

July, 2007



The Instructor's Dispatch

Commission on Fire Prevention and Control

Positive Pressure Attack: Effects on Occupants in Residential Structures

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The third installment of the 2007 Seminar Series was held on June 8, 2007. The seminar was delivered at the Connecticut Fire Academy.

The presenters were Training Chief Robert Nicks, of the Austin, TX Fire Department and Professor D. A. Ezekoye, University of Texas at Austin who spoke on Positive Pressure Attack: Effects on Occupants in Residential Structures.

After almost losing one of their own in an apartment fire where ventilation controlled a fire, which resulted in a secondary flashover, the Austin Fire Department increased their

training and research in ventilation tactics. The Austin Fire Department partnered with the University of Texas at Austin and has conducted three full-scale tests on PPV.

Attendees came away from the presentation with a better understanding of what can occur when PPV is established. The importance of determining fire location, knowing how thermal conditions may change for potential victims, and how different ventilation paths can affect thermal conditions.



June Fire School Picture taken
by Jim Carroll



June Fire School Picture taken
by Jim Carroll



June Fire School Picture taken
by Jim Carroll

2007 June Fire School

The staff of the Connecticut Fire Academy were pleased to offer the 2007 June Fire School.

On different days, the students were able to select a track of classes that focus upon engine company or truck company operations.

The Connecticut Fire Academy offered our adjunct instructor developed courses:

Discipline and Conflict Resolution, and Truck Company Operations-Ground Ladders, Succeeding as a Leader, Advanced Vehicle Extrication. These were just a sample of many courses that were offered at the June Fire School.

The June Fire School was a chance to learn something new and for the students to compare their fire department with those of their peers.

Such comparisons help firefighters realize their personal situation were not much different than their neighbors. This year we had a total of 650 students that attended the 2007 June Fire School.

A special thanks goes out to Mark Salafia, Program Manager, staff in the Training Division and to all our instructors for their outstanding work with the June Fire School.

DHS Awards Prevention and Safety Grants

Under the FY 2006 program, Fire Prevention and Safety will award approximately 300 awards totaling \$27 million to fire departments and other eligible organizations to reduce losses from fire and fire related hazards. Fire Prevention and Safety projects focus on preventing fire-related injuries to children, seniors, firefighters and other high-risk groups.

Fire Prevention and Safety also supports innovative fire prevention solutions and research on improving firefighter health and safety. "Every year, fire kills more Americans than all natural disasters combined,"

said FEMA Administrator David Paulison. "These grants support critical efforts to protect the public and firefighters from death or injury due to fires that could be prevented."

Fire Prevention and Safety awards support projects in two categories:

- Fire Prevention and Safety, such as public education, arson prevention/awareness, code enforcement/awareness, wildfire prevention/education, juvenile fire setter intervention, burn prevention, media/PR campaigns,

sprinkler awareness, or smoke alarm distribution.

- Firefighter Safety Research and Development, such as data collection and analysis projects; sociological projects and problem-focused technology studies that address firefighter safety, wellness, fitness, or health.

Fire Prevention and Safety is part of FEMA's Assistance to Firefighters Grant (AFG) program, which is a key component in a comprehensive and coordinated effort to strengthen the

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DHS Awards Prevention and Safety Grants

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nation's overall level of preparedness and ability to respond to fire and fire-related hazards.

For the list of Fire Prevention and Safety grantees, as well as additional information on the Fire Prevention and

Safety (FP&S) and Assistance to Firefighters Grant (AFG) programs, see the Web-site at:

www.firegrantsupport.com.

The following grants were awarded:

- \$48,288.00—West Shore Fire District—W. Haven, CT

- \$22,605.00 to Eastern Connecticut State University—Willimantic, CT
- \$53,212.00 to Waterbury Fire Dept.—Waterbury, CT



"Be very careful of situations where people are waving you in and ducking at the same time."

By Alan V. Brunacini

First In: Strategies and Tactics for Company Officers Sitting in the Hot Seat

Save the date...

