

# EDUCATION TRAINING CONSULTING

## TRAINING & RESOURCE CATALOG





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If you have any questions regarding this catalog, please call **800.233.1957** or visit **[vfis.com](http://vfis.com)**.

# WELCOME

## **We've got your back.**

VFIS is proud to have pioneered specialized insurance protections for America's emergency service organizations (ESOs) over 50 years ago—and to have become and remain the leading insurance provider in the emergency services industry.

We're just as proud of our continued dedication to respond to the unique needs of fire departments, EMS agencies, communication centers and other emergency service organizations through providing quality and innovative education and training programs that are designed to help you be better prepared for every call and support your most valuable asset, your team.

## **Our programs are:**

- risk management-focused.
- based on national standards.
- skill and knowledge-enhancement programs designed to keep clients informed about changes in ESO equipment, industry best practices, the latest trends and techniques.
- offered at various regional sites across the country.

Being responsible for training your fellow firefighters, EMS personnel and rescuers is an honorable—and hefty—duty. But it's our hope that our educational programs, resources and classes can help take some of the weight off your shoulders by providing you with information and tools to help you educate your team on best practices, improve safety efforts in your operations and equip your members with increased skill sets.

Visit **[vfis.com](https://www.vfis.com)** to learn more about our offerings, including periodical webinars and customized solutions, and reach out with any questions. Because at the end of the day, your well-being means everything to us—and we're truly here to help.



# INSTRUCTOR-LED PROGRAMS & IN-PERSON CLASSES

We offer a variety of in-person training classes, seminars and workshops on a regional basis throughout the year. Many classes are offered both at a student/participant-level, as well as the trainer/instructor-level which shares best practices and hands-on techniques to teach competency-level courses.

## IN-PERSON

### EMERGENCY VEHICLE DRIVER TRAINING (EVDT)



#### TRAIN-THE-TRAINER PROGRAM

This program is designed to teach the necessary instructional methodology for trainers to successfully deliver the VFIS EVDT program—and instructors will receive access to the VFIS Instructor Portal with training materials after successfully completing the course.

#### Instructor Resources

- EVDT Resource USB Kit Item: C10:256 

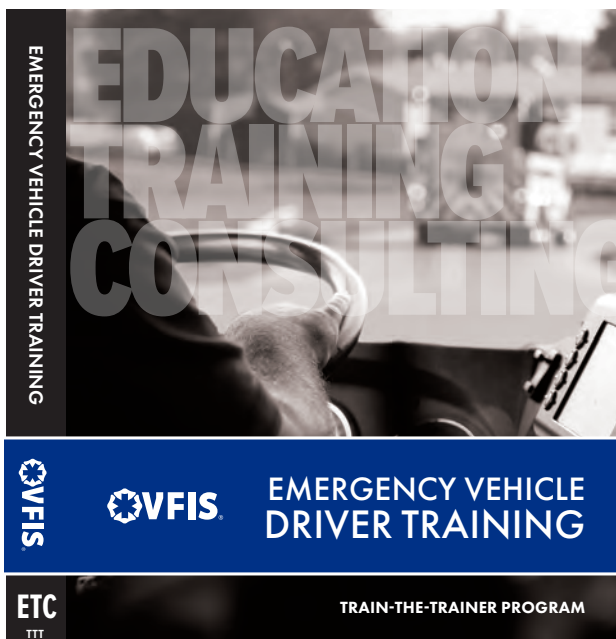
#### Program Format (10-12 hours)

- Classroom lecture and competency course setup.
- Instructor-Level delivered by VFIS and authorized instructor trainers.
- Participant-Level delivered by an authorized VFIS 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 and have instructor methodology training. Annual online continuing education is required to maintain this instructorship.



Digital Instructor Guide included and available on the VFIS Instructor Portal. (not available in print.)

Participant Manuals (physical book) for students can be ordered at [shop.vfis.com](http://shop.vfis.com).



# VFIS INSTRUCTOR PORTAL

## VFIS INSTRUCTOR PORTAL:

The VFIS Instructor Portal, which is available through VFIS University ([vfisu.com](http://vfisu.com)), serves as a learning management platform and records management system for our valued trainers and instructors. Once you sign up for an instructor-level program, you'll receive registration instructions and, once you've successfully completed the program, you can access training materials, continuing education content and more through the Portal.



