



# TEAM BUILDING WITH LAW ENFORCEMENT

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2019 FISHER HOUSE MANAGER'S TRAINING

DAVID SALTHOUSE, ACTING CHIEF OF POLICE, VA CONNECTICUT HCS

# INTRODUCTION

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- 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

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- 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

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- 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

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

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- 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)

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- Commander/Major
  - Typically in an operational role. Likely oversees 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)

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- 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

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- 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

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- 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

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- 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

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- 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?

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- 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

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



# UNIQUE ISSUES

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- 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

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- 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

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



# PHYSICAL SECURITY

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- Exterior Doors
- CCTV Systems
- Any alarms
- Utility Alarms ( HVAC, etc.).

# AFTER HOURS LOCKOUTS & TRANSPORTATION

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

# EMERGENCY OPERATIONS PLAN

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- 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

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- How will you communicate
  - Feedback loop
- How are police complaints handled?
- Standing meeting?

# CONTINUE TO MAKE YOUR POLICE PART OF YOUR FISHER HOUSE TEAM

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- Invite them to events
- Share successes & thank you
- Police Week & National Peace Officer Memorial Day (May 15<sup>th</sup>)

# AROUND THE ROOM FOR QUESTIONS & BEST PRACTICES!

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



# THANK YOU

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- I appreciate all that you do to support our Military & Veteran Community
- **Contact Info**
  - David Salthouse
  - [David.salthouse@va.gov](mailto:David.salthouse@va.gov)
  - Office 203-479-8151