The next 2007 Seminar Series is "First In: Strategies and Tactics for Company Officers Sitting in the Hot Seat" presented by Robert Krause, B.S. EMT-P, Captain of Toledo Fire & Rescue Department, Toledo, OH to be held Friday, August 10, 2007.

Everyday in this country fire crews respond to working fires. The first arriving company is faced with many decisions that can have a grave impact on the outcome. Lives saved or lost. The first arriving officer must make strategic and tactical decisions to successfully mitigate the situation.

This program puts the attendee in the Hot Seat, allowing them to develop critical thinking skills.



Recognizing Members of our Staff

Phyllis Del Mastro, RN Porter and Chester Institute
Practical Nursing Program Administrator Phyllis Del Mastro, RN, MSN for Porter and Chester Institute wrote recognizing Bill Auclair and several adjunct instructors for the recent set-up and delivery of a CPR program for students enrolled in their Practical Nursing Program.

Bill along with instructors Christy Delvey, Debra Burch and Brian Proulx were noted as being hardworking and efficient.

Ms. Del Mastro stated "all students passed and within a week had their CPR cards in hand". Thank you all for a job well done!

Jeff Morrissette
State Fire Administrator

Promotion

Jay Kolakoski, Bristol FD (*new hire adjunct instructor*) has been promoted to Deputy Chief as of July 8, 2007.

The Staff at the Connecticut Fire Academy wishes Jay Kolakoski great success in his new position.





Recruit Class # 38 standing in front of the Whistle Stop Tour bus.

"You can't save anyone when you are a victim".

By Alan V. Brunacini

Recognizing Members of Our Staff

Letter from Ron Siarnicki, Executive Director of the National Fallen Firefighters Foundation

A letter was received from Ron Siarnicki, Executive Director of the National Fallen Firefighters Foundation thanking the Commission for their support of the America's Fire Service Heroes Whistle Stop Tour which visited both the Lowe's Home Improvement Center in Bloomfield and the Connecticut Fire Academy.

Special thanks goes to John Dates for his championing the event and to Recruit Class # 38 who did our state very

proud with their participation in the event.

It is up to each of us to fully embrace and promote the sixteen firefighter life safety initiatives!

Letter from Ignatius Kapalczynski Naugatuck Valley Community College

Ignatius Kapalczynski an Adjunct Instructor for Naugatuck Valley Community College wrote thanking the Academy and Jim McLaughlin for the hospitality extended to his students, attending the Introduction to Fire Technology class who toured the Academy.

He wrote "This was the first exposure to the many professional educational opportunities available to personnel in the fire service and it was clearly evident that the our made a highly informative impression on them."

Introduction To The Fire Service Summer Cadet Camp # 21

On June 25th, the Connecticut Fire Academy held graduation for the Introduction To The Fire Service Summer Cadet Camp. There were 59 Cadets that graduated.

We would like to take this time to thank Carlo Piacentini, Program Coordinator and the other instructors who were assigned to this program for a job well done!

Members of Cadet # 21

Broad Brook Fire Dept.

Kyle Ramsay

Blaine G. Simpkins, Jr.

Canterbury Fire Dept.

Keith Ducat

Krista Impellizeri

Raymond Sulich, III

Colchester Hayward Fire Dept.

Evan Ezold

Derby Co. # 4 Fire Dept.

Christopher Daigle

Joshua Tarini

East Great Plain Fire Dept.

Nickolas Jaskiewicz

Joseph Smith

East Hampton Fire Dept.

Jason Swan

Gales Ferry Fire Dept.

Patrick Bazinet

Matt Carmack

Brandon Cummings

Gardner Lake Fire Dept.

Alex Knopf

Charlie Miller

Gaylordsville Fire Dept.

Christopher W. Fuchs

Christine Hogan

David Soliani

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Introduction To The Fire Service Cadets

Introduction To The Fire Service Summer Cadet Camp # 21

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Jay Korniewicz

Douglas Leach

John Quiatt

Haddam Fire Dept.