**Note:** This portal is currently available for EVDT Train-the-Trainer Program. Plans for more Train-the-Trainer Programs to be available on the portal, coming soon.



# PARTICIPANT RESOURCE

## EMERGENCY VEHICLE DRIVER TRAINING (EVDT) PARTICIPANT MANUAL

### 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.

This book can be ordered on [shop.vfis.com](http://shop.vfis.com)



## IN-PERSON

# EMERGENCY SERVICES TRAILER OPERATIONS AND SAFETY PROGRAM



## TRAIN-THE-TRAINER PROGRAM

This program is designed to teach the necessary instructional methodology for trainers to successfully deliver the VFIS trailer operations program—and instructors will receive a training kit after successfully completing the course.

### Instructor Resources

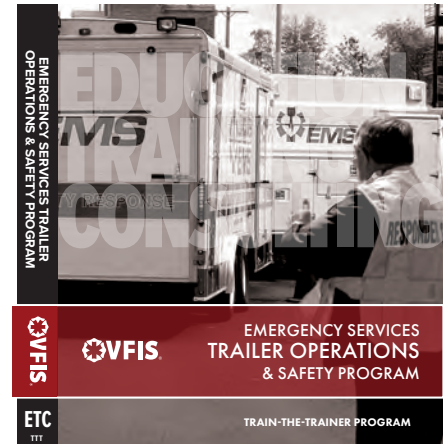
- Trailer Resource USB Kit Item: C10:296 

### 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.



## IN-PERSON

# TRAFFIC INCIDENT MANAGEMENT (TIM)



## TRAIN-THE-TRAINER PROGRAM

This program is designed to teach the necessary instructional methodology for trainers to successfully deliver the TIM program—and instructors will receive access to the Federal Highway Administration's training materials after successfully completing the course.

### Instructor Resources

- TIM USB Kit Item: C10:104 

### Program Format (4-10 hours)

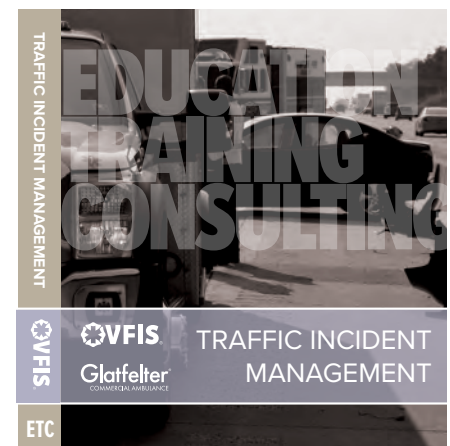
- Classroom lecture and tabletop exercises
- Instructor-Level\* led by authorized instructor (8-10-hours), requires prior student VFIS TIM or SHRP2 equivalent program.  
\*Availability varies by state.
- Participant-Level delivered by an authorized instructor (4+ hours)

### Description:

Approved by the Federal Highway Administration as SHRP-2 equivalent, participants may obtain SHRP2 certificates following successful completion of the instructor course. Student level certificates are provided by the authority having jurisdiction (AHJ) responsible for the class.

This course is designed to help responders minimize the risks associated with responding to a roadway incident by understanding the elements of a safe work zone and potential hazards.

Training covers a variety of topics including the need for advance warning, apparatus position and placement, multi-agency communication, scene lighting, retro-reflective and fluorescent personal protective equipment, and coordination of on-scene apparatus and personnel through a unified command structure.



## IN-PERSON

## EMERGENCY SERVICES UTV/ATV SAFETY PROGRAM



## TRAIN-THE-TRAINER PROGRAM

This program is designed to teach the necessary instructional methodology for trainers to successfully deliver the VFIS UTV/ATV program—and instructors will receive a training kit after successfully completing the course.

