

On behalf of the North Dakota Firefighters Association, I want to welcome you to the Fire Officer one program.

My name is Joe Manchin. I'm a battalion chief with the Fargo Fire Department where I've been for the last twenty five years. I'm also on the Castleton Volunteer Fire Department where I've been a training officer for most of my twenty eight years.

Module two of the Fire Officer Training Program is dedicated to learning about community and government relations.

To the community it serves, the fire department represents safety and security.

As the public face of the fire department, a fire officer plays a critical role in just how safe and secure the community feels. In this module, we'll look at how a fire officer can better understand his or her community.

Even though they may seem similar, no two communities are exactly alike. In the first lesson of this module, you'll learn how to use demographic information about your service area to tailor standard operating practices and procedures, risk assessments, and community education.

The better your department understands the community, the safer the community becomes.

To show your knowledge of your community needs, you'll submit a detailed narrative describing your plan to meet a need, such as a safety talk for a business or a car seat inspection event.

In the second lesson, you'll learn more about how to comprehensively survey your community for risks using a community risk reduction plan.

A well thought out community risk reduction plan keeps your service area safe from fire and a multitude of other preventable accidents.

For this lesson, you'll submit three JPRs showing how you would respond to community members.

First, you'll respond to the complaint of a concerned citizen. Next, you'll respond to a public inquiry about fire department policies.

Ready to make your community a safer place? Let's get started.

In JPR five, you'll show your knowledge on the following required skill, initiating action to address a requested community need.

To show this skill, you will assume the role of company officer and appropriately respond to a routine request from a citizen in your community.

Examples of requests can be station tours, block parties, show and tells, or car seat safety inspection events.

As company officer, you will address the community need in an accurate and courteous manner and take steps to initiate a process all while adhering to your department policies and procedures.

You will complete a detailed written narrative that clearly and concisely describes the methods you use to accomplish this request.

Determine if you can complete the request on your own or if it requires approval from a supervisor or another department. Reference any applicable policies and procedures in your narrative along with communication to and from your supervisor.

Submit copies of your timely and courteous communication with the citizen including follow ups to request additional information.

Ensure the admin side of your department is thoroughly briefed on the request and steps taken to complete it. Carefully read the full JPR document shared on this page to make sure you understand all of the requirements.

There are multiple documents to submit for this section. After reading the JPR document, download and complete the narrative in the student template.

Complete any relevant SOP documents for your department.

If there are any forms such as requests or correspondence forms, include completed copies with your submission.

If you need to communicate with the public such as distributing flyers for a car seat inspection event, upload these documents as well.

Ask your authority having jurisdiction to review the JPR and your completed documents before signing.

In JPR six, you'll show your knowledge on the following required skill, initiating action to address a citizen's concern and to ensure the citizen is answered or referred to the appropriate individual.

As a company officer, you must receive any citizen complaint in a professional and empathetic manner. You will not tell the citizen they are wrong, but instead make them

feel a priority at that moment, actively listen, and take necessary steps to resolve the issue in a timely manner. You will complete a detailed and written narrative describing the methods used to resolve the complaint in a clear and concise manner.

Include information about the nature of the complaint, how you addressed it, and if you were able to immediately resolve the citizen's concern.

If immediate resolution is not possible, provide steps you took to inform the citizen that you will either further investigate or pass along the concern to your supervisor.

Make sure you follow your department's policy as it applies to the concern and reference applicable policies that were used to provide justification to the citizen. If your department policy includes a citizen complaint form, ensure you provide this to the citizen to complete.

In JPR seven, you'll show your knowledge on the following required skill, responding to a public inquiry and ensuring the inquiry is addressed accurately and courteously.

Assuming the role of company officer, you will respond to and answer public inquiries.

These may include questions on the application process, inspections, permits, and more.

You will answer any question in a professional, accurate, and timely manner.

You must complete a detailed and written narrative that clearly and concisely outlines the methods you used to respond to the inquiry.

In the narrative, show your understanding of policies and procedures used to complete and process the inquiry.

Include any communication with your supervisor, the administration side of your department, or human resources as required by the authority having jurisdiction.

If none is required, state as such and show what you think should be communicated.

Provide any forms applicable to the nature of the inquiry. Carefully read the full JPR document shared on this page to make sure you understand all of the requirements.

For your submission, upload the completed student template, relevant SOPs, SOGs or policies, completed forms, and copies of your communication with superiors and the public.