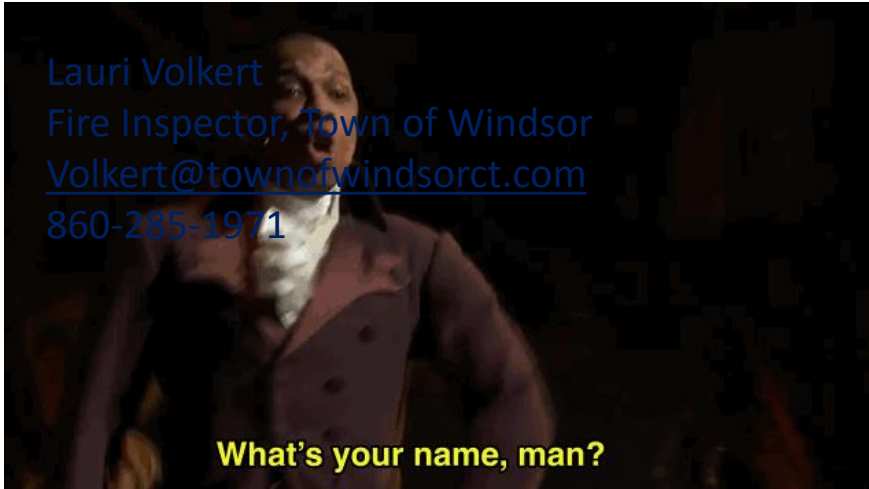Office of Education and Data Management
Fall 2018 Career Development Seminar
November 2018

Local Fire Marshal Office
Operations and Requirements

Presented by
Lauri Volkert, Fire Inspector, Town of Windsor

Introductions

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Fire Inspector, Town of Windsor
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860-285-1971

What's your name, man?

Why Are We Here?

Objectives:
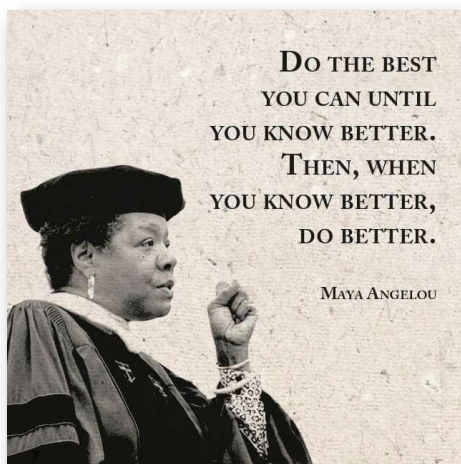
- Recognize what you're responsible for
  - Know where to find it
- Know who to ask for help
- Understand how to communicate what you do and why it's important
- Develop a strategy to avoid common pitfalls
- Put some new tools in your toolbox

Suddenly you're the fire marshal, now what?

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DO THE BEST YOU CAN UNTIL YOU KNOW BETTER. THEN, WHEN YOU KNOW BETTER, DO BETTER.

MAYA ANGELOU

This class isn't meant to call anyone out, to get anyone in trouble, to give you a panic attack, to spell out the only way to do things, or to give anyone legal advice.

It is meant to be a discussion, to act as a reminder, a heads-up, an idea/solution catalyst, and a toolbox expander kit.

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**First Things First:
What are we responsible for?**

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Well it says here in the "says here book"

- Connecticut General Statutes Chapter 541
    - Gives us our authority to do what needs to be done
    - Includes rules about hiring and firing, certification and continuing education, responsibilities, and the limits of your liability
    - Tells us who to call when things are outside your level of responsibility
        - Fireworks and explosives
    - Tells us which codes are in play
        - Includes rules about buildings and required safety equipment that go above and beyond the Fire and Building Codes
        - Includes process for abatement and penalties for non-compliance
    - Tells us our responsibilities for investigations

    Bottomline: This is our baseline document, read it cover to cover

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CGS Chapter 541, special topics

- Fireworks and Explosives
  - Read these through, there is a lot of information to wrap your head around
  - Yes, the forms in triplicate are still the right forms
    - Remember to send the green copy to FEIU
  - Keep an ear open: These regulations are in the process of being updated
  - Bottomline: If you suddenly are faced with a question or application, phone a friend!

 Quick Tip: Keep track of all those phone numbers given out at training, on-scene at a fire, around a conference table, or at the bottom of an email in a way that make sense for you....and then use them!

