TEAM BUILDING WITH LAW ENFORCEMENT

2019 FISHER HOUSE MANAGER’S TRAINING

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INTRODUCTION

• Thank you for having me
• Involved in Public Safety since 1996
• Started VA Career in 2007 as a VA Police Officer
• Progressed through the ranks and now serve as the Acting Chief, VA Connecticut.
MY FISHER HOUSE CONNECTION

- Learned of the Fisher House Foundation by volunteering at a Golf Tournament.
- Connecticut Fisher House preconstruction discussions
- 2017 NYC Marathon for Team Fisher House (I know, what was I thinking?)
- My Number One Fan
OBJECTIVES

• Understand Law Enforcement Command Structures.
• Understand what topics you should be discussing with your Police Service/Department.
• Identify the WITFT (What’s in it for Them)
• Understand EOPs (Emergency Operations Plan)
POLICE ORGANIZATIONAL STRUCTURES

- Can vary greatly in size, titles & responsibilities. If you have seen one police service, you have seen one police service.

- It’s CRITICAL that you identify & interact with the right person within the agency.
  - Note: Initially, the Police might not know who this is!

- Be aware of silos in larger agencies.

- The telephone game is real, and really dangerous!
POLICE ORGANIZATIONAL STRUCTURES (CONTINUED)

• Chief of Police / Provost Marshal (Military Position)
  • Responsible for the overall management of all Law Enforcement, Protective & Investigative Services of a given jurisdiction.
  • Subject Matter Expert and advisors to senior leaders.
  • Might also manage other emergency services like Fire Departments/Emergency Management.
  • These folks are incredibly busy and pulled in many directions. Could be difficult to pin down.
  • Will likely need to coordinate meetings with some type of admin professional (Gate Keeper).

• Assistant or Deputy Chief / Deputy or Assistant Provost Marshal
  • Typically serves as the executive officer of a service or agency.
  • In larger organizations they may manage a specific function of a service (Patrol)

• Military Police /Civilian DOD Police & their relationship.
POLICE ORGANIZATIONAL STRUCTURES (CONTINUED)

• Commander/Major
  • Typically in an operational role. Likely overseas a large group of smaller sections within a service/department.
  • Smaller agencies might not have this rank.

• Captain
  • Typically runs a single section within a agency.
  • In a smaller agency, this may be the second in command.
POLICE ORGANIZATIONAL STRUCTURES (CONTINUED)

- **Lieutenant**
  - Shift Supervisors

- **Sergeant**
  - Shift Leads & Trainers

- **Investigator/Detective**
  - Conducts more complex investigations and often manages Physical Security.

- **Officer**
  - The work horse.
PREPARING FOR YOUR MEETING

• Make a list of questions or items you would like to discuss.

• Know where you stand.
  • Patrols, interaction with guests, K9 presence, emergency contact, late staying guests, ETC.

• If it doesn’t disrupt your guests, try to host the meeting, don’t under estimate the power of that House.

• Have extra copies of your guest handbook/agreement.

• Don’t forget the Doughnuts!
SELL THE FISHER HOUSE PROGRAM

• Don’t take for granted they know important details about Fisher House.
• Your mission is one of the most powerful missions out there.
• Police Mission & Fisher House missions are very much inline.
• Review some specific stories
POLICE PRESENCE INSIDE YOUR HOUSE

- What is your comfort level.
- Why can it be helpful.
- How it can go wrong
- Growing pains you might experience
EMERGENCY RESPONSE TO THE HOUSE

• Discuss who will be responding to specific emergencies
  • Medical, Fire, Law Enforcement

• Access Issues, Key control.

• Fire Prevention Systems
  • Fire Curtain Operation.

• Any specific concerns you might have
  • Guests with mobility issues, etc.
GUEST LIST?

- Do your police have access to a list of registered guests?
- Room # & who they are visiting
- Vehicle Information
- What method are you passing this along by
  - Email
  - SharePoint
  - Shared Drive
NOTIFICATION TO GUESTS ABOUT INCIDENTS AROUND THE HOUSE

• How will guests be made aware of incidents occurring near the Fisher House
  • Evacuation
  • Lockdowns
  • General Notifications
UNIQUE ISSUES

• A Fisher House Program may create some need for the police to refresh training or even get initial training in some subjects.
  • Missing Child SOPs
  • Facility Mandatory Reporting Requirements for Child/Elder Abuse
  • Domestic Violence/Intimate Partner Violence

• Guests that overstay or are forced leave
K9 UNITS & FISHER HOUSE

- Amazing Resource
  - Strong Deterrent to Narcotic Activity
  - Animals have amazing soul lifting abilities
- Training in the house
- Guests with fears of dogs (make sure police are aware)
- What happens if they find something
  - Same rules apply as if they were home
ACTIVE THREATS

• Police need to know every inch of that house!
• Training is important
  • Not only for police, but your staff.
• Large Scale Drills
PHYSICAL SECURITY

• Exterior Doors
• CCTV Systems
• Any alarms
• Utility Alarms (HVAC, etc.).
AFTER HOURS LOCKOUTS & TRANSPORTATION

- Who will handle afterhours lockouts?
  - Verification process?
- After hour transportation between medical facility & Fisher House.
EMERGENCY OPERATIONS PLAN

• Emergency Response Preplanning
• Facility EOP & Annexes
• Service Level Specific EOP
• Plan, Exercise, Evaluate, Adjust & Repeat
• Failing to Prepare is Preparing to Fail
360 DEGREE COMMUNICATION

• How will you communicate
  • Feedback loop
• How are police complaints handled?
• Standing meeting?
CONTINUE TO MAKE YOUR POLICE PART OF YOUR FISHER HOUSE TEAM

• Invite them to events
• Share successes & thank you
• Police Week & National Peace Officer Memorial Day (May 15th)
AROUND THE ROOM FOR QUESTIONS & BEST PRACTICES!

- Questions
- What is working in the Field?
- How can Law Enforcement be more helpful?
THANK YOU

• I appreciate all that you do to support our Military & Veteran Community

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