



CODE ENFORCEMENT OFFICER SAFETY FOUNDATION

COURSE BROCHURE

Advanced Operational Awareness



**to Avoid, De-escalate, or Defend
Against Violent Encounters**

Register at: www.codeofficersafety.org/coss-aoa

Advanced Operational Awareness

Code Enforcement Officer | Building Official | Housing Inspector | Zoning Inspector | Fire Inspector | Health Inspector | Animal Control



Code Enforcement Dept | Planning & Development | Police Dept | Fire Dept | Community Enhancement | Health Dept

Advanced Operational Awareness

Code professionals have been severely injured and killed in the line of duty by violence. These professionals go by a variety of job titles and work for a variety of departments. Regardless of job title or department name, all deserve to be safe.

Course Objective

To operationalize and apply an advanced understanding of Situational Awareness (SA) to improve your ability to avoid, de-escalate, or defend against a violent encounter.

This objective is important because many Situational Awareness courses focus solely on 'avoidance' and fail to incorporate how SA also interfaces with your ability to de-escalate or defend yourself. While **avoidance is the goal** the reality is that situational awareness skills do not end when avoidance is not possible.

Why Operational Awareness?

Operational Awareness incorporates the concepts and principles of Situational Awareness and **OPERATIONALIZES** the tenets into a contextualized system that encompasses the range of possibilities relating to violent encounters with the primary goal that you make proactive decisions to improve your safety.

Prerequisite

Completion of the **Code Official Safety Specialist (COSS)** through the Code Enforcement Officer Safety Foundation.



CEOSF Global Mission Statement

"The **Code Enforcement Officer Safety Foundation** exists to promote best practices for the safety of Code Officials across the world; to provide a resource for officials; report incidents; provide up-to-date training and to encourage a high standard of professionalism within our chosen profession."

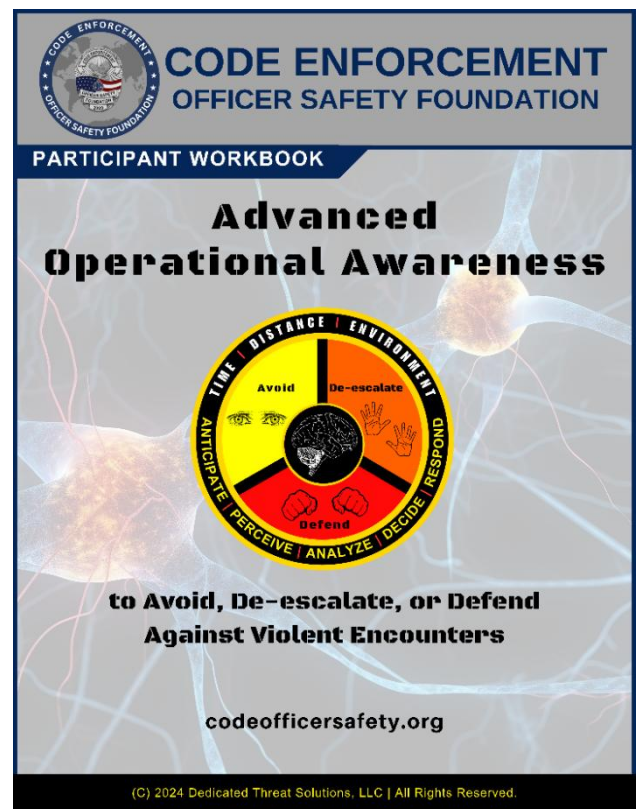
Advanced Operational Awareness

Too often situational awareness is taught in a manner that leads a person to believe that if they just had situational awareness all incidents can be avoided. This is NOT true for a host of reasons, some of which will be discussed in this course. Having situational awareness and being in Condition Yellow does NOT guarantee your safety or that you will identify all threats in your environment. This is a critically important concept to understand and is why, in part, this course is called **Advanced Operational Awareness** and not situational awareness.