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CGS Chapter 541, special topics

- § 29-306 and Directive 10, a.k.a. the 5 deadly sins
  - Do you have a copy of Directive 10?
  - How do you know the violations exist?
    - Did you have legal entry? Credible source? Do you need a warrant?
  - Do you have a local plan of attack? Who is on your team?
    - What about the Uniform Relocation Act?

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CGS Chapter 541, special topics

- Smoke alarms and carbon monoxide detectors
- Fire Sprinklers
- Cargo Tanks and Trucks
- Space heaters
- Nursing home safety plans
- Occupancy-type-specific abatement orders and processes
  - Manufacturing, Schools, etc.

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If you have questions, who has answers?

- Your boss
- The town attorney
- Your personal attorney
- The State Fire Marshal's Office
- The Connecticut State Police Fire and Explosion Investigation Unit

- Fellow fire marshals (professional organizations are your friends)
- Other code enforcement officials (building, health, etc)
- Local police
- Experienced and trustworthy contractors, design professionals, and other subject matter experts

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Speaking of "says here books"…

- What code are we in?
  - What's included in those codes?
- Is everyone on the same page?
  - Do you have an easy to understand list on your website?
  - How easy is it for the public to come and look things up?
- How do you keep your library organized?
  - Do you know where to find older versions of the code?
- How do you stay up to date?
  - Budgeting for new books
  - Subscription service

Connecticut Fire Safety Code
&
Connecticut Fire Prevention Code

- What are our responsibilities?
  - Who is the AHJ anyways?
- Inspection Schedule
  - 1 year: A-1, A-2, E, H-1, I-1, all Rs
  - 2 year: A-3, H-2, I-2, I-3, I-4, B-Medical, B-College
  - 3 year: B, H-3, M, S-1, A-4, A-5
  - 4 year: F-1, F-2, S-2, U

  - What about "licensed" facilities?

When to call the State Fire Marshal's Office

- Modification vs. AHJ Authority
- Apparent Conflicts in the Codes and/or the statutes
- Items that don't fit in the cookie cutter of the prescriptive code
- When you can't find that one section, but you're pretty sure it's in there
- When it just isn't making sense

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Local ordinances, Town Charters, and Job Descriptions

- Have you read these documents?
  - When were they adopted/updated?
  - Do they still make sense?
  - Are they in conflict with the statutes?
  - Do they cover what they need to cover?
  - Do you know the process for amending them as needed?
- Do you know where your position is established?
  - How is it defined?
  - Do you have any duties that are above and beyond the statutory ones?
    - Do you have the authority to carry out said duties?

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Home inspections/smoke alarm verification for real estate transactions

Carbon Monoxide concerns

Off-hour illegal burns/nuisance complaints

CPR training

Job description by public opinion

Child Safety Seat installations

Unresolved zoning issues that have become "fire hazards"

Disposal of fire extinguishers and other hazardous materials

Rental of the firehouse hall

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faith trust and a little bit of pixie dust

How do we get it all done?

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Are you familiar with NFPA 1730?

NFPA® 1730
Standard on
Organization and Deployment of
Fire Prevention Inspection
and Code Enforcement,
Plan Review, Investigation, and
Public Education Operations
2016 Edition
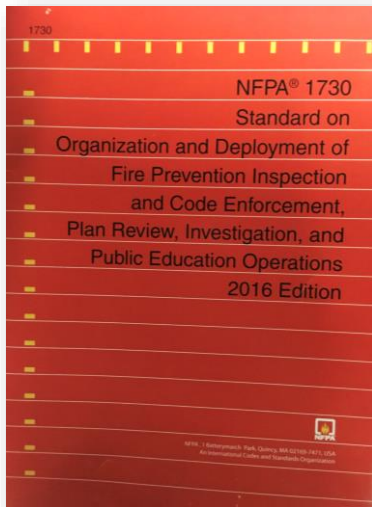
- Organization
- Community Risk Assessment
- Existing Building Inspections
- Plan Review and construction inspections
- Fire Investigations
- Public Education

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Office Organization

- Create an Office Organizational Statement
  - Defines the existence of the Office
  - Verbalizes the mission of the office
    - Connect it back to the town's mission/vision statement
  - Outline the services the office provides
  - Describes the basic organizational structure
    - Expected number of team members and their expected functions
- Develop a management information system
- Define the budgetary system and records management system
- Define Personnel rules and provide guidance for training

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Community Risk Assessment

- Identify the needs and circumstances of the community and to establish the level of fire prevention activities necessary to meet those needs
- Identify and analyze community risks that impact the services of the fire prevention office
- Develop a community risk reduction plan to reduce, mitigate, or eliminate those risks

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Community Risk Assessment, cont.

