

Be Proactive with the EMS challenges facing Pennsylvania's Communities



Recommended attendees:

- EMS Board President
- Board Treasurer
- Board Members
- EMS Chief or Director
- Township Supervisors or Commissioners
- Borough Council members
- Mayors
- Municipal Managers
- Township Staff

3-hour educational program

This program can be customized as needed for local communities.



Effective Relationships with Township & Borough Officials – A Seminar for EMS and Municipal Leaders

All EMS agencies in Pennsylvania must interact with Boroughs and Townships. Too many times EMS leaders only communicate with local government when a fiscal crisis occurs. Positive relationships with officials are essential to providing the best possible service to your community. This seminar will identify why unclear expectations between public officials and leaders of EMS companies can lead to problems. Solutions to those problems may be easier than expected. After attending this seminar: The student will be to:

- Describe traditional methods of communication between officials and EMS.
- Describe individual responsibilities of local government and the EMS.
- Identify problems that lead to poor relationships.
- List the organizational differences that lead to misperceptions.
- Recognize the differences and accountability in a chain of command.
- Identify key questions that public officials want to know about your EMS company.
- Recognize the importance of a local government budgeting timeline.
- Describe the importance of planning.
- Identify how to conduct research of alike communities.
- Define an "annual report" and how to effectively communicate the report.

The Pennsylvania Fire & Emergency Services Institute

is an educational, non-profit association of emergency service organizations, emergency responders, industry and public service professionals who research, exchange information, and cultivate relationships among constituents about the issues affecting emergency response and life safety in the state of Pennsylvania. Our mission is to use combined knowledge and efforts to better protect the industry and those who serve within it.

For information on seminar cost and scheduling please contact Jerry Ozog at jozog@pfesi.org or call 717-497-5306