## Instructor Resources

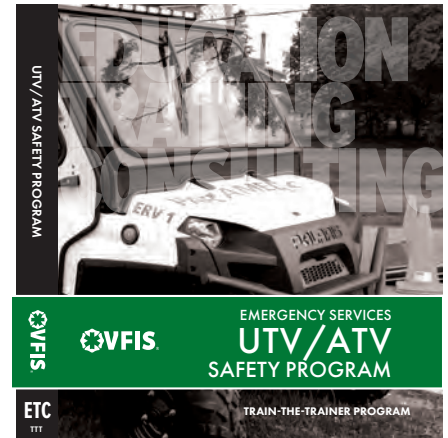
- UTV/ATV Resource USB Kit Item: C10:501 

## 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.



## IN-PERSON

## EMERGENCY RESPONDER SAFETY

## Instructor Resources

- Emergency Responder Safety USB Kit Item: C10:353 

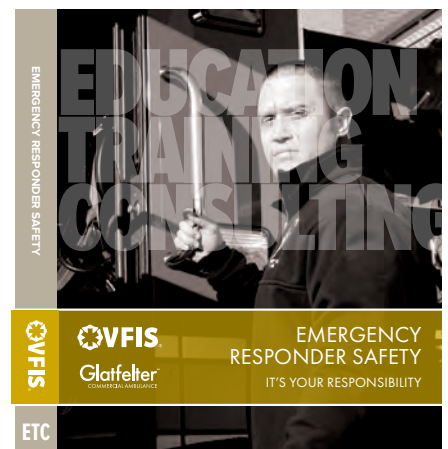
## Program Format (3.5-6 hours)

- Classroom lecture
- Instructor-Level delivered by VFIS (6-hours), requires prior completion of participant-level course
- Participant-Level delivered by an authorized instructor (3.5 hours)

## Description:

Appropriate for all fire service personnel, this training aims to increase the level of awareness of the hazards faced by firefighters. Student level certificates are provided by the authority having jurisdiction (AHJ) responsible for the class.

- 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 face
- Firefighters will benefit by better understanding their personal responsibility to safety



## IN-PERSON

## PATIENT CARE DOCUMENTATION

## Instructor Resources

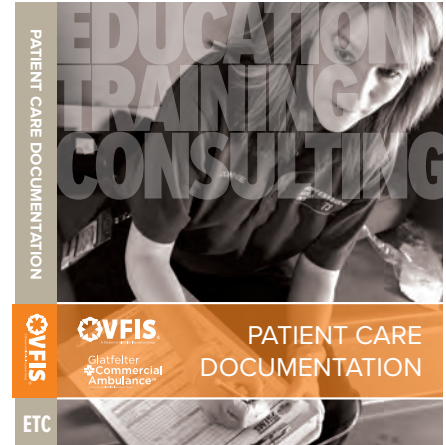
- Patient Care Documentation Kit USB Item: C10:044; or download 

## 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.



## IN-PERSON

## PATIENT HANDLING: PREVENTING PATIENT DROPS



## TRAIN-THE-TRAINER PROGRAM

This program is designed to teach the necessary instructional methodology in order to successfully deliver the Patient Handling: Preventing Patient Drops program—and instructors will receive a training kit after successfully completing the course.

## Instructor Resources

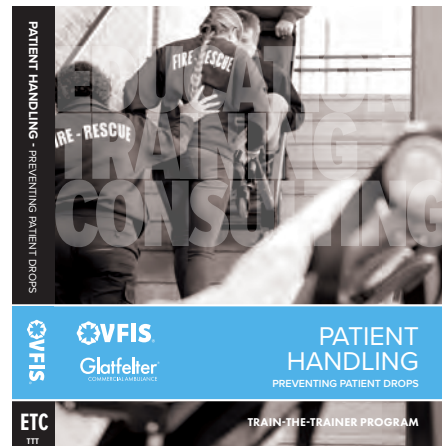
- Patient Handling Kit USB Item: C10:025 

## 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.





**IN-PERSON****RISK ACCOUNTABILITY WORKSHOP****VFIS CLIENT-ONLY SEMINAR****Program Format (2-4 hours)**

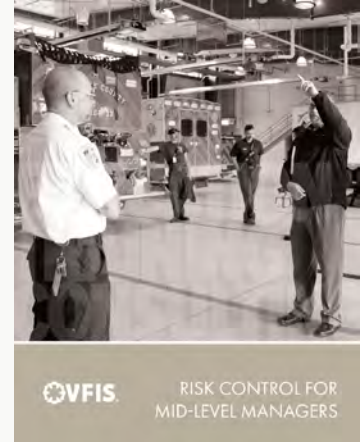
- Classroom lecture.
- Delivered by VFIS.