Whether you are new to code enforcement or are a seasoned professional you will gain knowledge that, if implemented and practiced, can keep you safer. You must always conduct yourself in a manner that is professional, polite, and respectful to the community you serve. Providing exceptional customer service and being proactive with your safety are not mutually exclusive. Your safety must be a priority: **Every Day, Every Contact.**

Advanced Operational Awareness

- ❖ Course Length: **8 Hours**
- ❖ **14 Modules**
- ❖ **291 Page Participant Workbook**
 - Includes **27 Activities**



As the leader on Code Official officer safety and recognized by the **International Code Council (ICC)** as a **Supporting Organization and Preferred Education Provider (#2696)**, the **Code Enforcement Officer Safety Foundation** in partnership with **Dedicated Threat Solutions**, is excited to offer this comprehensive international safety training course.

Advanced Operational Awareness

Advanced Operational Awareness consists of the following 14 modules:

Part 1: Basics of Situational Awareness

Module 1: Introduction

Module 2: The Basics of Situational Awareness

Module 3: Losing Situational Awareness

Module 4: The Relationship of Color Codes and the OODA Loop

Module 5: The Speed of Violence

Part 2: APADR Model of Awareness

Module 6: Introduction to the **APADR Model of Operational Awareness**

Module 7: **Anticipate**

Module 8: **Perceive**

Module 9: **Analyze**

Module 10: **Decide**

Module 11: **Respond**

Part 3: Time-Distance-Environment

Module 12: **T**ime - **D**istance - **E**nvironment

Module 13: Closing the Gap Between **Stimulus & Response**

Module 14: Conclusion

At the conclusion of each module there will be a short quiz. At the completion of the course there will be a final examination.

Advanced Operational Awareness

Part 1: Basics of Situational Awareness

Module 01: Introduction

Course Objective

To “**operationalize**” and apply an advanced understanding of **Situational Awareness (SA)** to improve your ability to **avoid**, **de-escalate**, or **defend** against a violent encounter.

Prerequisite

The prerequisite for taking **Advanced Operational Awareness** is completion of the **Code Official Safety Specialist (COSS)** training. This course covers some of the same topics discussed in the COSS training but will go into more detail on the application of the material. Completing this course without a foundational understanding of the COSS material will take longer and require more effort to understand the content and the more advanced concepts.

Target Audience

Advanced Operational Awareness is applicable to everyone. Violence does not discriminate based on your job title and your job title is not a protective factor that offers you any level of safety.

- Agency & Department Directors
- Supervisors
- Code Enforcement Officers
- Code Compliance Officers
- Building Officials
- Fire Inspectors
- Housing Inspectors
- Zoning Inspectors
- Park Rangers
- Animal Control Officers
- Environmental Inspectors
- Health Inspectors
- Parking Enforcement Officers
- Neighborhood Preservation Specialists
- By Law Officers (Canada)
- Support Staff

Advanced Operational Awareness

Module 02: The Basics of Situational Awareness

Operational Awareness

You cannot make proactive safety decisions if you fail to use critical thinking and sensemaking skills

Dedicated Threat Solutions

Topics covered include:

- Review definitions of **Situational Awareness**
- Identify the **Goal** of Situational Awareness
- Define **Dedicated Threat**
- Review the **Danger of Ambush Attacks**

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Module 03: Losing Situational Awareness



