (with contributors Brain Tracy and former Secretary of State General Alexander Haig). Kim can be reached at 800-821-8116 or email: [Kim@PerfectPresentations.net](mailto:Kim@PerfectPresentations.net).

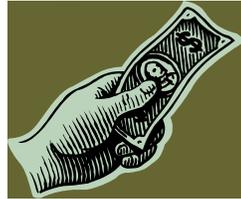
## Request for Volunteer Peer Reviewers

Volunteer evaluators are being requested to review and score the Assistance to Firefighters Grant applications.

The evaluation periods are scheduled as follows and will all take place at the National Emergency Training Center (NETC) in Emmitsburg, Maryland.

April 24-28	Evaluation Group 1
May 1-5	Evaluation Group 2
May 8-12	Evaluation Group 3

Individuals volunteering to serve as evaluators should plan on traveling the day before the evaluation period and returning home the afternoon of the last day of the evaluation period. Travel costs will be reimbursed, and food and lodging will be provided at NETC.



A support contractor will contact volunteers to discuss the necessary travel arrangements and reimbursement if a privately owned vehicle is being used.

Transportation will be provided between the airport and NETC. No salary is authorized for personnel volunteering to evaluate the Assistance to Firefighter Grant applications.

Please provide complete contact information:

- Name:
- Organizational name and position or title:
- Mail address:
- Day and evening telephone numbers:
- Email address:

The deadline for inclusion is February 3, 2006. All interested

parties must send their contact information and weeks of availability to Adam Piskura via e-mail at: [adam.piskura@po.state.ct.us](mailto:adam.piskura@po.state.ct.us). or Elaine Mancino at: [elaine.mancino@po.state.ct.us](mailto:elaine.mancino@po.state.ct.us).

*"A lot of what you are doing is regulated by what you're not doing".*

*By Alan V. Brunacini*

## Staff Recognition on Achieving Anniversary Milestone

Congratulations are in order to several Commission on Fire Prevention and Control folks for achieving anniversary milestones.

Within our Training Division, Debbie Richardson has completed 10-years of service with the State of Connecticut. Also Pam Cooney has completed 5-years.

Ed Bycenski will receive a 15-year plaque during the next Commission on Fire Prevention and Control meeting January 31st along with Debbie.

Pam will receive a hand shake as the state does not offer a presentation item for the 5-years achievement.

Thanks to everyone for their professionalism and customer centered focus.

Adam Piskura  
Director of Training

## Office of the Director of Training

Folks,

Thank you for your participation in our Instructor's meetings. For the most part, we received positive comments about the two sessions. While the content of both gatherings was the same, we did request instructor input earlier on in the second session. During the evening session, we solicited comments too late in the meeting. I apologize for the appearance of devaluing your comments.

We readily accept everyone's suggestions, ideas and comments. Frequently, you heard that you are our eyes and ears in the field. If you have a request for equipment, curriculum or some other type of support, please document it and get it to a Program Manager, the Deputy Director or myself.

For some, they heard a repetitive message that does not affect them. We must ensure that all adjuncts understand the importance of accurate paperwork. The data gleaned from these documents form the basis for perpetual records of achievements and records of meeting state and federal training requirements.

Our students and customers deserve to have accurately recorded information. We only ask that you review all paperwork for missing data and illegible entries. If you can not read it, our registrar can not read it. Thanks for taking the time to ensure accurate documentation of deliveries.

One thing I have to share with you is: ***It is an eyeglasses holder for your car's visor!***

The red or white plastic clamp you received is designed to attach to your automobile's sun visor via the wire loop with the clamp side facing down. Even if you do not wear spectacles, it is anticipated that you wear sunglasses. The folded arms of your glasses would be inserted into the clamp and closed to hold them in a ready position.

I asked for volunteer peer reviewers for the "Assistance to Firefighters Grant program". The work is in Emmitsburg, MD at the National Fire Academy with lodging, food and supplies provided. Your only contribution is your time away from work. The weeks are April 24 – 28, May 1- 5, and May 8 -12. You must supply me or Elaine Mancino at: ([adam.piskura@po.state.ct.us](mailto:adam.piskura@po.state.ct.us)) or ([elaine.mancino@po.state.ct.us](mailto:elaine.mancino@po.state.ct.us)) with an e-mail indicating your weeks of availability and your complete contact information including:

- Name:
- Organization name and position or title:
- Mailing address:
- Day and evening telephone numbers:
- E-mail address:

You are volunteering to a federal contractor and they must be able to get a hold of you. Please **DO NOT** contact me about your status. If something comes up and you are no longer available – go do it! The only way you will know if you are selected is when the contractor contacts you and asks if you are still available. The deadline for submissions is February 3, 2006.

On Wednesday February 16<sup>th</sup> we are holding an in-service training event for our staff. While this training is planned primarily around full time staff, any adjunct that wishes to participate is welcome. Classes include: Haz Com/NIMS, portable fire extinguisher familiarization and use, and CPR – AED Refresher. Contact any program manager to indicate participation.

I thank everyone for making the effort to attend one of our two sessions. Customer definitions are transferable. Adjuncts mostly view their students as customers. While that is true, they also are obligated to meet the student's employer (usually the fire chief) expectations. The Connecticut Fire Academy staff usually deals with Fire Chiefs, Training officers and the like in order to arrange classes. So our sense of customers is dynamic. Through our combined efforts we can meet our customer expectations and deliver quality courses.

To our success,

**Adam D. Piskura**, Director  
Connecticut Fire Academy

**Commission on Fire  
Prevention and Control  
Connecticut Fire Academy**

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We're on the  
Website at:

[www.ct.gov/cfpc](http://www.ct.gov/cfpc)

