

EDUCATION TRAINING CONSULTING



Glatfelter
Commercial
AmbulanceSM
A Division of Glatfelter Insurance Group

TRAINING & RESOURCE CATALOG





TABLE OF CONTENTS

Welcome message	4
How to order	5
Instructor-lead programs.....	6
Seminars & webinars	12
Video-based programs.....	14
Online resources	18
Print resources.....	22



WELCOME

VFIS has been a leading insurance provider to emergency services organizations (ESOs) since 1969.

EDUCATION AND TRAINING:

VFIS ETC Associates of today follow in the footsteps of our predecessors who established the tradition of providing clients with quality and innovative education and training programs, at little or no cost. Contained within this catalog are a number of instructor-led programs, seminars, and webinars along with several video-based and online resources. Each product is designed to assist the ESO in becoming better-prepared for every call and supporting their most valuable asset – their team.

Our programs are primarily risk management-focused based on national standards. Additional subject areas include skill and knowledge-enhancement programs designed to keep clients informed about changes in ESO equipment, industry best practices, and the latest trends and techniques.

These programs, seminars, and workshops are offered at various regional sites across the country. Visit vfis.com for the latest offerings in your area. Webinars are delivered periodically during the year in a virtual environment. Many seminars and webinars can be customized for delivery to your organization on a fee-for-service basis. Contact us for more information.

CONSULTING:

VFIS ETC associates have subject matter expertise in a wide range of fire, EMS and 911 center-related topics. In addition, VFIS maintains a core team of consultants each with subject matter expertise which complements our staff. By partnering with VFIS - an industry expert – we can provide your ESO with a customized solution designed to meet your needs. Contact us to discuss your project or consider sending us your request for proposal.

Examples of recent projects include

- Chief officer search – tasks included job description review, advertising of position, review of candidate pool, conducting interviews, creation of list of recommended persons for final interview process.
- Organization assessment – tasks included a total review of bylaws, policies and procedures, risk management program, human resource management, retention and recruitment process, medical direction, organization structure, and training program. A final report was prepared with recommended action items.

EDUCATION TRAINING CONSULTING



vfis.com/etc-client-order-form



vfis.com/etc-non-client-order-form

HOW TO ORDER:

1. Take a moment to familiarize yourself with our catalog.
2. To order, simply do one of the following:
 - Visit our online shop at shop.vfis.com
 - OR - Use the QR codes here to download the current order form, fill it out completely, then send to us one of three ways:
 - Email orders@vfis.com
 - Mail to VFIS, P.O. Box 2726, York, PA 17405
 - Fax an order form to: 800.729.8347

If you have any questions regarding this catalog, please call 800.233.1957 or visit vfis.com.

PAYMENT METHODS:

- Check or money order payable to VFIS
- Purchase Order
- VISA, MasterCard, or Discover



INSTRUCTOR-LED PROGRAMS

EMERGENCY VEHICLE DRIVER TRAINING (EVDT)

TRAIN-THE-TRAINER PROGRAM

This program is a train-the-trainer program which is designed to teach the necessary instructional methodology in order to successfully deliver the following program. Upon completion, an instructor kit will be provided.

Instructor Resources

- EVDT Resource USB Kit Item: C10:256
- EVDT Instructor Manuals Item: C10:257

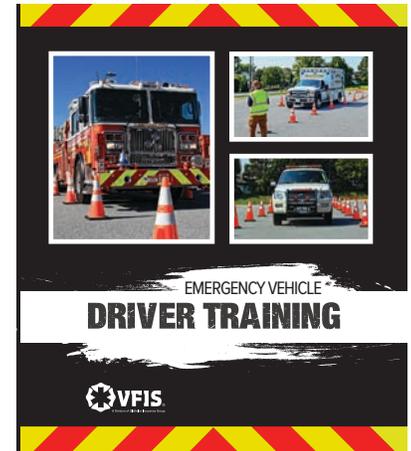
Program Format (12-16 hours)

- Classroom lecture and competency course.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

Participants will gain and/or verify a broad range of competencies associated with emergency vehicle driving, including basic understanding of emergency vehicle operations and skills necessary for practical application. The instructor-candidate will also review class management techniques, address FAQs and be provided with helpful tips to best deliver a student-level program.

VFIS recommends the instructor-candidate have successfully completed a student-level program, have an instructor methodology and participate in annual instructor continuing education related to this subject matter.



EMERGENCY MEDICAL SERVICES VEHICLE OPERATION (EMSVO)

TRAIN-THE-TRAINER PROGRAM

This program is a train-the-trainer program which is designed to teach the necessary instructional methodology in order to successfully deliver the following program. Upon completion, an instructor kit will be provided.