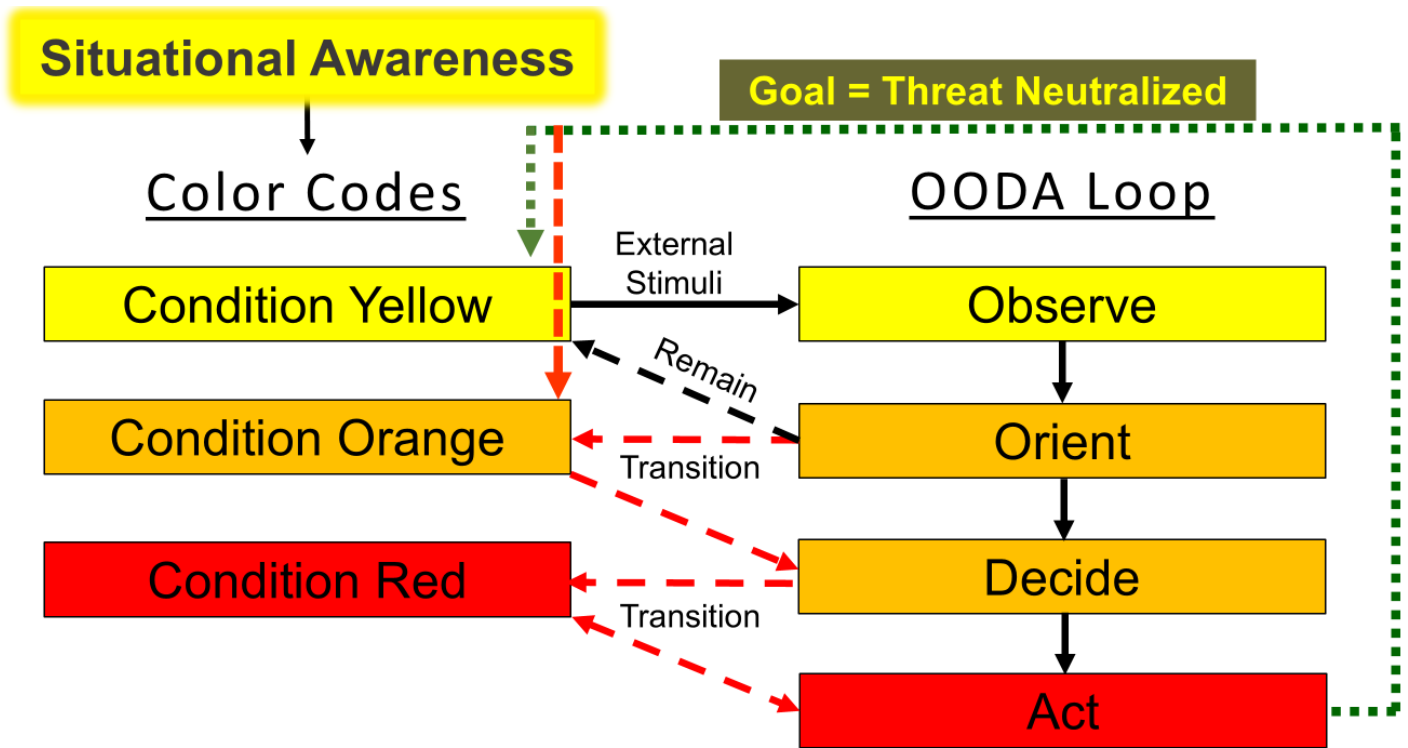
Review multiple reasons why Situational Awareness fails to include:

- Complacency
- Normalcy Bias
- Cognitive Bias
- Fundamental Attribution Error
- Tunnel Vision
- Target Fixation
- Cognitive Overload
- Condition Black

Most people are not near as competent at situational awareness as they like to believe!

Advanced Operational Awareness

Module 04: The Relationship of Color Codes & the OODA Loop



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Topics covered include:

- Review **Color Codes & Potential Problems Implementing**
- Examine the **OODA Loop**
- Review the **OODA Loop for Single and Multiple Threats**
- Review **Two Sides of the OODA Loop**
- Review **Survival Awareness Model**: Relationship between Color Codes and OODA Loop

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Module 05: The Speed of Violence

Worst-Case Scenario



Ambush attack at close near-contact range

Topics covered include:

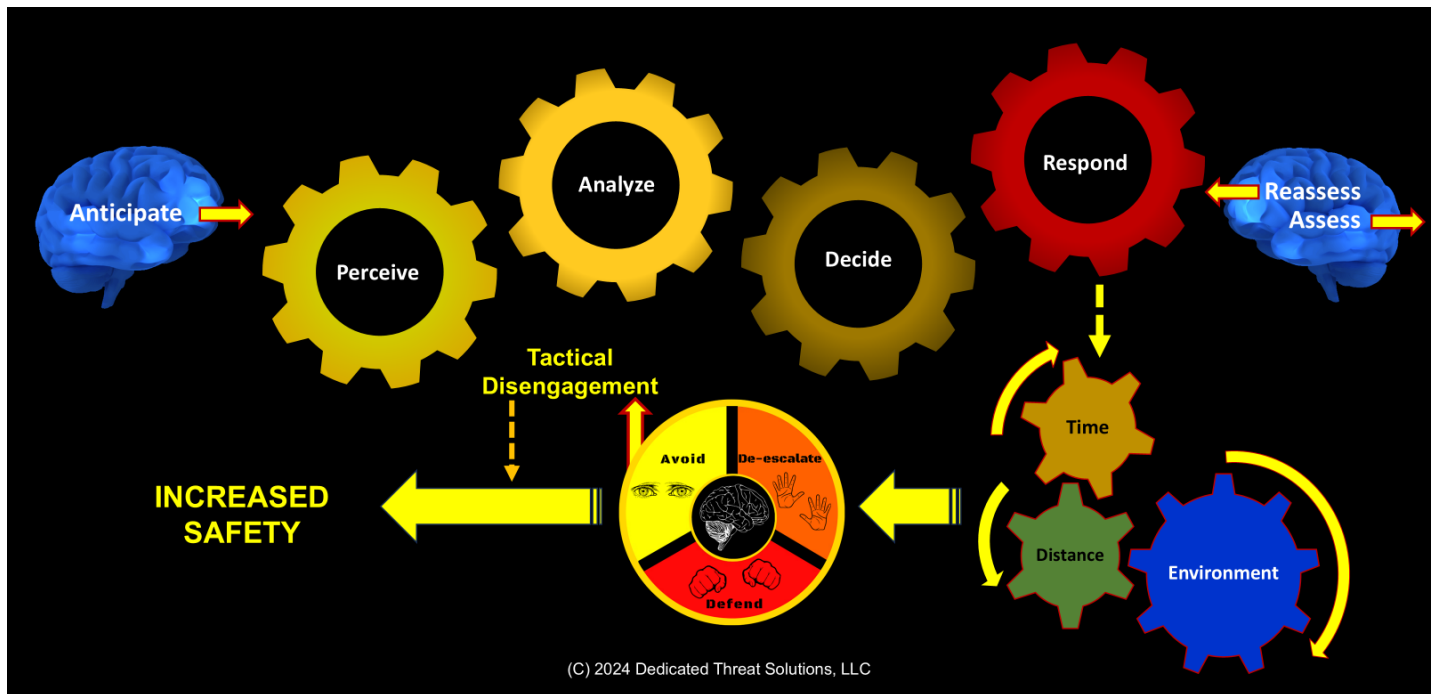
- Examine Statistics on **Officers Killed in the Line of Duty**
 - Law Enforcement
 - Code Officials
- Research on Training Implications
 - Hebb's Rule
 - Automaticity
- Review **Speed of Attacks**
- Overview of **P300**
- Explain why **Action is Faster than Reaction**
- Review **Perception Reaction Times**

Violence happens fast!

