



# 2024

## Training with Tom Merrill

24  
APR

ROME, NY

Professionalism, Passion & Pride in our Volunteer Fire Service

6:30 PM @ Floyd Fire Department,  
8367 Old Floyd Rd, Rome, NY 13440

REGISTER  
HERE



9  
MAY

COOPERSTOWN

Professionalism, Passion & Pride in our Volunteer Fire Service

6:30 PM @ Cooperstown Fire Department,  
24 Chestnut St, Cooperstown, NY 13326

REGISTER  
HERE



## About the class:

### Professionalism, Passion & Pride in our Volunteer Fire Service

This presentation focuses on three key areas that all volunteer firefighters should focus on that will help them achieve excellence in their role in their hometown volunteer firehouse, whatever that role happens to be.

All volunteers should strive to provide a professional level of service and represent as well as manage their department in a professional manner at all times. The volunteer firefighter should implement a personal professional code of conduct that applies to how they act, behave, dress, perform and treat the public as well as their fellow department members. By embracing professional standards, a professional culture can be established and nurtured in the volunteer firehouse.

### Tom Merrill

*Tom Merrill is a 40-year fire department veteran and serves with the Snyder Fire Department, which is located in Amherst, New York (first ring suburb of the City of Buffalo)*





# 2024

## Training with Jerry Knapp

**7**  
MAY

**Tactical Response to Modern House Fires**

GERRY, NY  
7 PM @ Gerry Rodeo Grounds, 4351 NY 60, Gerry, NY 14740

REGISTER HERE



**8**  
MAY

**Tactical Response to Modern House Fires**

CLARENCE CENTER  
7 PM @ Clarence Center Fire Company, 9415 Clarence Center Rd. Clarence Center, NY 14032

REGISTER HERE



**9**  
MAY

**Tactical Response to Modern House Fires**

SPENCERPORT  
7 PM @ Terry Taylor School, 399 Ogden, Parma Townline Road, Spencerport, NY 14559

REGISTER HERE



**7**  
OCT

**Tactical Response to Modern House Fires**

CHADWICKS  
6:30 PM @ Willowvale Fire Department, 3459 Oneida Street, Chadwicks, NY 13319

REGISTRATION  
COMING SOON.



### Jerry Knapp

*Jerry Knapp is a 43 year veteran Firefighter/EMT with the West Haverstraw (NY) Fire Department and author of published works on the subject of 'house fires' and 'engine company operations'*

## About the class:

### Tactical Response to Modern House Fires

House fires are our most important alarm. House fires account for 75% of all civilian fire deaths. Our strategy and tactics must be up to the challenge. This program will provide updates to modernize your strategy and tactical actions for aggressive search, rescue and suppression. It will introduce you to modern hazards of fire dynamics and how best to be an effective, aggressive and intelligent fire officer or firefighter. Several case histories of successful fire attacks and LODD's will be examined that have resulted in modern tactics.



# 2024

## Training with **MISSION** **CIT**™

Critical Immersive Training

**27-28**  
APR

WESTMORELAND

The Retention and Recruitment Officer's Role in Organizational Success

8:30 am - 4:30 PM @ Westmoreland Fire Department Training Facility, 101 Station Rd, Westmoreland, NY

**REGISTER  
HERE**



## About the class:

### The Retention and Recruitment Officer's (RRO) Role in Organizational Success

The challenges of recruitment and retention have never been greater, requiring a full team effort to sustain and grow our fire and emergency services organizations. While recruitment marketing efforts tend to get all the hype as that's typically the most visible part of a membership effort, the relationship between retention and recruitment is so interdependent that it is difficult, if not impossible, to discuss one without the other. Being successful at member retention can reduce the need to recruit as often, and when you do recruit, there's no more powerful marketing tool than happy members. Successful recruitment can also improve morale and reduce individual burnout and attrition.

This **two-day workshop** takes a retention-first approach to help the participants evaluate the type of environment they're inviting potential members into and offers keen insight and process improvement from the moment of inquiry, to application and acceptance, through the onboarding phase, to becoming contributing members with the ultimate goal of maximizing each member's legacy of service.