Patrick Finley

Dan Sullivan

Harwinton West Side Fire

Dept.

Ryan Partti

Lyme Fire Dept.

Joshua C. Adams

David W. Brown

Mohegan Fire Dept.

Rebecca Mowan

Norfolk Fire Dept.

Elyse O'Brien

Kim Wilkinson

North Farms Fire Dept.

Joseph Gambardella

Old Lyme Fire Dept.

Jesse Bonelli

Tara Bonelli

Oswegatchie Fire Dept.

Shawn Finnigan

Pleasant Valley Fire Dept.

Colin Field

Julia Jacobs

Deanna Kruczek

Ben Marcus

Portland Fire Dept.

Patrick Richards

Ryan Sweeney

Ian Willse

Matt Ziegler

Riverton Fire Dept.

Keith Archer

Kevin Archer

Tina Gillen

Daniel Kinane

Juleah Sverni

Shawn Thibault

Shaker Pines Fire Dept.

Conor Beck

James Goodrow

South Windsor Fire Dept.

Robert Baral

Kevin Piacentini

Dan Siok

Windsor Locks Fire Dept.

Christopher LeMay

Eric R. Quagliaroli

Wolcott Co. # 4 Fire Dept.

Thomas Dunn

Michael Kelly

Richard Torres

Michael Valenti



Introduction To The Fire Service Cadets

"In fire command and tax preparation, don't ever let your inclination to gamble out perform your fear."

By Alan V. Brunacini

All-Hazard Incident Management Teams

The Connecticut Fire Academy in conjunction with the National Fire Academy is pleased to offer Training for Type 3 IMTs, as part of the ALL-Hazard IMT Technical Assistance program, on July 16 through July 21, 2007. This is a six (6) day course. There is no charge for this course.

You must complete a CFA registration form. If you have any questions about this program, please contact Jackie Kilby-Richards at 860-627-6363 ext. 285 or email her at:

jacklyn.kilby-richards@po.state.ct.us





“Effective command is made up of equal parts of passion and patience—the trick is the where and when of each”.

By Alan V. Brunacini

10 Steps to Great Exercises! Or No more Same ol' Same ol'!

One of the most enjoyable things I have ever done is to work with small rural and tribal communities and their fire, law, EMS, public health and public works responders. Throw in railroads, co-ops, schools, hospitals, etc. and you have a great mix. But how do you develop realistic, helpful and enjoyable hometown exercises with a group like that? Here are a few of the things I have learned in three decades. Read! Enjoy! Prosper!

One: The key to success is consensus! No one really cares what you think. There is always one pushy person in the group. You have to decide early on to control those two people (you and the other pushy one) and that the consensus of the group is the most important product. Consensus is not “That’s the perfect exercise” but “It will be okay and I can live with it.” Since your goal is to have community members individually doing good work together, you will probably have to take courses to pull this off (and they aren’t exercise design courses!): consensus development, facilitation, mediation and arbitration.

Two: Start in-house! Without decent in-house responses, from co-op to fire departments, from EMS providers to schools, you can’t succeed. These in-house events are usually called drills. Don’t expand from garbage, expand from quality! If the players don’t see excellence from the other players, they won’t play. It’s impossible to build trust and confidence among groups if all individual groups are not trustworthy and confident. I have heard “They scare me!” and “They will get someone killed!” said certain response groups by others. If you hear these types of comments, you are a long way from a good exercise, probably years.

Three: Start small! I have seen far too many people decide not to play, because some idiot decided to have a worst-case exercise, or decided to blow up the train next to the hospital. You can have a complex, interactive exercise without making a “federal case” out of it. You don’t have to stay small, but you have to build from small successes. If you start too big you will create unnecessary and often irreparable damage.

Do you really think Al Qaida is targeting your rural community?