Advanced Operational Awareness

Part 2: APADR Model of Awareness

Module 06: Introduction to the APADR Model of Operational Awareness

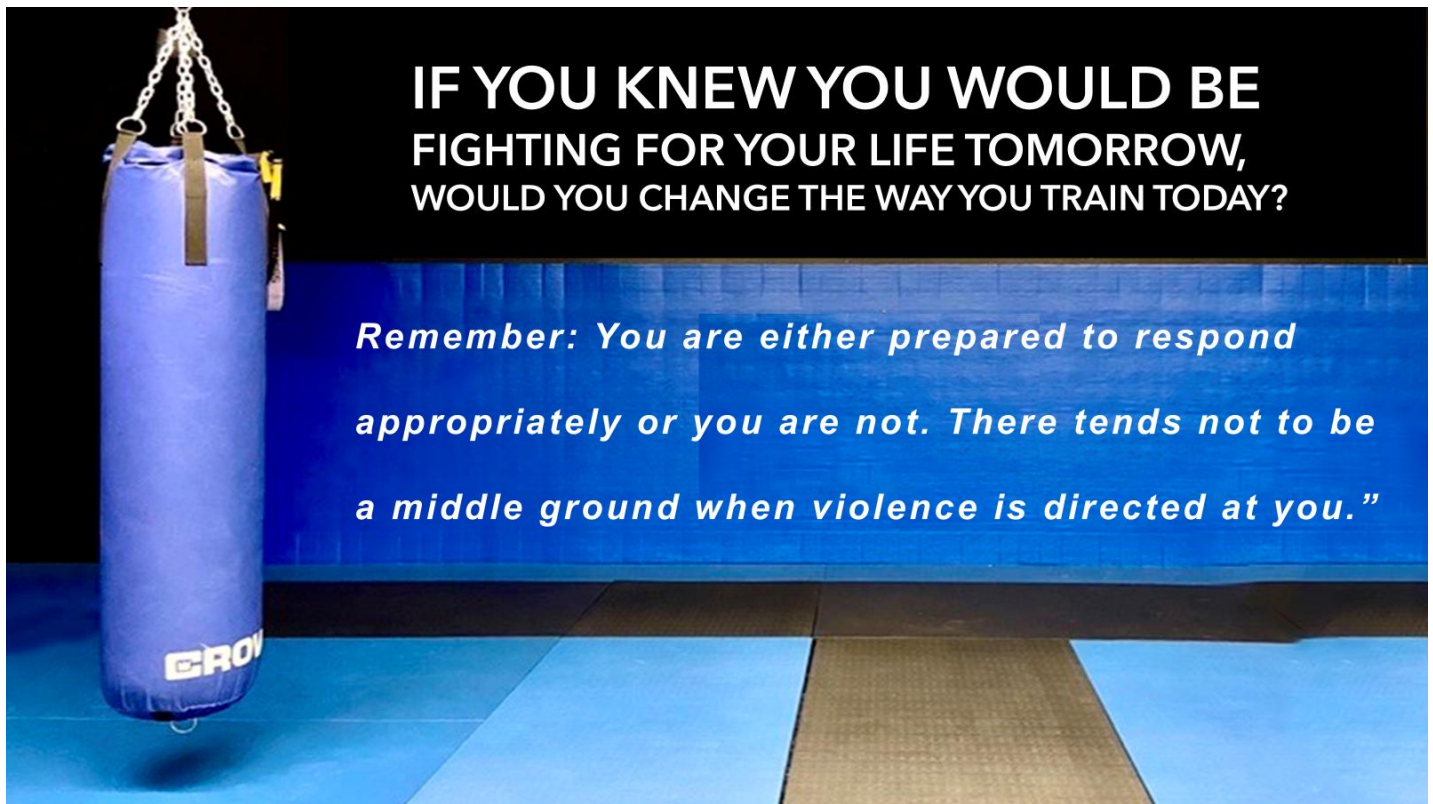


Topics covered include:

- Overview of **the APADR Model of Operational Awareness**
- Examine how Situational Awareness can lead to a **Faster Response** whether your options are to Avoid, De-escalate, or Defend yourself from a violent encounter depending on the context of the situation