- Analyze and data from the following profiles on a regular basis to identify risks facing the community
  - Demographics
  - Geographic overview
  - Building stock
  - Fire experience
  - Emergency responses
  - Hazards
    - Natural and manmade
  - Economic profile

- Develop a Community Risk Reduction plan
- Obtain approval of the plan
- Develop risk reductions programs
- Allocate resources for risk reduction programs

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Inspections in Existing Buildings

- Remember the CSFSC Requirements
  - Inspection Schedule
    - 1 year: A-1, A-2, E, H-1, I-1, all Rs
    - 2 year: A-3, H-2, I-2, I-3, I-4, B-Medical, B-College
    - 3 year: B, H-3, M, S-1, A-4, A-5
    - 4 year: F-1, F-2, S-2, U
- When that can't be met, use your risk assessment to help determine the highest risk occupancies and focus on those first
- Don't forget to document!
  - Well-cited checklists and updated form letters are worth the effort

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Plan Review and Construction Inspections

- Minimum plan review elements in 1730
  - Initial fire protection and environmental impact (feasibility study)
  - Water supply and fire flow
  - Emergency vehicle access
  - Construction building plans related to fire protection features
  - Certificate of Occupancy Inspections
  - Hazardous Materials and Processes
  - Fire Protection system plans
  - Fire and Life Safety systems field acceptance inspections
  - Certificate of Occupancy Issued
- Again checklists are worth the effort
- Get involved early in the development process

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Investigations

- Develop Standard Operating Guidelines for how your office will handle fire investigations
  - Staffing levels and call out lists
  - Authority to investigate and legal entry
  - Evidence collection
  - Investigative procedure
  - Complex investigations and when to call for assistance
  - Reporting
  - Sensitive information
    - Youth information
    - Trade secrets

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Public Education

- Use your Community Risk Assessment to determine if your current education efforts are adequate or if they need to be tweaked, revised, or overhauled
- Determine who is responsible for what
- Make sure that each program is designed to be educationally and developmentally appropriate for each target audience
- Evaluate your programs and their outcomes on a regular basis to make sure you are being effective

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Good Stuff In The Back Of The Book

- Annex A
  - Explanatory Information
  - Sample forms
  - Helpful tables and examples
  - Occupancy Classification conversion table to go between codes
- Annex B
  - Community Risk Assessment Guide
    - Examples and expanded definitions
    - Worksheets
- Annex C
  - Sample Staffing Exercise
    - Tables and worksheets and consensus-determined calculation numbers

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Evaluations:
How do you measure up?

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Why are we talking about this?
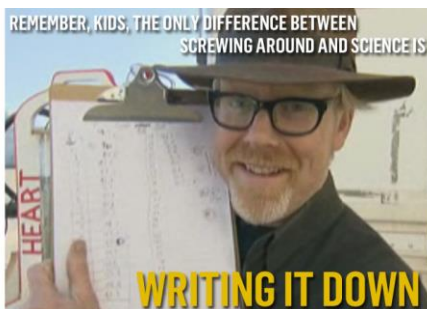
- You can't work with data you don't have
  - This is a long game we are playing
- Are you actually doing what you think you are doing?
  - Helps to see both big picture and easy to miss details
- Model Performance Measures

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NO

How do we get the numbers??

Formative	Process	Impact	Outcome
• Define the need • Incident data	• Show what you did • How many?	• Short term effects • Post-test, changes in knowledge and behavior	• Long term effects • Compare data from before
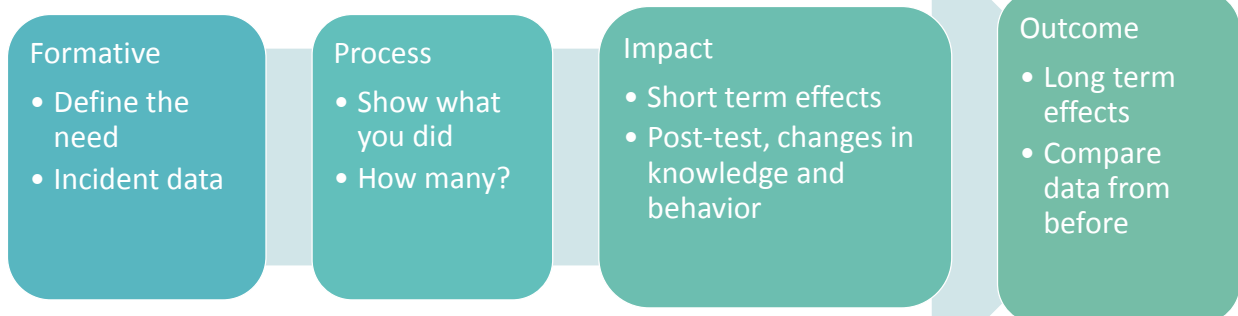
- Set up an evaluation plan before you start
  - Don't start anything if you don't know what success will look like
- Pay attention to useful information
- Stop collecting useless information