**Description:**

This risk control program focuses on identifying, managing and controlling risks, as well as understanding potential pitfalls and how each member plays an integral role in overall risk reduction.

This instructor-led course is designed for field supervisory personnel and training officers of career, volunteer or combination departments, and applies to both fire and EMS operations.

Sign up to learn about risk management through interactive group discussions and case studies, including conversations related-to vehicle operations, medical malpractice, facility risks, employment practices liability, rules and regulations, policy development and equitable enforcement of policies and procedures.



VFIS

RISK CONTROL FOR  
MID-LEVEL MANAGERS**IN-PERSON****CREW RESOURCE MANAGEMENT****VFIS CLIENT-ONLY SEMINAR****Program Format (2-4 hours)**

- Classroom lecture.
- Delivered by VFIS.

**Description:**

“If we change nothing, nothing will change,” which is why it’s critical to empower your team to solve problems and achieve your goals.

One way to do this is through Crew Resource Management (CRM), which helps ensure you’re utilizing all available resources and training to the best of your abilities to eliminate human errors and devastating outcomes.

This awareness-level course reviews CRM basic principles and concepts, including decision making, communication, situational awareness, organizational and learning culture, complacency, task allocation, self-reflection and implantation.



VFIS

CREW RESOURCE  
MANAGEMENT

# HOW TO REGISTER FOR INSTRUCTOR-LED CLASSES AND IN-PERSON CLASSES

We offer a variety of in-person training classes, seminars and workshops on a regional basis throughout the year. Many classes are offered both at a student/participant-level, as well as the trainer/instructor-level which shares best practices and hands-on techniques to teach competency-level courses.

1. First, take a moment to familiarize yourself with our catalog.
1. Go to [vfis.com](https://vfis.com). Click on Training and Resources.
2. Search or browse for the class you are interested in. Be sure to scroll down the page to see what classes are available and when on the calendar.
3. Sign up for your class and pay online!

## Clients:

**If you are a VFIS client, you get special pricing!**

Sign up for your in-person classes at [vfis.com](https://vfis.com) by scanning the QR code and create a profile. Once VFIS validates you as a client in the system, you'll be able to login and see client pricing at checkout.

## Non-Clients:

Simply go to [vfis.com](https://vfis.com), find your class, sign up for your class you're interested in, and pay online.

## PAYMENT METHODS:

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

**If you have any questions regarding this catalog, please call 800.233.1957 or visit [vfis.com](https://vfis.com).**



[https://education.vfis.com/  
fire-ems-training](https://education.vfis.com/fire-ems-training)









# RISK MANAGEMENT VIDEOS

## PLUG AND PLAY EDUCATION!

Risk management video resources are available on USB to play from a computer, smart TV or other digital presentation system.

### VIDEO SERIES COLLECTION

## EMERGENCY MEDICAL SERVICES THREE VIDEOS | ONE COLLECTION

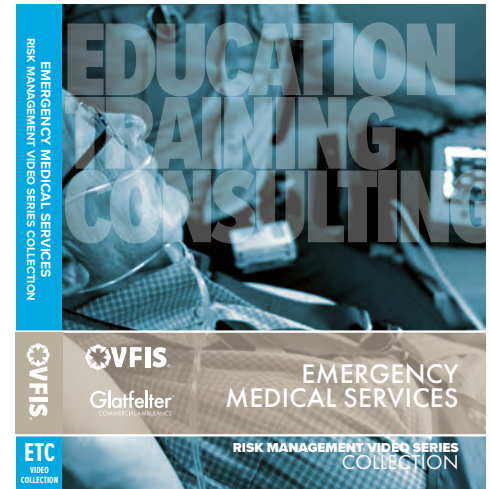
**Product type:** USB 

**Item #:** G02:225

#### Description:

#### Videos on this USB include:

1. Patient Handling
2. Wheelchair Client Transportation Safety
3. Paratransit Vehicle Driving for a Safe Client Experience