Four: Whoever responds gets to decide! (Ask and you shall receive!) Ask the key players, then push the decision-making power down to the lowest effective level. That would not be the state, tribal or federal level, the elected official level or the upper management level. It would be the field responder level. Ask the group what kind of incident they need to work on the most. Ask the EMT’s what they really need to practice. Ask the trucker how accidents usually happen. Ask the pipeline person how they manage events and where their response equipment and supplies are located. Don’t make someone else’s decisions, it never works and makes people really, really mad. Trust me on this one!

Five: Make sure everyone has some real work to do! If there is nothing for the public works or public health people to do, find something for them to do or they won’t ever come back.

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10 Steps to Great Exercises! Or No more Same ol' Same ol'!

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We once needed a county commissioner around just for his signatory power, so we asked him to keep track of some critical data, so he wasn't just sitting with a pen in hand, but was an active part of the exercise. People come to work. Find out what their skills are. We tend to only concentrate on their data banks. I loved my civil engineer to show up, for he could gather data, write well, draw well, and analyze data quickly, but we never had any civil engineering to be done. Why do we waste a person with fire fighting skills on a PIO skill area when PIO people exist in many organizations and the PIOs and the organizations would love to participate and help? Do you have something real for fire, law, EMS, public health and public works to do? Honor them, honor their skills, don't do "Make work" with real players, or we won't come back!

Six: This is not a test! Get rid of the military model. Get rid of the test model, the grading model, the evaluating model, the good/bad, right/wrong and the pass/fail model. The old model was for "defense" (as in Civil Defense under the Defense

Department) where people were in military or paramilitary outfits, same uniforms, officers, guns, badges, discipline, etc. Many jurisdictions don't have working plans, so how could you test it? An exercise should be practice (not a test), with coaches and mentors (not evaluators), with learning to do it right (not practice doing it wrong and getting a bad grade). In-house drills can be tests (and this is indeed like the old military idea). If you use complex, multi-jurisdictional, multi-disciplinary exercises in rural areas as tests, simply put, you will fail those tests!

Seven: Give them food and they will come! Or hats, or something useful. Maybe we all now have too many cheap coffee cups with logos, but a nice polo shirt and a good meal, hell, that's real incentive. Agencies have discretionary funds, corporations have advertising budgets and concerned citizens will help. Make it so real players get rewarded and non-players don't get rewarded. You get the behavior you reward. If you are in doubt about what motivates your group, well, you could ask them!

Eight: No surprises! This time we are talking surprise quizzes. This concept only works in-house for close knit teams. (Have you ever thought of asking if your team wants to be drilled or quizzed?) As for community exercises, everyone should know everything. The more people who know and the more they know, the better off your community, your agency and you will be. Why not put on a hazmat awareness course for citizens and explain the principles of response planning and exercising? Then if you have volunteers, find real things for them to do. CERT is good. It cuts down on the arrival of untrained and uncoordinated, spontaneous volunteers at real events. Remember, an exercise is learning, it is practice, it is a community event, it is not a test and it is not a surprise quiz.

Nine: Build a plan! If you have no plan, build an exercise around a real community concern, then you will have at least one coordinated action plan for one incident. After two or three of these action plans, the generic pieces will actually grow into a plan, almost on their own.



**"The capable IC
always
approaches his
troops with high
expectations and
kindness."**

By Alan V.

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10 Steps to Great Exercises! Or No more Same ol' Same ol'!

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I think it is better to have five good action plans which have come from exercises (transportation hazmat incident, big fire in apartment house or something similar, multi-casualty highway incident, school shooting/hostage incident and biological/radiological incident) than a make believe, fill-in-the-blank plan which sits

on a shelf. I think training and exercises build good plans and not the other way around.

Ten: It takes five years and it takes a village! To go from non-caring and non-response to quality takes three to five years. It takes a village, minus the village idiot of course! All it takes is a million small steps, realistic scenarios designed by the players, honor and trust,

respect and real work, open communication, a little food or other reward and community consensus. If you quit you lose and if you don't quit you win!

