

**Sunday – All Day**

**7 Hours**

## **Managing Chaos At Home**

Field commanders and supervisors train to manage the unmanageable events that affect others. However, when those events directly impact your department, your members, and you, the dynamics are oftentimes too close for comfort. Managing Chaos At Home is based on specific, true events that impacted the presenter, shared in case study format. This 7-hour session is highly participatory relying on group input and problem solving. Attendees will offer immediate and long-term solutions to these career-threatening events. Case studies will include:

- Building and Managing a Multi-Victim Morgue
- Ambulance Roll-Over with Significant Responder and Patient Injuries
- Managing a City-Wide HazMat Release
- Malpractice Patient Care Football Player Death
- Political Damage Control
- Politically Popular Rescue Squad Dissolution
- Asbestos Bunker Gear Evidence Destruction

### **Instructor – Frank Montes de Oca**

Frank Montes de Oca served as a firefighter/paramedic, senior field command officer, chief training officer, and chief of EMS over a 38-year career. He is a guest lecturer throughout the Southeast and served as fire chief in Springfield, Ohio and Osceola County, Florida, and Emergency Services Director in Orange County, North Carolina. Frank is a member of the Georgia State Firefighters Association, Kentucky Firefighters Association, and a lifetime member of the North Carolina Association of Fire Chiefs. Throughout his career he has been active in training, managing and developing firefighter safety and survival programs, and leadership initiatives. Chief Montes de Oca is an adjunct instructor for the National Fire Academy and qualified to present training programs for OSHA and the EPA and a frequent contributor to fire rescue publications.