### PATIENT HANDLING

**Video length:** 20 **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.

**Item #:** C10:168 - Can order separately until stock is depleted.

### WHEELCHAIR CLIENT TRANSPORTATION

**Video length:** 13 **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.

**Item #:** G02:205 - Can order separately until stock is depleted.

### PARATRANSIT VEHICLE DRIVING FOR SAFE CLIENT EXPERIENCE

**Video length:** 12 minutes

**Description:** Training provides driving tips to help modify a number of routine tasks to provide a more pleasant experience for the patient including safe driving, distracted driving awareness, accelerating and braking, turning, merging and backing.

## VIDEO SERIES COLLECTION

# EMERGENCY VEHICLE OPERATIONS

## SIX VIDEOS | ONE COLLECTION

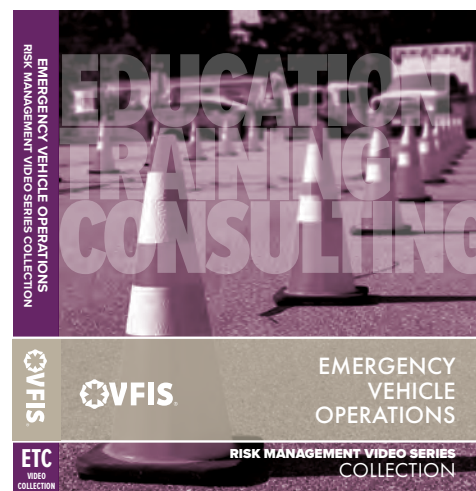
**Product type:** USB 

**Item #:** C10:281

**Description:**

**Videos on this USB include:**

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



### INTERSECTIONS: OPERATION SAFE ARRIVAL

**Video length:** 16 minutes **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.

**Item #:** C10:189 - Can order separately until stock is depleted.

### SAFE BACKING PRACTICES FOR FIRE & EMS

**Video length:** 17 minutes **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.

**Item #:** C10:297 - Can order separately until stock is depleted.

### EMERGENCY ROLLOVER PREVENTION

**Video length:** 30 minutes **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.

**Item #:** C10:174 - Can order separately until stock is depleted.

### PRIVATELY-OWNED VEHICLE (POV)

**Video length:** 20 minutes

**Description:** To aid in the national effort to reduce POV crashes, this video provides driver training, standard operating guidelines and other management tools.

**Item #:** C10:190 - Can order separately until stock is depleted.

### EMERGENCY VEHICLE PREVENTATIVE MAINTENANCE

**Video length:** 20 minutes **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.

**Item #:** C10:182 - Can order separately until stock is depleted.

### TEN CONES OF HIGHWAY SAFETY

**Video length:** 18 minutes **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.”

**Item #:** C10:183 - Can order separately until stock is depleted.

## SINGLE VIDEO TRAINING

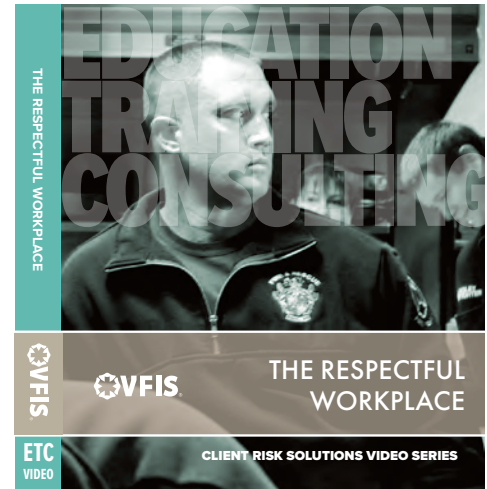
## THE RESPECTFUL WORKPLACE

Product type: USB 

Item #: C10:563

Video length: 19 minutes

**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.



## SINGLE VIDEO TRAINING

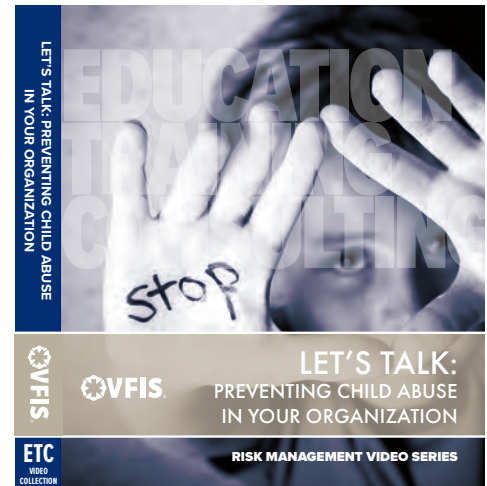
## LET'S TALK: PREVENTING CHILD ABUSE IN YOUR ORGANIZATION