Instructor Resources

- EMSVO Resource USB Kit Item: C10:520
- EMSVO Instructor Manuals Item: C10:523

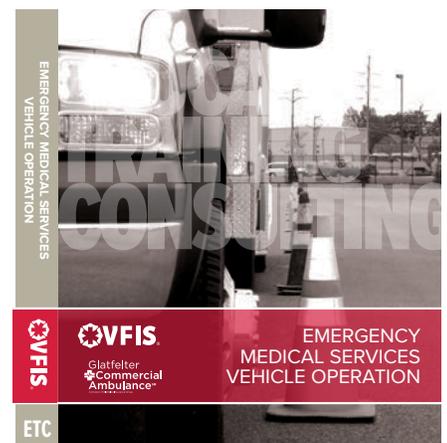
Program Format (12-16 hours)

- Classroom lecture and competency course.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

Driving an ambulance or client transportation vehicle is a privilege and a position of tremendous responsibility in which proper training is critical. Participants in this course will have the opportunity to gain and/or verify a broad range of competencies associated with emergency and client transportation vehicles, including the basic understanding of emergency response, vehicle dynamics and operations as well as the skills necessary for practical application. The instructor-candidate will also review class management techniques, address FAQs and provide helpful tips to best deliver a student-level program.

VFIS recommends the instructor-candidate have successfully completed a student-level program, have an instructor methodology and participate in annual instructor continuing education related to this subject matter.



EMERGENCY SERVICES TRAILER OPERATIONS AND SAFETY PROGRAM

TRAIN-THE-TRAINER PROGRAM

This program is a train-the-trainer program which is designed to teach the necessary instructional methodology in order to successfully deliver the following program. Upon completion, an instructor kit will be provided.

Instructor Resources

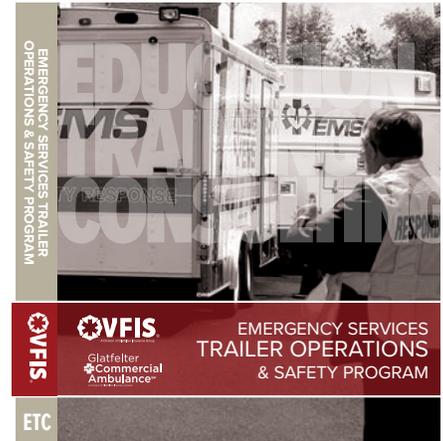
- Trailer Resource USB Kit Item: C10:296

Program Format (3-4 hours)

- Classroom lecture and competency course.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

This hands-on program educates responders on safe trailer operations, the tow vehicle, brake requirements, tow hitch, ball and coupler assembly, inspecting the vehicle, loading the trailer and driving with a trailer. After classroom discussion, participants test their knowledge on a skills course.



EMERGENCY SERVICES UTV/ATV SAFETY PROGRAM

TRAIN-THE-TRAINER PROGRAM

This program is a train-the-trainer program which is designed to teach the necessary instructional methodology in order to successfully deliver the following program. Upon completion, an instructor kit will be provided.

Instructor Resources

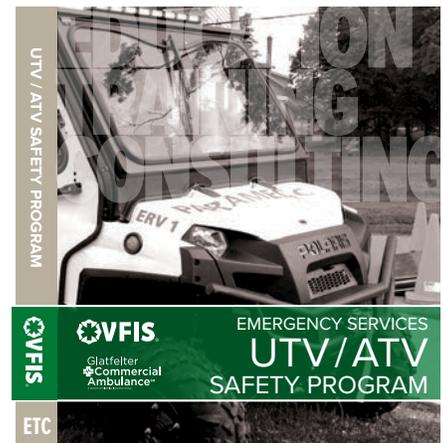
- UTV/ATV Resource USB Kit Item: C10:501

Program Format (3-4 hours)

- Classroom lecture and competency course.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

This program addresses safety topics pertaining to UTVs and ATVs within an ESO fleet including importance of safe vehicle operations, the need for continued training, the vehicle operator, protective gear, preplanning, basic safety and maintenance.



TRAFFIC INCIDENT MANAGEMENT (TIM)

TRAIN-THE-TRAINER PROGRAM

This program is a train-the-trainer program which is designed to teach the necessary instructional methodology in order to successfully deliver the following program. Upon completion, an instructor kit will be provided.

Instructor Resources

- TIM USB Kit Item: C10:104

Program Format (4-6 hours)

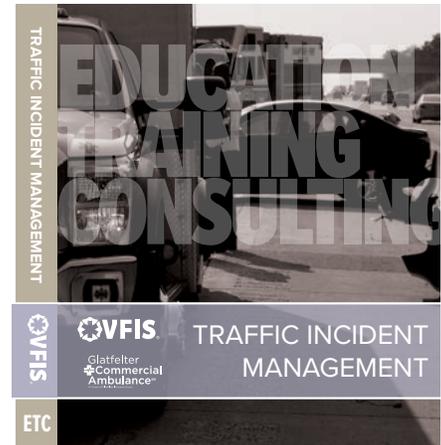
- Classroom lecture and tabletop exercises.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

Approved by the Federal Highway Administration as SHRP2 equivalent, participants may obtain SHRP2 certificates following successful completion of this course.

This course is designed to help responders minimize the risk of responding on/near a roadway by understanding the elements of a safe work zone and potential hazards.