How to use the information you get

- Budget Season
  - Prove your programs' worth; return on investment
  - What numbers will the town council/manager/mayor/voting public be interested in?
- Grant Applications
  - Help secure grants, help track and report back on grants
  - Can you share information within your organization?
  - Can you find the information you're looking for in another way?
- Programmatic Planning
  - Are your programs hitting your greatest needs? Is there room for adjustment?
  - Can you use the info to tell a story that will get the public to start making safer choices?

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Speaking of Budget Season

- Are you familiar with the budget process within you organization?
  - When is the best time to ask for new things?
  - What information is expected when you present a new "ask"?
- What is the process for approval of grant applications?
- Do you have a way to quantify what is being done and what still needs to be done?

- Do you have a way to quantify what adequate staffing would look like?
  - NFPA 1730 Annex C Sample Staffing Exercise
  - Use your program analysis to show a cost benefit to higher staffing levels
  - If you can't get everything done without more staff, make sure your bosses know that, let them make that call

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♫ You are not alone, believe me. No one is alone ♫

Partnerships

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- Who do you have to work with?
- Who do you want to work with?
- Who wants to work with me?

Be ready for unexpected partnerships

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Building Partnerships

- Listen to your partners and stakeholders
- Let go of things you are not mandated to do if some one can/wants to do them
- Recognize those who have helped you out
- Help others out when you can

Paperwork Pitfalls

Paperwork Lessons Learned

- Documentation will make you or break you when trouble arises
- To document or not to document, that is the question
- A well-cited checklist is worth the effort
- Records management is almost as important as the records themselves
- Consistency is key, make it a policy, then follow the policy
- Don't try and re-create missing records, now that you know better, do better

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Freedom of Information Act

- FOI-It's a thing
  - Check with your Town Clerk or FOI coordinator
  - Look to see if you have a local policy
    - Is your office compliant?
- Records retention and destruction must be systematic and consistent

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Monthly and Annual Reports

- There are requirements in Chapter 541 both to your local boss and the OSFM
- Are there any local requirements? Written or unwritten?
  - Are the reports your are submitting actually showing the information that people need?
- Who is reading your NFIRS reports?

Inspection and Investigation Reports

- Where and how are they stored and organized?
- Are you FOI compliant?
  - Who gets what when?
- What counts as a report?
- Consistency is key
  - Checklists are worth the effort

HUPH: IT ONLY WORKS IF ALL THE LITTLE COGS MESH TOGETHER.

Keeping your Team a Well-Oiled Machine

41

Teamwork makes the Dream work

- Ensure excellent communication
  - Is what you said being understood the way you meant it?
  - Are you understanding what they said, the way they meant it?
- Set clear expectations
  - Equip team members adequately to meet those expectations
- Create opportunities for the team to get to know one another and to build trust
- Keep tabs on the drama and intervene when appropriate

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Remember that we are all human

- Burn-out prevention
  - Recognize the need for work/life balance
  - Give employees to opportunity to grow
  - Give employees permission to make mistakes
- Cancer and heart disease prevention
  - Know the hazards
  - Know what resources your organization can provide
    - PPE, screenings, etc.
  - Create a culture of safety, "All the cool kids have clean gear"

- Mental Health
  - Know and keep an eye open for symptoms of depression, anxiety, addictions, and other mental health concerns
  - Be ready to have intervene and know what resources your organization may have on hand
    - EAP, Counseling, Health Coaching, Wellness Programs, Insurance coverage for treatment

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Random Tools for the Toolbox

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- Google Translate
- USFA and NFPA tool kits
- NFPA Education Messaging document
- Inspection Checklists
- Hootsuite and other social media tools
- Outlook reminders
- Acculine
- Sticky notes
- Phone lists and town guides
- Cheat books and a box of goodies

- Microsoft OneNote
- Infographic creator
- Stack of take out menus in the investigation truck

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Let's Wrap This Up

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Use of OEDM Training Materials

Use of Office of Education and Data Management (OEDM) training materials must be approved in writing by the State of Connecticut, Department of Administrative Services' Office of Communications. In approving of such use, the State of Connecticut assumes no liability associated with such use, including, but not limited to, the user's dissemination of any inaccurate information or interpretation in connection with its use of these training materials. Use of the training materials is at the sole risk of the user, and the State's approval of the use does not constitute an endorsement of the user or its intended use.

