

# Course Syllabus

## General Information

<b>Course:</b>	Critical Incident Management
<b>Course &amp; Section:</b>	FES 4820
<b>Credit Hours:</b>	3
<b>Session:</b>	Summer A/C 2017
<b>Course Format:</b>	Web-based Distance Learning. On-line meetings will be scheduled.
<b>Instructor:</b>	Dr. Bruce J. Moeller

**Bruce J. Moeller, PhD.** has a diverse public sector background spanning over 30 years, most recently serving as Chief of Staff and Assistant County Administrator in Pinellas County, Florida. Previously Moeller served as fire chief and then city manager for Sunrise, Florida. He also served as Director and Chief of Department for Broward County, Florida. Moeller initially began his public safety career in law enforcement after graduating from the Chicago Police Academy. He subsequently joined the fire service and was promoted through various line and chief officer roles. Chief Moeller has been a certified paramedic for over 20 years and has commanded various incidents of significance including Hurricane Andrew (1991), Value Jet #592 crash in the Florida Everglades (1996), South Florida Anthrax Panic (2001) and Hurricane Wilma (2006). Chief Moeller is a sought-after speaker at national conferences on topics including leading organizational change and effective public policy making. Moeller is active in a variety of national associations and serves on numerous boards and committees.

Dr. Moeller has a Bachelor's from Western Illinois University, Master's in Public Administration from Northern Illinois University and received his Doctor of Philosophy from Florida Atlantic University. He has taught undergraduate and graduate courses in public administration, management, labor relations, and organizational theory for several institutions and is currently affiliated with the University of Florida. Dr. Moeller is an author in public administration and fire rescue fields, and has contributed to *Disaster Management Handbook* published in 2008 by Taylor & Francis and ICMA's *Managing Fire Rescue Services* (2012).

**Office Hours:** As an on-line course, there are no regular 'office' hours. You can email me at any time through Canvas.

**Course Website:** <http://lss.at.ufl.edu/>

**Course Communications:** There is a General Discussion tab that can be used, or send me an email through the course email. Urgent messages can be sent to my [bmoeller@ufl.edu](mailto:bmoeller@ufl.edu).

**Required Text:**

- *Critical Incident Management*, 2<sup>nd</sup> Ed. (2012) Faggaino, V., McNall, J. , Gillepsie, T. ; ISBN 978-1439874547
- Other readings as assigned

**Course Description:** Examines disaster planning and emergency management. Focuses of the four phases of planning, mitigation, response, and preparedness. Includes FEMA and federal government NIMS ICS-700 and ICS-800 certifications.

**Purpose of Course:** This course covers the basics of commanding a critical emergency incident in a community.

**Course Goals and/or Objectives:** By the end of this course, students will:

- Describe the four phases of emergency management
- Making distinctions between natural and technological or man-made hazards
- Discuss the role of government in managing natural and technological hazards
- Describe the general evolution of emergency management in the U.S.
- Describe and discuss the concept of “all-hazards” emergency management
- Describe and discuss the kinds of problems that can occur when programs require intra-governmental, multi-organizational, cooperation
- Discuss basic planning concepts
- Identify future trends in emergency management

**How This Course Relates to the Student Learning Outcomes in the Fire & Emergency Services program:** Identify and evaluate organizational challenges associated with managing a large, complex incident in the community. Illustrate knowledge of the four phases of emergency management and demonstrate strong verbal and written communication skills needed leadership in fire and emergency services.

**Teaching Philosophy:** I am looking for students to demonstrate a working knowledge of the subject. You need to be creative when you complete your assignments but maintain a professional appearance of your work. Your work needs to be complete and in such a manner that someone can pick up your document and understand what you are trying to convey. And most of all your work needs to be supported with research and cited in properly in APA format.

**Instructional Methods:** The course is designed for individual and group interactivity. It is important to post and respond to discussion questions in the course within the time frame allotted. This provides a learning environment by networking with other students in the course. The assignments are individual base to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in role as a leader in the emergency services profession.

For Discussion questions, it is expected that you will make your initial post early in the allotted timeframe (e.g. within the first week for a two-week Module). Your responses / feedback to your colleagues can occur up to the due date.

### **Course Policies**

**Attendance/Participation:** The course is designed in module format. You should check the site several times a week. You are required to complete the both assignments and discussion questions within the time period designated on the module. There will be periodic online meetings set up throughout the course. Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog [HERE](#).