Training covers a variety of topics, including the need for advanced warning, apparatus positioning and placement, multi-agency communication, scene lighting, retro-reflective and fluorescent personal protective equipment and coordination of on-scene apparatus and personnel.



EMERGENCY RESPONDER SAFETY

Instructor Resources

- Emergency Responder Safety USB Kit Item: C10:353

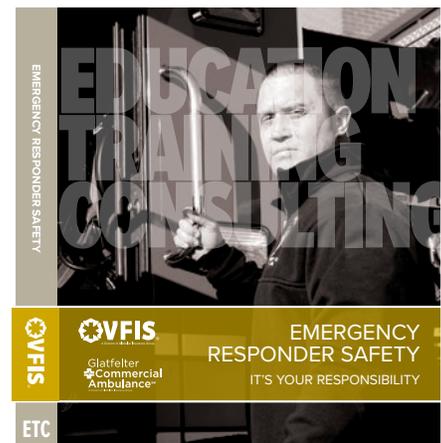
Program Format (4-6 hours)

- Classroom lecture.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

Appropriate for all fire service personnel, this training aims to increase the level of awareness of the hazards faced by firefighters.

- Chief officers will receive insight into the types of hazards faced by personnel to develop corresponding risk management strategies.
- Company officers will benefit by understanding the types of hazards their crews will be presented with.
- Firefighters will benefit by understanding their personal responsibility to safety.



PATIENT CARE DOCUMENTATION

Instructor Resources

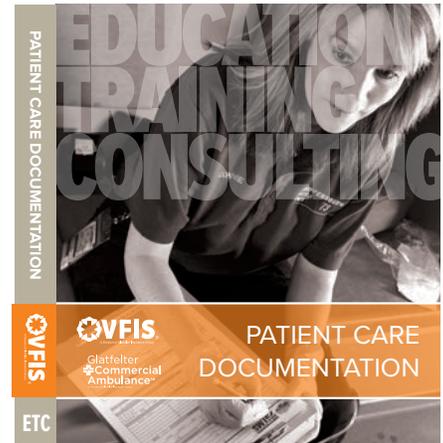
- Patient Care Documentation Kit USB Item: C10:044; or download

Program Format (4-6 hours)

- Classroom lecture.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

Beneficial to all EMS, fire, rescue and law enforcement personnel, this program discusses the importance of proper documentation in patient care using actual patient care scenarios. Please note that a quality assurance manager is essential if the system is to mature into a sophisticated patient care delivery system.



PATIENT HANDLING: PREVENTING PATIENT DROPS

TRAIN-THE-TRAINER PROGRAM

This program is a train-the-trainer program which is designed to teach the necessary instructional methodology in order to successfully deliver the following program. Upon completion, an instructor kit will be provided.

Instructor Resources

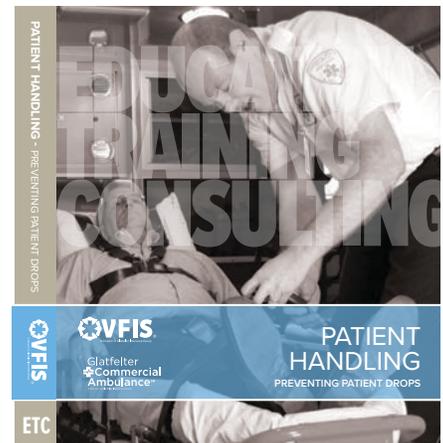
- Patient Handling Kit USB Item: C10:025

Program Format (4-6 hours)

- Classroom lecture and skills stations.
- Instructor-Level delivered by VFIS.
- Participant-Level delivered by an authorized instructor.

Description:

Every day we are called to scenes involving patient movement—from simply putting a patient back in bed to some of the most complex calls which challenge even the most experienced EMS provider. We have a variety of patient-moving devices available to transfer patients from point A to point B safely. So, why do we continue to drop patients? This program is intended to make patient care providers more aware of the issues surrounding patient transfer to help prevent patients from being dropped.





PARTICIPANT MATERIALS

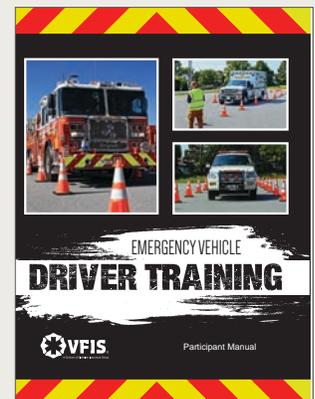
EMERGENCY VEHICLE DRIVER TRAINING (EVDT)

Participant Resources

- EVDT Participant Manuals Item: C10:258

Description:

Participants will gain and/or verify a broad range of competencies associated with emergency vehicle driving, including basic understanding of emergency vehicle operations and skills necessary for practical application. This internationally-known course is highly recommended by several state, regional and local emergency service entities.