© 2006 Frederick J. Cowie,
Ph.D. fredcowie@aol.com

Note: Fred Cowie was a keynote speaker at the 2006 SERC Conference coordinated by the Commission on Fire Prevention

"It is very painful to be challenged and lonely at the same time...when you're having problems, take on a partner to share them".

By Alan V. Brunacini

Health and Fitness

Just as I was relatively convinced that there was little hope for most people to undertake making improvements in their respective physical fitness levels, my lovely wife goes out and buys a "Walking away the pounds" DVD. How is that noteworthy? Besides the risky prospect of me writing about it, and you reading about my demise in the local paper, she is actually having more success with her exercise adherence than she had with many other means over the past few years. It is astounding. She plugs in the DVD, one of several now, and follows along. It is so simple that even I have suggested on several occasions she just "walk away" from ice cream,

ranch dressing, and candy. That of course doesn't fit the plan, other than the one for my early ruin, and is not generally included on the discs. What it really means though is that we must simply find the right approach for ourselves, just like she has.

So you know, despite what she might tell you, my wife has stayed pretty fit for a long time. She has been a willing participant in most of our sports endeavors, and has been fairly disciplined about maintaining a level of fitness required of an active family. What she would more accurately tell you is that she had not really found a niche or area of sustained interest in

one direction for her PT. She has floated from one approach to another occasionally, and has not really had one constant thread in the fabric of her working out. There is nothing wrong with that. This time she may have found it, or maybe not. Perhaps watching and working out to the program on TV in the living room is more interesting and enticing than going into the dark, scary basement to walk on the gazillion dollar treadmill. Maybe being in the company of her family, and in the confines of our home, has more appeal to her than going to the gym. There are lots of "maybes" here, but it speaks to

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Health and Fitness

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the most frequently asked question I get: "How do I get and stay motivated?" Maybe my wife has the answer, and that the biggest secret is that she just continues to make it work, and is open minded about her options for getting there. Maybe she has unintentionally created the right combination of variety over the years to keep it going. Maybe she has inadvertently evaluated both her personal and program factors of motivation

and come to this current conclusion. Maybe her example is the most noteworthy thing to pass along today, at this time of participating in another safety stand down: Find whatever works, but do something, including walking away from too much ice cream if that is something you can do. Make a contract with yourself to begin or improve in this one really important area of keeping yourself safer. Be serious enough about it so that you write out a contract for yourself, if that works better for you.

Put in a penalty, like donating X number of dollars to the burn foundation if you don't reach the goal you set out for, or write in some reward even.

In the end, as in the last time, remember to adjust to the warmer season, drink plenty of the right fluids, train often, train hard, and be safe. Call me if you have any questions, I can be reached at 860-627-6363 ext. 343.

Bill DeFord

PT Instructor



"It's difficult to get a little excited".

By Alan V. Brunacini

Mark Amatrudo New Deputy Chief of Wilton Fire Dept.

From the Wilton Bulletin

Mark Amatrudo of North Branford has been hired as the new deputy chief at the Wilton Fire Department, replacing George Peters who retired in March.

The Fire Commission voted to hire Mr. Amatrudo, and the Board of Selectmen unanimously approved. Mr. Amatrudo has served in the Westport Fire Department as a deputy chief for a year and a half, according to Fire Chief Paul Milositz. He is also a longtime member of the North Branford Volunteer Fire Department, where he serves as district chief.

"He has a strong business background. He is highly motivated in the fire department," said Chief Milositz. "Mark Amatrudo is very well qualified. He's got a tremendous amount of experience," said First Selectman William Brennan. Mr. Brennan said that in addition to his work in fire departments, Mr. Amatrudo has a master's in business administration and that he comes "highly recommended from those who worked with him." Chief Milositz said there were thirty-nine (39) people who applied for the job and that twenty (20) candidates were sent a series of written

questions to answer. Of those twenty (20), ten (10) candidates were interviewed by a panel of three fire chiefs outside of Wilton, and then three of those candidates were interviewed by the Fire Commission, with Mr. Amatrudo ultimately chosen. "His responses to the questions were right on, and I think he appeared to be the best choice for the department at this time," said Chief Milositz.