Product type: USB 

Item #: C06:559

Video length: 22 minutes

**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.



# HOW TO ORDER EDUCATION AND TRAINING MATERIALS

We utilize our real-world emergency services experiences, industry-focused knowledge and education-focused values to develop resources, manuals and kits to help you host training opportunities at your facility.

1. First, take a moment to familiarize yourself with our catalog.
2. **Materials are payable online or using regular payment methods via form. If you are a VFIS client, you get special pricing!** Just set up a username and password for the account. Once VFIS verifies you're a client, *most things* are 'first time free'.
3. Buy physical training materials, like USBs, student participant manuals, posters. To order, simply do one of the following:

## ONLINE:

- Visit our online shop at [shop.vfis.com](https://shop.vfis.com)



[shop.vfis.com](https://shop.vfis.com)

Shop online

OR

## ORDER FORMS:

- 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](mailto:orders@vfis.com)
  - Mail to VFIS, P.O. Box 2726, York, PA 17405
  - Fax an order form to: 800.729.8347

VFIS Client Order Form



[vfis.com/etc-client-order-form](https://vfis.com/etc-client-order-form)

## PAYMENT METHODS:

- Pay online via PayPal
- Check or money order payable to VFIS
- Purchase Order
- VISA, MasterCard, or Discover

If you have any questions regarding this catalog, please call 800.233.1957 or visit [vfis.com](https://vfis.com).

Non-Client  
Order Form



[vfis.com/etc-non-client-order-form](https://vfis.com/etc-non-client-order-form)









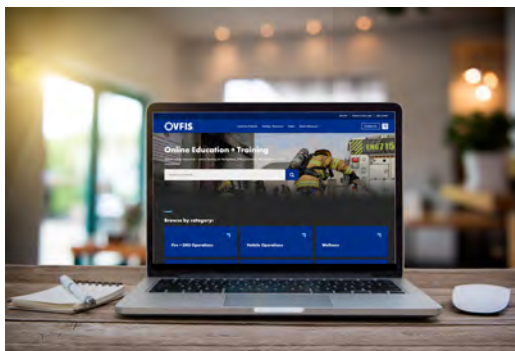
# ONLINE RESOURCES



## TRAINING + RESOURCES

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](https://vfis.com).



[vfis.com](https://vfis.com)

## 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 [VFISSu.com](https://VFISSu.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.*

**Have questions? We're here to help.**  
[csapps@vfis.com](mailto:csapps@vfis.com)



[vfisu.com](https://vfisu.com)



Helpful videos and users guides at this link. [We're here to help!](#)



Need to add your members into VFIS University? See the [FAQs](#)



## 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](https://dontriskit.libsyn.com) or wherever you get your podcasts.

[Browse 100+ episodes](#)