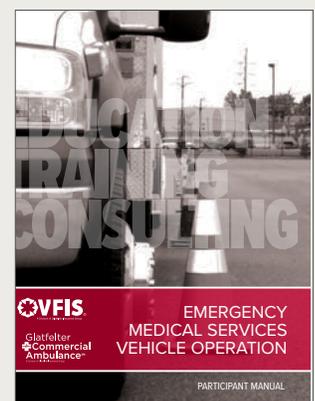
EMERGENCY MEDICAL SERVICES VEHICLE OPERATION (EMSVO)

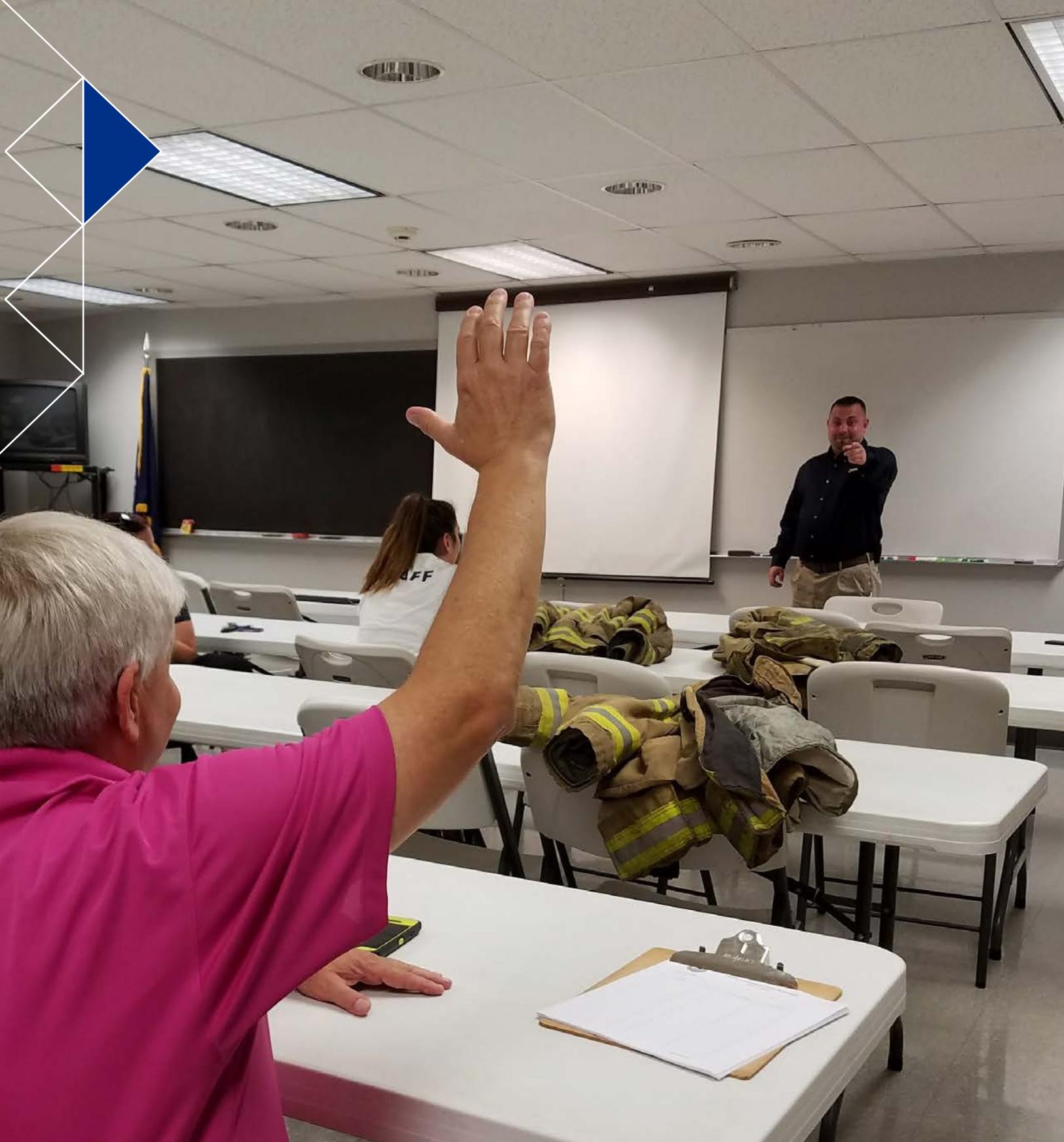
Participant Resources

- EMSVO Participant Manuals Item: C10:524

Description:

Driving an ambulance or client transportation vehicle is a privilege and a position of tremendous responsibility in which proper training is critical. Participants in this course will have the opportunity to gain and/or verify a broad range of competencies associated with emergency and client transportation vehicles. These competencies include the basic understanding of emergency response, vehicle dynamics and operations as well as the skills necessary for practical application.