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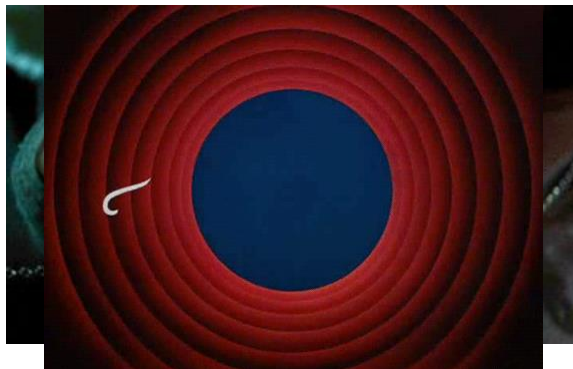
- **Twitter, Instagram, and Tumblr**
  - **@WindsorFMO**
- **Volkert@townofwindsorct.com**
- **275 Broad St, Windsor CT 06095**
- **860-285-1971**

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translate.google.com

Google

Translate   Turn off instant translation

| English | Spanish | French | Detect language | ▼ |

English | Spanish | Arabic | ▼ | **Translate**

0/5000

Type text or a website address or translate a document.

JOIN THE TRANSLATE COMMUNITY

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NFPA.org Community Toll Kits

Public Education / Resources / Educational programs / Community tool kits / Keeping Your Community Safe and Sound

Keeping Your Community Safe and Sound

Smoke alarms can mean the difference between life and death in a fire. Working smoke alarms cut the chance of dying in a fire in half. Use these NFPA following resources to conduct a smoke alarm awareness campaign in your community.

For families

Three out of five home fire deaths happen in homes with no smoke alarms at all or no smoke alarms that work. When there is a fire, smoke spreads fast and you need smoke alarms to give you time to get out. Take this quiz (PDF), and find out if you know all you need about the smoke alarms in your home.

- Smoke alarm safety tips (PDF) safety tips in Spanish (PDF)
- Smoke alarm safety tips for people who are deaf or hard of hearing (PDF)
- Easy-to-read handouts
    - English (PDF)
    - Spanish (PDF)
    - German (PDF)
    - Portuguese (PDF)
    - Brazilian Portuguese (PDF)
    - S'gaw Karen (PDF)

Featured content

Smoke alarms safety tip sheet

Download this free tip sheet on the use and maintenance of smoke alarms. Working smoke alarms give you early warning so you can get outside quickly.

Download our tip sheet on smoke alarms.

Smoke Alarms in U.S. Home Fires

This report focuses chiefly on smoke alarm presence and performance in home fires reported to local fire departments in the United States.

Download this free NFPA report.

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Usfa.fema.gov
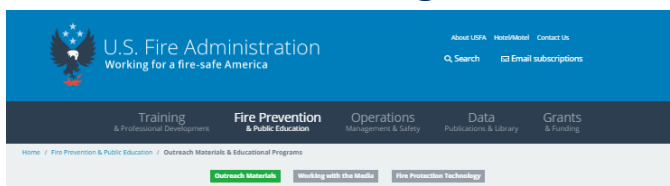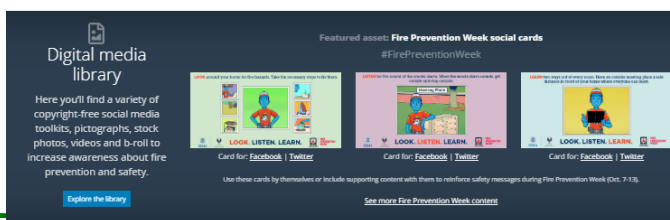
NFPA Educational Messages

Checklists

- Keeps track of everything you checked, not just what the violations were
  - Give credit for compliance
- Good reminder to prevent inspection fatigue
- Good place to collect other information
- You can buy them, borrow/steal them, or create your own
- Can be hard copy or electronic
- Good to include code references for requirements, it will save time later

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Hootsuite

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Why Use Social Media?

- You're boss wants you to
- You're citizens expect you to
- All the cool kids are doing it
- It can be a great tool to get public safety messaging out to your target audiences
- It can give your citizens a sense of connection to and ownership of public safety

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Drawing Grids

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Whether they be lined, mini, giant, or electronic, sticky notes can help keep your head above water

OneNote

Infographic Creator