**Quiz/Exams:** There is a final project for this course. There are no exams or quizzes.

**Assignments:** All assignments have a due date. Please be sure to check the date and time it is due in each module.

**Course Technology:** Class meetings will require a web camera and mic/audio. If you are not able to use a web camera you will need to at least provide audio/mic, you can call in on a phone also.

### **UF Policies**

**University Policy on Accommodating Students with Disabilities:** Students requesting accommodation for disabilities must first register with the Dean of Students Office ([HERE](#)). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

**UF's Honesty Policy:** UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code." On all work submitted

for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The Honor Code ([HERE](#)) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor of in this class.

**University Policy on Academic Misconduct:** Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code ([HERE](#)).

**Netiquette: Communication Courtesy:** All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats: all college level communication should have correct spelling and grammar • avoid slang terms such as “wassup?” and texting abbreviations such as “u” instead of “you” • avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS YELLING • avoid the use of emoticons • be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or offensive • be careful with personal information. See the University’s Netiquette Guide for Online Courses [HERE](#).

### **Getting Help**

For issues with technical difficulties for E-learning in Canvas, please contact the UF Help Desk at:

- Email: [Learning-support@ufl.edu](mailto:Learning-support@ufl.edu)
- Phone: (352) 392-HELP - select option 2
- Website: <https://lss.at.ufl.edu/help.shtml>

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available [HERE](#) for:

- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please visit [HERE](#) to submit a complaint.

## Course Schedule

Module 1	Introduction Read Syllabus and review course content Read Haddow – Chapters 1 & 2
Module 2	Mitigation Read Haddow – Chapter 3
Module 3	Preparedness Read Haddow – Chapter 4 Complete ICS 700 certification online
Module 4	Communications Read Haddow – Chapter 5 Read <u>Role of the EOC</u> at <a href="http://www.firefighternation.com/article/special-operations/role-eoc">http://www.firefighternation.com/article/special-operations/role-eoc</a>
Module 5	Response Read Haddow – Chapter 6 Complete ICS 700 certification online
Module 6	Recovery Read Haddow – Chapter 7
Module 7	Terrorism & the Future Read Haddow – Chapter 8 Final project

Should you have any complaints with your experience in this course please visit <http://www.distance.ufl.edu/student-complaints> (Links to an external site.) to submit a complaint.

## Grading Policies

The grade is based on a point system. You divide the total number of earned points into the total amount of points available to determine your grade. A grading rubric for the final project is under the Files Tab on the course.

Assignment	Points or percentage
Grading Discussion Participation – 10 points each discussion	50 points
Assignments – 20 points each assignment	100 points
Final Project - comprehensive and applied	100 points
<b>Total Grade</b>	<b>250 points</b>

**Grading Scale:**

A = 93.0 to 100%    C = 73.0 to 76.9  
 A- = 90.0 to 92.9    C- = 70.0 to 72.9  
 B+ = 87.0 to 89.9    D+ = 67.0 to 69.9  
 B = 83.0 to 86.9    D = 63.0 to 66.9  
 B- = 80.0 to 82.9    D- = 60.0 to 62.9  
 C+ = 77.0 to 79.9    F = below 60

<b>Passing Grade</b>	A	A-	B+	B	B-	C+	C	C-	D+	D	D-
<b>Grade Points</b>	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.67	1.33	1.0	.67

**Late Assignments and Discussion Posts**

- Assignments 48 hours late will receive a 10% deduction in their grade.
- Assignments more than 48 hours but less than 30 days late will receive a 20% deduction in their grade.
- Assignments more than 30 days late but submitted during the semester will receive a 50% deduction in their grade.
- Discussions up to 48 hours late will receive a 25% deduction in their grade.
- Discussions more than 48 hours later will receive a 50% deduction in their grade.

Please note that any student having less than 75% of their work complete for the semester cannot earn an “I” contract. If you have 75% of the work complete, you can propose an I contract to the instructor.

It is your responsibility to keep your instructor informed at all times. The instructor does have the right under extenuating circumstances with proper notification to assist the student by extending the above time requirements.

### **Evaluation process**

Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three

Weeks of the semester, but students will be given specific times when they are open.

Summary results of these assessments are available to students at

<https://evaluations.ufl.edu> (Links to an external site.).