SEMINARS & WEBINARS

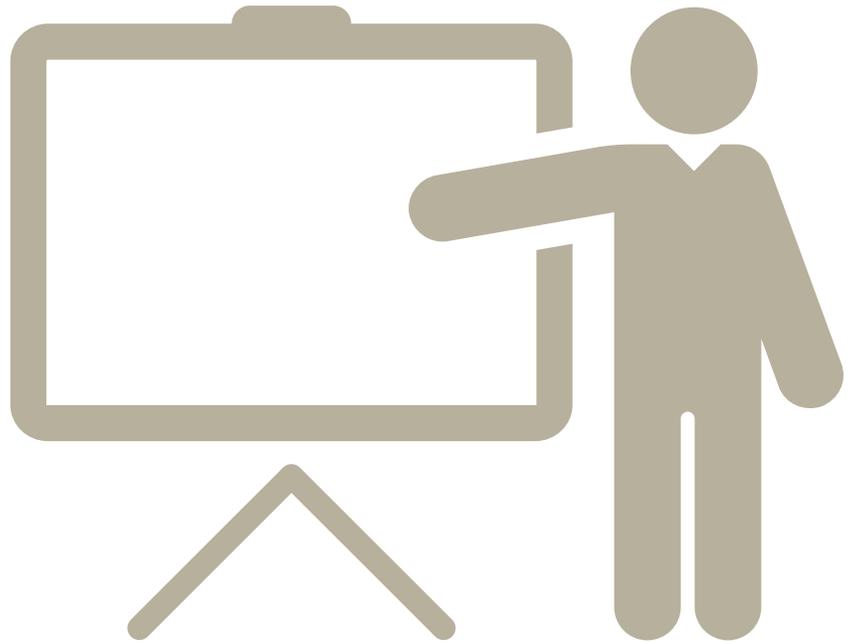
SEMINARS & WEBINARS

CUSTOMIZED TO MEET THE NEEDS OF YOUR ORGANIZATION

Did you know we have custom seminars and webinars available?

If you are interested in further discussing these topics or others, please contact the education specialist serving your region to discuss your needs. If we cannot provide a solution for you, we will refer you to an appropriate resource.

- Common Pitfalls in Patient Care Documentation
- Near Miss & Incident Investigation
- Risk Management for Emergency Services
- Next Generation Leadership in Fire and EMS
- Role of the Chief Officer
- Training in an eLearning Environment
- Strategic Planning in Emergency Services
- Developing a Data-Driven EMS Skills Review
- Developing a Driver Refresher Training Program
- Emergency Services Marketing Essentials
- Emergency Services Information Management
- Emergency Services Board Member Essentials
- Evidence-Based Decision Making
- Quality Management Systems
- Differences Without Division



Contact your ETC representative
800.233.1957 | vfis.com/firefighter-training-and-education-team



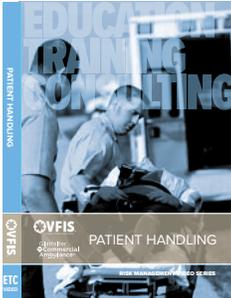
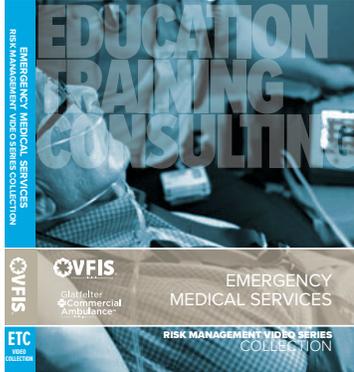
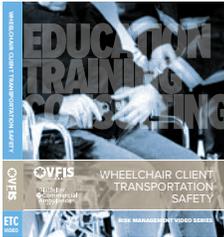
VIDEO-BASED PROGRAMS

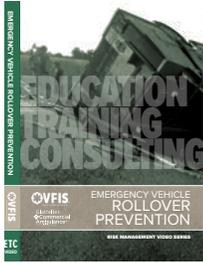
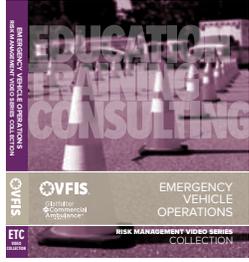
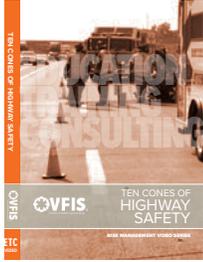
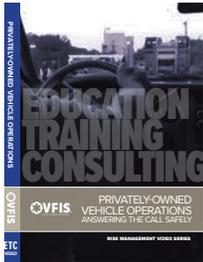
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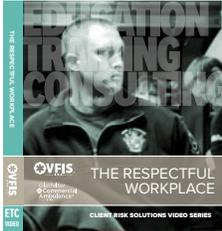
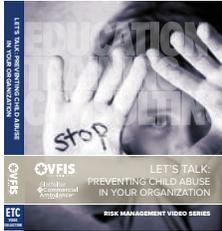
RISK MANAGEMENT YOU JUST PLUG AND PLAY!

We have DVD you can pop into a DVD player, plus CDs with additional resources.

We also have USB collections that include multiple videos on one USB that you could play from a computer, on a smart tv or other digital presentation methods.