## RESPONDERHELP.COM

This website is 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

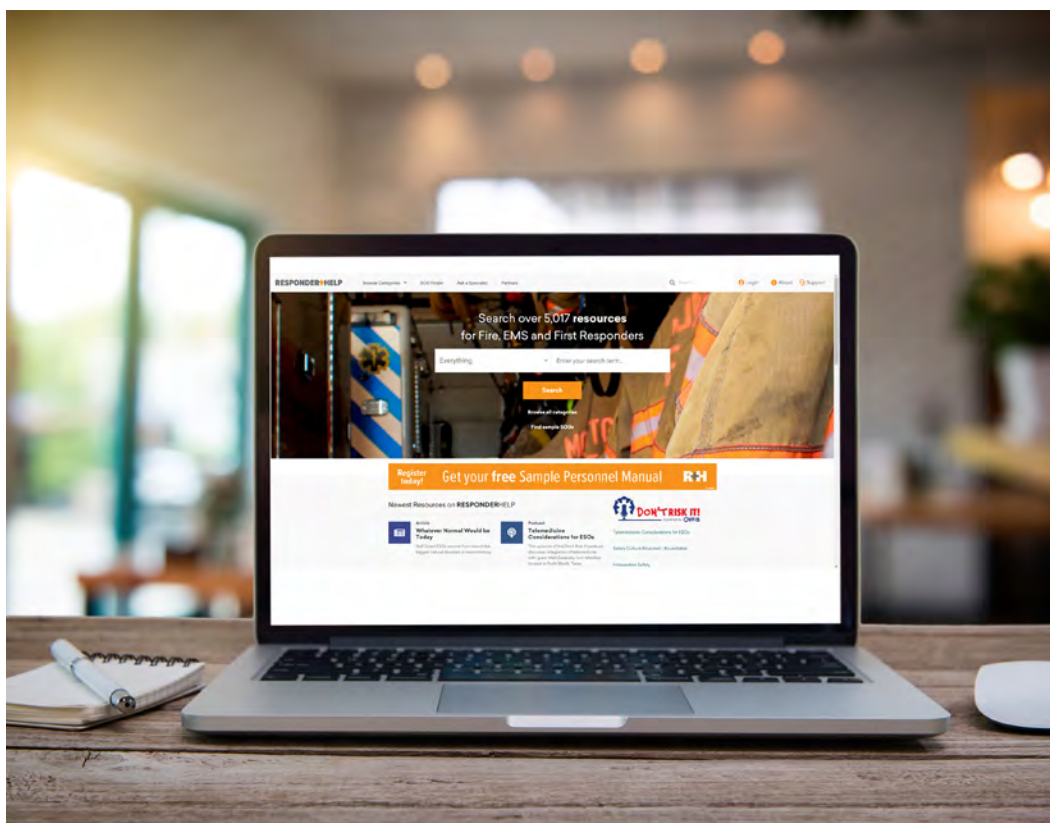
- Online risk mitigation courses
- Online and instructor-led safety courses
- Periodic webinars and special presentations

Visit [ResponderHelp.com](https://ResponderHelp.com)

# RESPONDER+HELP<sup>SM</sup>



[Browse thousands of  
FREE resources](https://ResponderHelp.com)



### ASK A SPECIALIST:

Multiple specialists are available to answer specific questions on a wide range of topics found on the site.

[responderhelp.com/  
ask-a-specialist](https://responderhelp.com/ask-a-specialist)

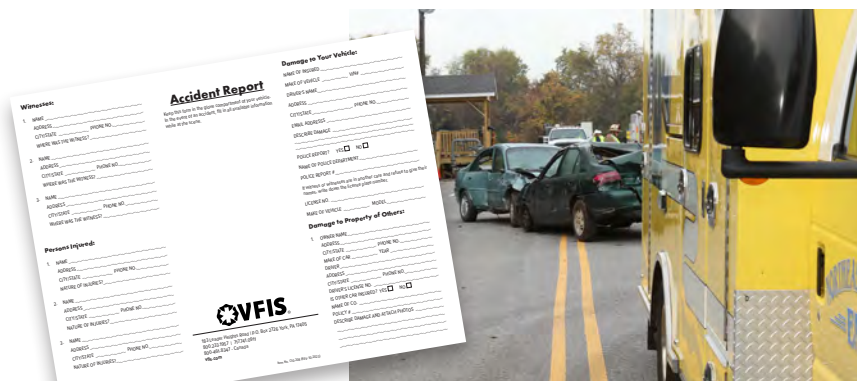


# PRINT RESOURCES

## 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)  
or order the Safety Poster Kit #C10:075

Visit [shop.vfis.com](http://shop.vfis.com) to view and order posters.



# 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](https://vfis.com/firefighter-training-and-education-team)**



**vfis.com**

EDUCATION | TRAINING | CONSULTING

**183 Leader Heights Road | P.O. Box 2726 | York, PA 17405 | 800.233.1957 | In Canada: 800.461.8347**

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