I. FSM Mission Statement:

Fire Service Management is a broad based fire management educational program designed to augment and develop managerial skills necessary for a career in the fire service or continued advancement within the field.

II. Course Description:

This course, designed for the middle level fire service manager, introduces the concept of risk management and examines its applicability in the fire service. Particular emphasis is placed on developing and implementing a fire service risk management program in both career and paid on call departments.

III. Prerequisite:

Fire Service major or consent of department

IV. Text, Reference Material, and Supplies:


V. Course Outcomes/Objectives:

Outcome #1: 10%

Cognitive Objective: The student will define the concept of "risk management" and be able to explain the benefits of a risk management program in a fire department operation.
Outcome #2: 10%

Cognitive Objective: Given examples of various activities performed in the fire service, the student will identify potential loss exposure in each of these areas.

Outcome #3: 15%

Cognitive Objective: The student will explain in detail the five step risk management process, and be able to apply these steps in a systematic manner.

Outcome #4: 20%

Cognitive Objective: The student will be able to explain and give examples of different methods of both risk control and risk financing techniques.

Outcome #5: 20%

Cognitive Objective: Using the list of potential areas of loss exposures developed in the class, the student will develop methods of managing these areas of exposure in order to lessen the frequency and severity of the potential losses.

Outcome #6: 15%

Cognitive Objective: The student will explain the various types of insurance available on the market, and assess its applicability to the fire service.

Outcome #7: 10%

Cognitive Objective: The student will explain various aspects of the judicial system, and considerations for claims management as well as litigation management.

VI. Method of Instruction:
Lecture, class discussion, audiovisual, demonstration, illustration, practical application by students.
VII. Course Grade:
The course grade will be based on the following distribution:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussion Questions</td>
<td>40</td>
<td>180 - 200 = A</td>
</tr>
<tr>
<td>Project</td>
<td>30</td>
<td>160 - 179 = B</td>
</tr>
<tr>
<td>Assignments (2)</td>
<td>30</td>
<td>140 - 159 = C</td>
</tr>
<tr>
<td>Quiz #1</td>
<td>20</td>
<td>130 – 139 = D</td>
</tr>
<tr>
<td>Quiz #2</td>
<td>20</td>
<td></td>
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<tr>
<td>Quiz #3</td>
<td>20</td>
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<td>Quiz #4</td>
<td>20</td>
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<tr>
<td>Quiz #5</td>
<td>20</td>
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<tr>
<td>TOTAL</td>
<td>200</td>
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VIII. Exit Competencies:

Upon completion of this course the student will be able to define the concept of "risk management" and be able to explain the benefits of a risk management program in a fire department operation. The student will be able to give examples of various activities performed in the fire service, and will identify potential loss exposure in each of these areas. The student will explain in detail the five step risk management process, and be able to apply these steps in a systematic manner. In addition, the student will be able to explain and give examples of different methods of risk control, risk financing techniques and areas of loss exposures developed in the class. The student will develop methods of managing these areas of exposure in order to lessen the frequency and severity of the potential losses and shall explain the various types of insurance available on the market, and assess its applicability to the fire service.

IX. Evaluation:

Grades will be based on participation, individual project, assignments, quizzes, and discussion questions.

X. Academic Dishonesty Policy:

Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion.

XI. ADA Statement for Students Requiring Special Accommodations:

As per Section 504 of the Vocational Rehabilitation Act of 1973 and the American Disabilities Act (ADA) of 1990, if accommodations are needed, inform your instructor as soon as possible.
TOPICAL OUTLINE:

I. Introduction to Risk Management

II. Benefits of a Risk Management Program
   A. Financial Benefits
   B. Effect on Personnel
   C. Correlation with Safety Management

III. Techniques of Risk Control and Risk Financing

IV. Identifying Exposure Potential Exposure Areas in Fire Department Operations
   A. Administration
   B. Communications
   C. EMS
   D. Fire prevention/inspections
   E. Overhaul
   F. Human resource management
   G. Public education
   H. Rescue
   I. Salvage
   J. Fire suppression
   K. Vehicle operations
   L. General

V. Evaluating Risk Control Techniques Against Risk Financing Techniques and Determining the Best Method to be Used

VI. Litigation and Claims Management Activities
   A. Professional liability
   B. General liability
   C. Workers compensation
ASSIGNMENTS:

Week 1  Jan 4 – 10 – Read Chapter 1
Week 2  Jan 11 – 17 – Read Chapter 2
Week 3  Jan 18 – 24 – Read Chapter 3 and do Quiz #1
Week 4  Jan 25 – 31 – Read Chapter 4 and complete assignment 1. Information for this assignment has been uploaded to D2L under Community Risk Reduction Readings.

ASSIGNMENT 1: (You must read the material located in the assigned reading to complete the assignment.
Looking at your organization whether it is a municipal department or a privately owned business, has it met losses or loss control problems by following the key steps mentioned in Risk management Practices page 19 to 58; or has your organization failed. Explain your answer in written form, 3-4 pages in length not counting Intro and Bibliography page, to be submitted thru D2L. Feel free to discuss this question with your fellow classmates or instructor. You may find it surprising to see how many similar organizations have the same loss control problems but fail to share this information with similar organizations. Be sure to reference the reading material as well as the book. Follow standard APA rules.

Week 5  Feb 1 – 7 – Read Chapter 5
Week 6  Feb 8 – 14 – Read Chapter 6 and do Quiz #2
Week 7  Feb 15 – 21 – Read Chapter 7
Week 8  Feb 22 – 28 – Read Chapter 8
Week 9  Feb 29 – Mar 6 – Read Chapter 9
Week 10 Mar 7 – 13 – Read Chapter 10 and do Quiz #3
Week 11 Mar 14 – 20 – Read Chapter 11 and complete assignment #2. Information for this assignment has been uploaded to D2L under Community Risk Reduction Readings.

ASSIGNMENT 2: (You must read the material located in the assigned reading to complete the assignment.
In assignment number two which deals with “operational risk management” reading from “Risk Management Practices” pages 59-88, deal with this subject. This section points out that “today we are moving toward a different perception of the relationship between bravery and risk”, page 63. It also states that “managing risk is a fundamental responsibility at every level of the incident management process”, page 68. Taking these thoughts in mind do you believe your organization or the organizations you share responsibility with are working towards these goals. Again feel free to discuss your
answer with your fellow classmates or instructor. Explain your answer in written form 3-4 pages, not counting Intro or Bibliography page, to be submitted thru D2L. Keep in mind that there is stated on page 73 in “Risk Management Practices” three simple guidelines that define acceptable levels of risk. Be sure to reference the reading material as well as the book. Follow standard APA rules.

Week 12  Mar 21 – 27 – Read Chapter 12

Week 13  Mar 28 – Apr 3 – Read Chapter 13

Week 14  Apr 4 – 10 – Read Chapter 14 and do Quiz #4

Week 15  Apr 11 – 17 – Read Chapter 15 and 16

Week 16  Apr 18 – 24 - Read Chapters 17-18 and do Quiz #5.

**Complete the Risk Management Plan.** There is an example in the book to follow as well as hints in the reading material. Take a good look at your departments. You should come up with a pretty good list for this assignment. Also, don’t be afraid to ask for help. Remember, minimum effort equals minimum grade!

**Discussion Questions:** There are 4 discussion questions under the activities tab that you MUST participate in. Look at the Discussion Rubric so that you know how you are being graded.