Single Video Training		Video Collections
<p>PATIENT HANDLING</p> <p>Product type: DVD </p> <p>Item #: C10:168 Video length: 20 minutes</p> <p>Description: Important patient handling topics addressed in this video include: proper use of equipment, balance and strength, provider haste, maintenance of equipment and bariatric patients.</p>		
<p>WHEELCHAIR CLIENT TRANSPORTATION</p> <p>Product type: USB </p> <p>Item #: G02:205 Video length: 13 minutes</p> <p>Description: This program addresses topics for wheelchair safety on paratransit vans including: inspection and installation of wheelchair safety equipment, proper use of wheelchair lifts, identification of unsafe equipment, safe loading/unloading techniques and client securement.</p>		<p>EMERGENCY MEDICAL SERVICES RISK MANAGEMENT VIDEO SERIES COLLECTION</p> <p>Product type: USB </p> <p>Item #: G02:225</p> <p>Description:</p> <p>Videos on this USB include:</p> <ol style="list-style-type: none"> 1. Patient Handling 2. Wheelchair Client Transportation Safety 3. Paratransit Vehicle Driving for a Safe Client Experience

Single Video Training		Video Collections
<p>EMERGENCY ROLLOVER PREVENTION </p> <p>Product type: DVD</p> <p>Item #: C10:174 Video length: 30 minutes</p> <p>Description: Driver error is the major contributing factor in nearly all emergency vehicle rollover crashes. This video focuses on physical dynamics of vehicle operations, mechanics of vehicle operations, common rollover circumstances and best practices for maintaining vehicle control.</p>		
<p>INTERSECTIONS: OPERATION SAFE ARRIVAL </p> <p>Product type: DVD</p> <p>Item #: C10:189 Video length: 16 minutes</p> <p>Description: This video stresses eight guidelines that may help reduce the number and severity of intersection accidents, and is intended for ESOs responding to incidents in both department and personal vehicles.</p>		
<p>TEN CONES OF HIGHWAY SAFETY </p> <p>Product type: DVD</p> <p>Item #: C10:183 Video length: 18 minutes</p> <p>Description: Provide personnel with knowledge to help them recognize the inherent dangers in responding to highway incidents, as well as best safety principles, strategies and practices. This video includes interviews about a fatal highway response incident and the “Ten Cones of Highway Incident Safety.”</p>		<p>EMERGENCY VEHICLE OPERATIONS</p> <p>RISK MANAGEMENT VIDEO SERIES COLLECTION</p> <p>Product type: USB </p> <p>Item #: C10:281</p> <p>Description:</p>
<p>PRIVATELY-OWNED VEHICLE (POV) </p> <p>Product type: DVD</p> <p>Item #: C10:190 Video length: 20 minutes</p> <p>Description: To aid in the national effort to reduce POV crashes, this video provides driver training, standard operating guidelines and other management tools.</p>		<p>Videos on this USB include:</p> <ol style="list-style-type: none"> 1. Intersections— Operation Safe Arrival 2. Safe Backing Practices for Emergency Services 3. Emergency Vehicle Rollover Prevention 4. Privately Owned Vehicle Operations— Answering the Call Safely 5. Emergency Vehicle Preventive Maintenance 6. Ten Cones of Highway Safety
<p>SAFE BACKING PRACTICES FOR FIRE & EMS </p> <p>Product type: DVD</p> <p>Item #: C10:297 Video length: 17 minutes</p> <p>Description: Help reduce the risk of damage and/or injury within your organization by explaining the importance of safe vehicle backing measures and learning best practices.</p>		
<p>PREVENTATIVE MAINTENANCE FOR EMERGENCY SERVICES </p> <p>Product type: DVD</p> <p>Item #: C10:182 Video length: 20 minutes</p> <p>Description: Learn a systematic method to inspect your emergency vehicles, what to do if you suspect/ find a defect and how service visits are scheduled.</p>		

Single Video Training		
<p>THE RESPECTFUL WORKPLACE</p> <p>Product type: DVD </p> <p>Item #: C10:570</p> <p>Product type: USB </p> <p>Item #: C10:563</p> <p>Video length: 19 minutes</p> <p>Description: Workplace harassment or discrimination allegations or lawsuits can place an organization at risk for significant reputational damage and financial loss. It is important to take a proactive approach by developing policies and educating employees to support a more respectful workplace. These two companion training videos, one for supervisors/managers and the other for all employees/volunteers, provide a mechanism for Human Resources and training staff to define what harassment is, give examples of undesirable behaviors and what “crosses the line,” and identify the channels for reporting harassing behavior.</p>		
<p>LET'S TALK: PREVENTING CHILD ABUSE IN YOUR ORGANIZATION</p> <p>Product type: USB </p> <p>Item #: C06:559</p> <p>Video length: 22 minutes</p> <p>Description: A video training program that takes an honest look at child sexual abuse in a variety of settings that provide services to children and teenagers, such as junior firefighter programs.</p>		



ONLINE RESOURCES

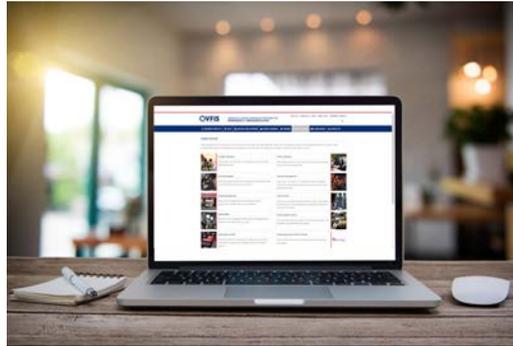
ONLINE RESOURCES



SAFETY CENTRAL

VFIS is pleased to offer a vast library of risk control, loss prevention and safety materials. These tools are designed to help improve risk management efforts and claim results, enhancing the long-term insurability of our emergency service insureds. Find safety flyers and guides, manuals, articles and resources.

