

Quarterly Report

Emergency Services and Risk Management



Town Council Meeting Date: February 13th, 2024

Second Quarter FY-2023: October, November, December

Please accept this as the quarterly report for the Emergency Services and Risk Management department.

Department introduction:

Emergency Services is responsible for all aspects of the Town's comprehensive emergency preparedness program. It involves planning, developing, reviewing, and revising emergency management program elements. It focuses on a collaborative partnership between local, state, and Federal partners in addition to community stakeholders pursuing a whole community approach to preparedness.

Risk Management is responsible for all aspects of workplace safety through the development and maintenance of a resilient Risk & Safety Program. In addition to planning, developing, and implementing occupational safety programs to ensure the health, safety, and security of Town staff and citizens, Risk management also focuses on the process of identifying potential hazards and mitigating their potential impact on the Town through developing, executing, and maintaining a robust Training & Development program. This program empowers employees by providing them with the necessary tools and training to perform their daily duties through a continuous improvement model of professional growth.

Project Progress:

- Training and Professional Development:
Training has a direct impact on an organization's productivity and performance. Training gives employees a better understanding of their responsibilities and the knowledge and skills needed to complete the job. Training will improve employee confidence which can positively impact performance. The following training has been provided and/or is available to all or the applicable employees:
- De-Escalation Training for Public Works:
In response to an incident involving a difficult citizen and due to the frequency of public interaction for services provided by the Public Works division, a de-escalation training course was created. This course provided Public Works staff with techniques encouraging the use of purposeful actions, verbal communication, and body language to calm a potentially dangerous situation.

- Laypersons Naloxone Training:

As opioid addiction and overdoses continue to rise, the timely and adequate administration of naloxone reverses the effects of an overdose. In turn, this avoids a potentially fatal respiratory depression. Naloxone is effective in the body for a window of time; whereupon wearing off, the effects of an overdose can resume without further medical intervention. It is essentially a stopgap intervention that provides additional time for a patient to receive the appropriate lifesaving care.

A “layperson rescuer” is an individual who has not been professionally trained to render a higher level of medical care. Statistically speaking, there is a higher likelihood that the initial responder to an adverse incident would be a co-worker, citizen, stranger, family member, etc. A lay rescuer can increase positive outcomes for victims of injury or sudden illness – this is why we train CPR, AED, basic First Aid, etc.

With this information in mind, a discussion with other risk management counterparts in Northern Virginia has led to the question: *should laypersons naloxone training be provided?*

Christopher Melmer, Risk Manager, is a certified REVIVE! Laypersons Trainer through the Virginia Department of Behavioral Health and Developmental Services. Further discussions and research need to be conducted addressing safety, civil liability, Good Samaritan laws, training facilitation, and program implementation.

- Safe Operations of Town Vehicles:

Over the entirety of 2023, there has been a significant increase in liability claims related to auto accidents involving Town vehicles and Town drivers. Through an internal review, it was determined that all employees who operate Town vehicles as part of their regularly assigned duties and employees who may operate Town vehicles for traveling purposes or during emergency situations will be required to review the Defensive Driving training which was made mandatory January 2024.

- Special Event EOC Activations:

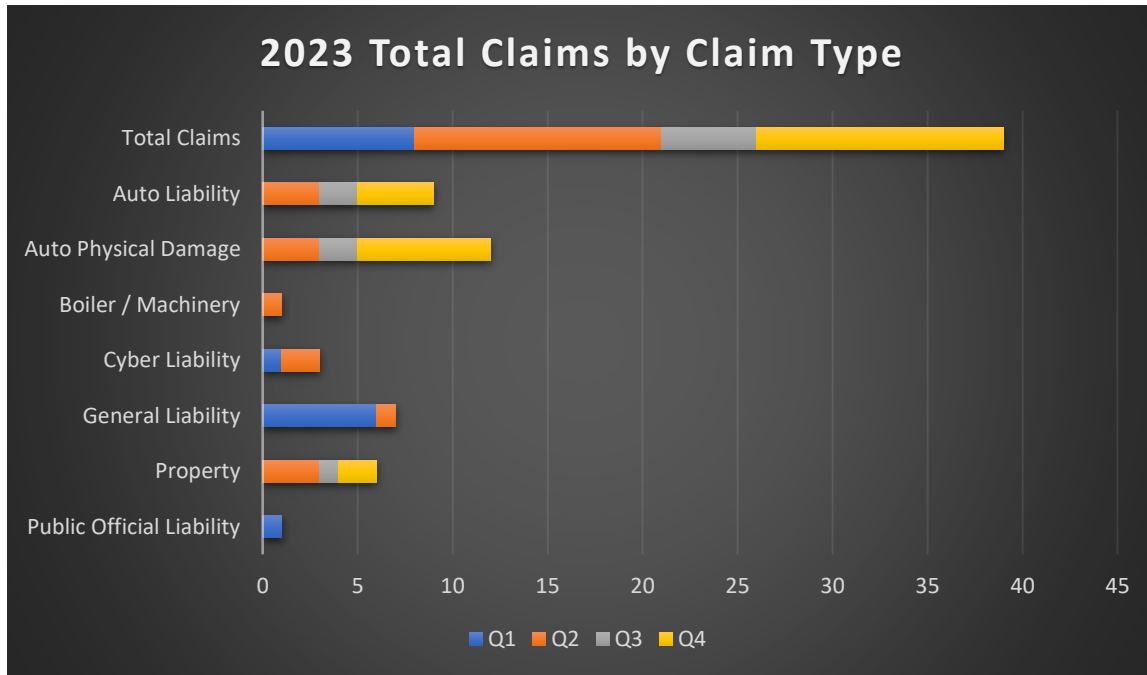
Emergency Operation Center (EOC's) were activated for:

- The Fall Festival (October 7th, 2023)
- FHS Homecoming Parade (October 12th, 2023)
- The Christmas Parade (December 1st, 2023)
- No issues to report for any of the special events. The interagency collaboration to provide for the safety and security of citizens, patrons, and visitors was superb.

- Asbestos:

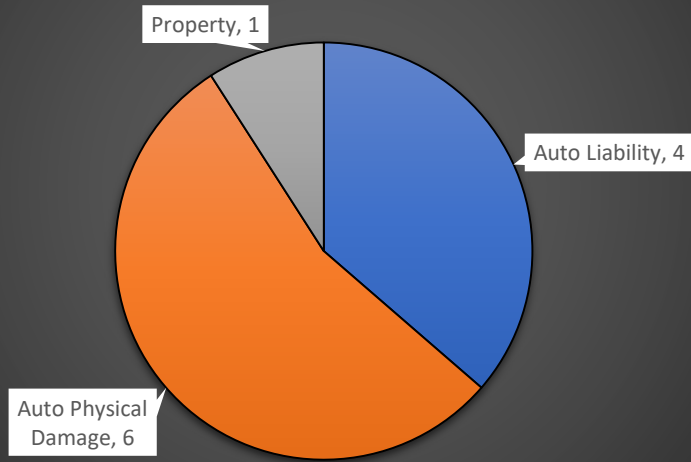
On October 15th, the Town identified positive samples of Asbestos within Town Hall. This identification led to the closure of Town Hall with the immediate efforts to begin mitigation. During TH closure there was no impact to overall Town operations. As of December 1, 2023, Town Hall was officially reopened. The Town will continue to monitor all facilities for environment, health, and safety concerns over the next several months.

Charts and information:

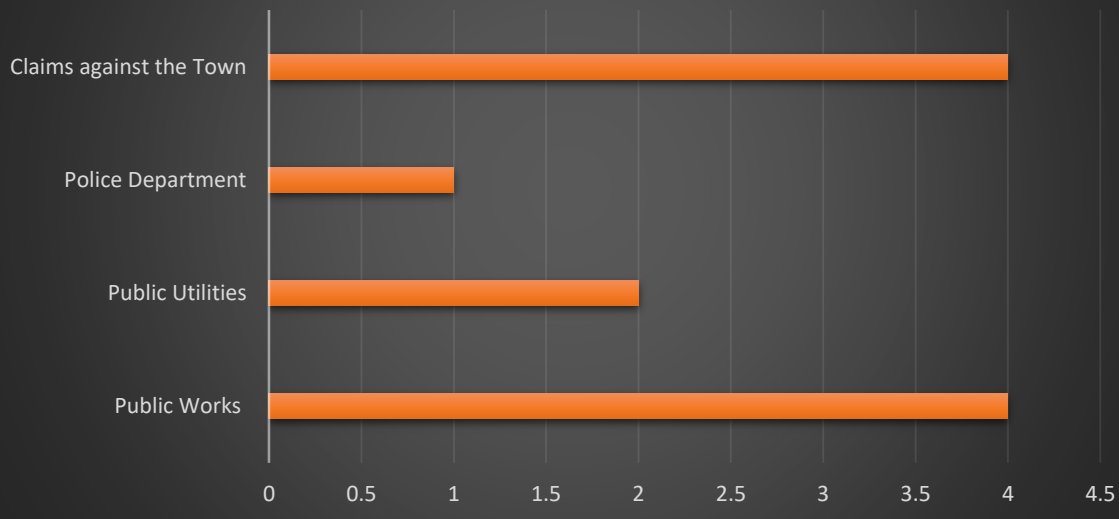


	Q1	Q2	Q3	Q4
<i>Total Claims</i>	8	13	5	13
<i>Auto Liability</i>	0	3	2	4
<i>Auto Physical Damage</i>	0	3	2	7
<i>Boiler / Machinery</i>	0	1	0	0
<i>Cyber Liability</i>	1	2	0	0
<i>General Liability</i>	6	1	0	0
<i>Property</i>	0	3	1	2
<i>Public Official Liability</i>	1	0	0	0

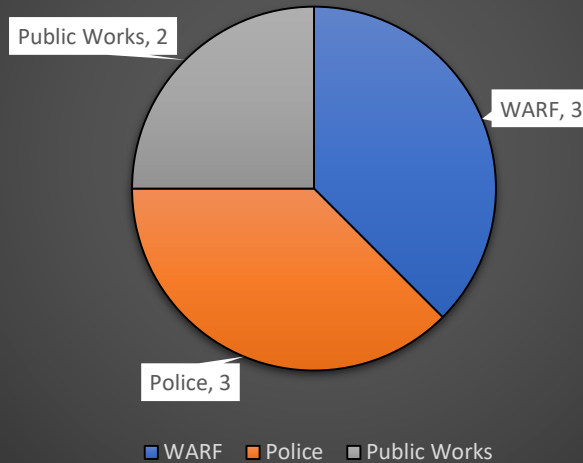
Q4 Property and Liability Claims by Claim Type



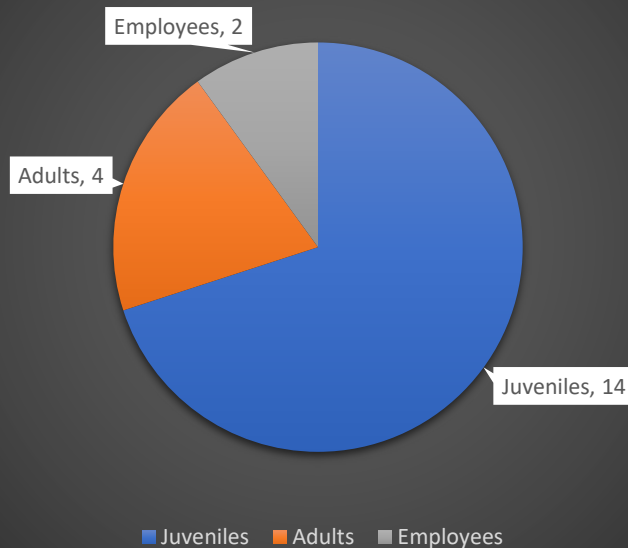
Q4 Property and Liability Claims by Department



Q4 Workers Compensation Claims by Department



Q4 WARE Incidents



Q4 WARE incidents chart represents the patron data regarding incidents that have been reported to Risk Management. It is important to note that there were no EMS transport and no refusals for care. The most frequent injuries include nose bleeds, abrasions, and minor cuts/lacerations.