The Staff at the Connecticut Fire Academy wishes Mark Amatrudo great success in his new job.



Mark Amatrudo

Community Emergency Response Team (CERT) Weekend

The Department of Emergency Management and Homeland Security in cooperation with the Commission on Fire Prevention and Control's Connecticut Fire Academy is sponsoring the annual *CERT Weekend* the weekend of September 8th and 9th at the Connecticut Fire Academy in Windsor Locks.

The event will occur from 8:00 a.m. till 4 p.m. All Connecticut CERTs are invited to attend and practice some of the skills that they learned in CERT training. Chief Elected Officials and Board of Education Members, are also invited to attend. For additional information visit:

[http://www.ct.gov/demhs/iCal/eventDetail_page.asp?](http://www.ct.gov/demhs/iCal/eventDetail_page.asp?date_ID=CDCAC6C8CE83CDC9CB)

[date_ID=CDCAC6C8CE83CDC9CB](http://www.ct.gov/demhs/iCal/eventDetail_page.asp?date_ID=CDCAC6C8CE83CDC9CB)

Sharon G. Mazzochi, Trainer
Department of Emergency Management & Homeland Security

269 Maxim Rd. (Brainard Airport)

Hartford, CT 06114

Phone: (860) 706-5517

Fax: (860)-706-5539

"The art of progress is to preserve order amid change and to preserve change amid order." - Alfred North Whitehead, English philosopher and mathematician (1861-1947)

Office of the Director of Training

I trust your Fourth of July celebration was a fun one filled with family, friends and enjoyment.

There are several pieces of good news coming from government these days. Once the dust from the budgeting process settled, Jeff Morrisette discovered some opportunities for us. One is the very real possibility of creating a full-time Quartermaster type position with responsibilities for tracking and scheduling fleet maintenance, tool, equipment repair, acquisition, shipping, receiving, and inventory control. While this individual would be a new hire, they will not displace the current efforts

of Ron Divert, Scott Lee and Dave Christoff. The intent is to create and implement new systems that help all of us have apparatus and equipment in full working order where and when we need it.

The second item involves the success of our Connecticut Fire Academy Bookstore. I am happy to acknowledge Pam Cooney's yeoman effort at delivering a \$70,000 net sales month during June almost single handedly. While Pat Carroll staffed the store during our successful kid's camp, she has assumed other duties outside of the Academy and has limited her availability to weekends and some special calls.

Through our collective efforts and our personnel representatives, it appears likely that Pam will be receiving help.

A full-time Assistant Bookstore Supervisor position is in the works. Once filled, this person will provide the store with fully staffed hours (perhaps *every* Saturday) and much needed assistance for Pam. The success of the Bookstore simply breeds more work.

Add our initiative to soon offer public online merchandise sales and the possibility for doubling her existing workload is real. Also planned to help workflow in the bookstore is to coalesce the current three

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Office of the Director of Training

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separate warehousing sites into one located adjacent and connected to the store. The new built location will provide for much needed space to perform order picking and a dedicated packaging area.

Related to these structure modifications is our intent to eventually create two more double classrooms and expand the curriculum storage area. All classrooms and the Commission on Fire Prevention and Control meeting room will have ceiling mounted video projectors.

On the training grounds facilities is removing grass islands, buffers and placing stones to hold the areas turf and weed free while eliminating the possibility of grass and debris entering the recycled water system. A commercial washer and two dryers have been received and are being installed to assist with the processing of large laundry loads created by our ever increasing class sizes (both recruit and kid's camp).

We have acquired two Friction Force forcible entry door props.

These devices will be used on the training grounds to teach technique as well as used on operations days. When responding to a scenario, students will have to force the prop door open before proceeding into a structure.