Available online only at vfis.com as .PDF downloads



VFIS UNIVERSITY

QUALITY ONLINE COURSES!

Is it difficult to find time to invest in yourself? As a team comprised of current and past emergency responders—we get it and you're not alone. That's why we created VFIS University.

VFIS University offers quality online education and training courses for emergency responders, many of which are recognized as meeting industry continuing education requirements. Upon completion of our courses, you'll receive a certificate.

All courses are available online 24/7 so that you can work to be better prepared for every call, help reduce your risks for injury and loss. Increase your skillsets to better support your team and community—all from the convenience of your home or work computer.

WHY TRAIN ONLINE?

1. Ensure Compliance – Meet regulatory requirements and industry standards.
2. Save Money – Online training reduces classroom and instructor costs.
3. Make Training Convenient – Train whenever it best fits your schedule with 24/7 access.
4. Increase Comprehension – Complete courses at your own pace to improve memory retention.
5. Manage Delivery – Assign critical training to your team with just a few clicks.

6. Configure Alerts – Get email alerts to stay aware of training assignment status, upcoming deadlines and expirations.
7. Generate Reports – Monitor assignment completions in real time and generate comprehensive data reports, making record-keeping simple and efficient.
8. Manage Protocols – Assign SOPs and other procedural activities for review that ensure compliance and acceptance of new policies and revisions for all employees.
9. Reduce Liability – Respond to unsafe behaviors and reduce claims with proactive and preventive training.
10. Go Mobile – Complete trainings on-the-go, whether on or off duty, and store certificates electronically to eliminate paper pile-up.

Visit VFISu.com to browse course offerings or click Get Started to register today.

Online VFIS risk management courses are available to current VFIS clients at no cost.



DON'T RISK IT! PODCAST

The *Don't Risk It!* podcast is designed to help emergency service organizations better protect their responders, equipment and clients by covering a range of safety-related topics. Every other week, VFIS Client Risk Solutions will speak with industry veterans and risk management experts to discuss

what crews can do to help limit common ESO exposures. Don't miss a single episode. Subscribe today.

Visit dontriskit.libsyn.com or wherever you get your podcasts.



SAFETY SELF-ASSESSMENT TOOL

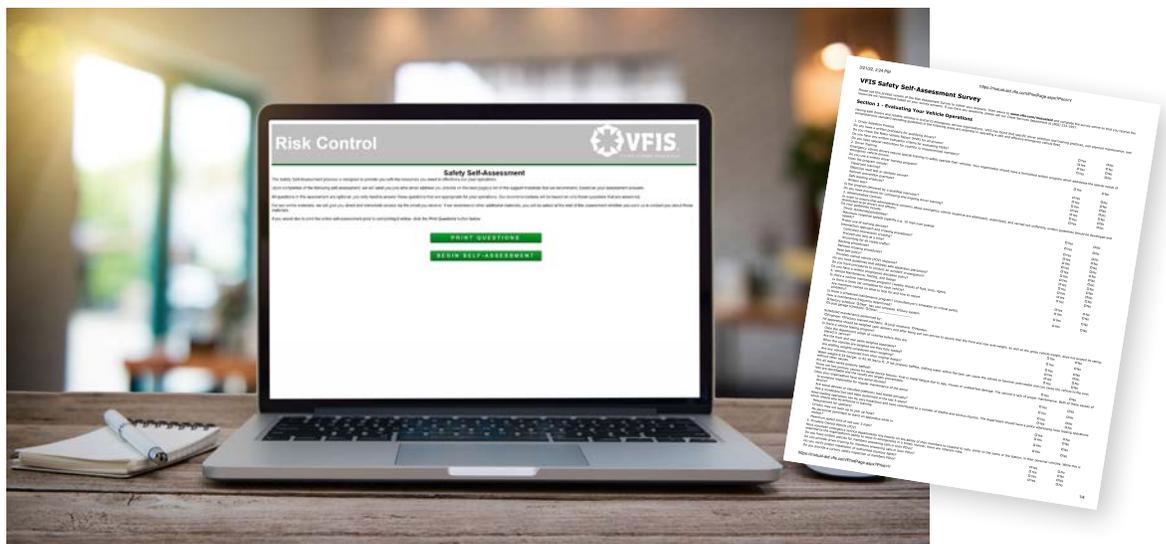
The Safety Self-Assessment is designed to help provide your ESO with the resources you need to effectively run your operations.

Upon completion of the self-assessment, we will email you a list of the support materials that we recommend based on your answers. Please note that any question in the assessment is optional; you only

need to answer those appropriate for your organization.

We will give you immediate access (via email) to any recommended online materials and will provide an option for you to receive additional materials (like training), if applicable.

vfris.com/risk-control-safety-self-assessment



RESPONDER HELP

A website designed to offer a robust library of resources continuously updated to help address the needs and common questions of emergency responders.

This includes more than 5,000 resources focused on topics that are specific to the needs of emergency service organizations and have been selected based on what experts believe to be the biggest issues that responders will face over the next 25 years.

Resources include articles, standard operating guidelines, checklists, laws, infographics, podcasts, posters, research, technical bulletins, training materials, videos and more.

OFFICERS

- Download hundreds of SOPs/SOGs to help you update your operations manual
- Use resources for financial management, volunteer cost savings calculators and succession planning

FIRE & EMS INSTRUCTORS

- Safety and health research
- Line of Duty Death investigations
- Industry best practices

HUMAN RESOURCES

- ResponderHelp.com/HR landing page
- 150+ page fire and EMS personnel manual
- HR newsletters
- Retention best practices
- Recruitment resources

COMMUNITY RISK REDUCTION

- Public education ideas
- Links to hundreds of print, social and video messages
- Fire and EMS data and statistics

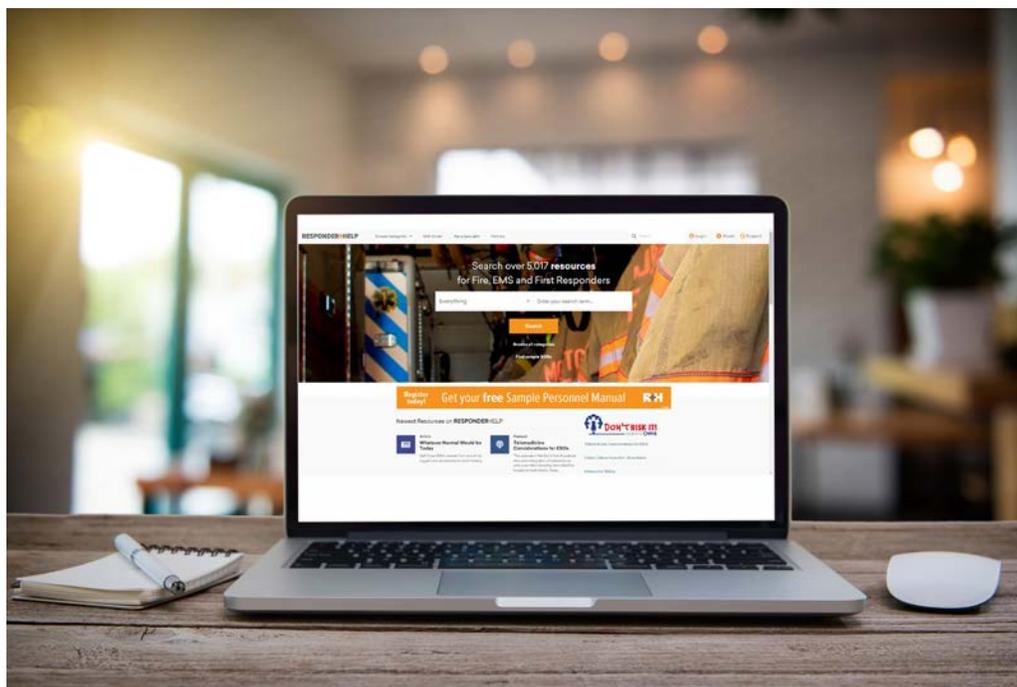
TRAINING

- Online risk mitigation courses
- Online and instructor-led safety courses
- Periodic webinars and special presentations

Visit ResponderHelp.com



RESPONDER+HELPSM



ASK A SPECIALIST:

More than a dozen specialist are available to answer specific questions on a wide range of topics found on the site.

responderhelp.com/ask-a-specialist





PRINT RESOURCES

PRINT RESOURCES

DRIVER'S ACCIDENT REPORTING PACKET

Description: Packet that recommends 10 important steps to take at the scene of an accident

Item #: C10:031



LIQUOR LIABILITY PREVENTION KIT

Description: Each kit includes two posters and five alcohol incident cards:

Item #:

Alcohol Policy Kit for Bars/Clubs Item: C08:220

Alcohol Policy Kit for Social Halls Item: C08:221

Alcohol Policy Kit for Special Events: C08:222



SAFETY POSTERS

Description: We offer a wide-variety of 16"x20" posters for you to spread safety messages around your station and help remind your crew to always be vigilant.

Item #: (see order form for each poster item)

Visit shop.vfis.com to view and order posters.



EDUCATION | TRAINING | CONSULTING



vfis.com | glatfeltercommercialambulance.com



Glatfelter
 **Commercial
Ambulance**SM
A Division of Glatfelter Insurance Group

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