Program Manager (Trainer) interviews are scheduled for the week of July 16th. We have our fingers crossed to have someone onboard prior to the start of our 14 week class. Meanwhile Brian Hurst, Recruit Program Coordinator and other dedicated instructors are developing our 14 week Recruit program. Tim Sendlebach is being brought in to assist the enhancement of our program. He will work with all our Recruit Coordinators (Tony Leca, Bill DeFord, and Ian Tenney) to build off our existing 10 week program and fill the substance required by the expansion.

I have asked him to participate as an extra pair of eyes, ears and hands. His primary point of contact will be Brian Hurst.

You might remember that Tim is the current President of IFSI, a featured speaker at the FDIC, and most recently the

Chief in charge of training in Savannah, Georgia. His invention of training props and programs is what first brought Tim to us for a workshop delivery two years ago.

From that workshop several ideas were adopted by us. Perhaps the most visible being the implementation of red shirts for recruits until they have graduated. Brian Hurst embellished Tim's props to create our famous "weeper". In any case, we are hopeful that Tim's presence might instill additional concepts and thoughts that may be included in one of our courses.

Perhaps the most exciting government news is that the "training bill" has passed! Well it wasn't really a bill and didn't contain all the money we requested; but the recognition of basic workforce development by state government has started. Our Commissioner, John Brady, a champion in the effort, has succinctly said; we are going back (to the legislature) next year for the rest. What did we receive?

An increased allocation of \$750,000.00 to the Commission on Fire Prevention and Control

"Never confuse repeat fires for routine fire the same basic deadly elements are present at every fire ... there is no such thing as routine, pip-squeak fire".

By Alan V. Brunacini

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budget to defray the cost of Firefighter I and Recruit training by 50%. The Amount represents half of what we asked for and reduced authorization for use. Therefore, the Commission has formed a committee to suggest methods to apply the money available in a fair and equitable manner.

It is everyone's hope that the next legislature will fully fund the Commission to make *a//* future entry-level firefighter training tuition free. Those are just some of things that we are accomplishing to make your jobs easier. We are asking for something in return for our customers.

Far too often, we do not have class rosters from field deliveries. Just a few days ago a chief called about certificates missing from a RIT class taught over one year ago. Compounding our lack of customer service is the problem that we have NO CLASS RECORD.

The class was scheduled, delivered, and the instructors paid. But our students did not receive any proof of their attendance and participation. You might guess that the chief is angry.

Meanwhile, Bill Auclair and the RIT instructors are left to reconstruct the class roster. It should be needless to say; but this is not good business. Our customers deserve records of their achievements. Their employers (fire chiefs) are required to prove training occurred. These two requirements are equally as important as the delivery of the class and students acquiring new knowledge, skills and abilities.

Another complaint received this week is that of instructors giving erroneous information to students. In this case, it was about certification procedures. If you do not know the answer to a student's question, please do not offer anything other than you will talk to the correct people and get back to the student with an answer.

Tom McGowan and his staff are working to review existing policies and procedures and will soon publish them (post on the web site) for all to refer to.

I truly believe we are on the path to distinction! With extra attention to details, staying focused upon our mission and providing our usual excellent instruction, customers will value our worth.

Here's to us for several significant wins this year,

Adam D. Piskura

Adam D. Piskura Director
Connecticut Fire Academy

"We're naturally geared to go forward; we don't retreat well ... we must practice the tactical agility of making a u-turn when necessary".

By Alan V. Brunacini

State of Connecticut

Commission on Fire Prevention and Control

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Windsor Locks, CT 06096
Phone: 860-627-6363
Fax: 860-654-1889



We're on the Web!
at: www.ct.gov/cfpc

Agency Mission

To prevent or mitigate the effects of fire and disasters, either natural or manmade, on the citizens of the State of Connecticut. This objective shall be accomplished through the development and delivery of state-of-the-art educational programs designed to meet nationally recognized standards, certification of individuals to such standards and maintenance of up-to-date resources for use by fire service personnel, public educators and other first responders.