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Module 07: Anticipate

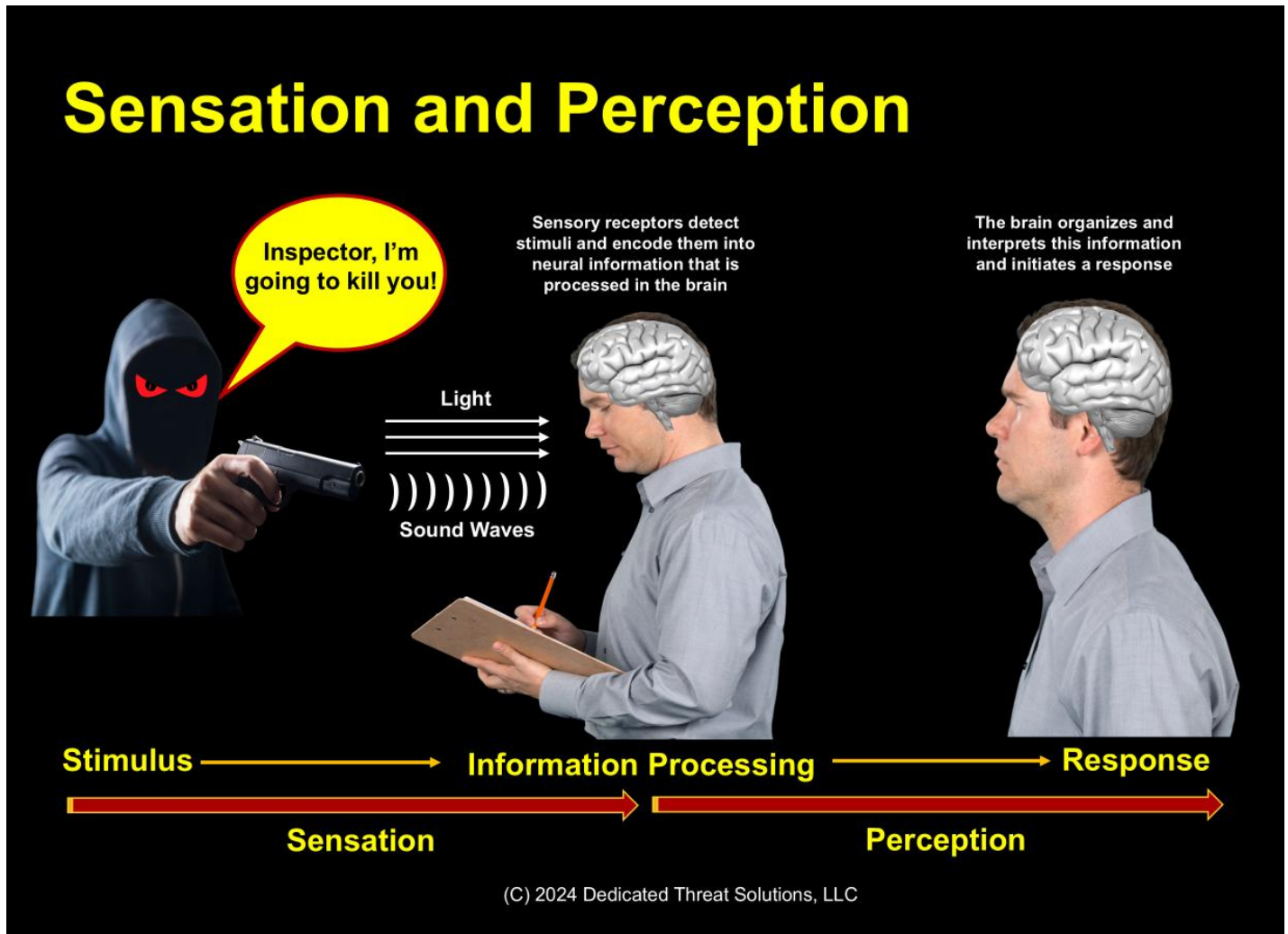


Topics covered include:

- Define **Anticipation**
- Anticipate the **Most Likely Encountered Threats (MLET's)**
- Anticipate **“What if...” Scenarios**
- Use of **Mental Imagery**
- Overview of **PETTLEP Model of Imagery**

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Module 08: Perceive



Topics covered include:

- Provide definitions related to **Perception**
- Explain the **Basics of Perception**
- Overview of **Mental Models**
 - Review the faulty mental model of *“just walk away”*
- Review important aspects of **Senses** relating to safety
- Review **Channel Capacity** and its impact on safety

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Module 09: Analyze

Sense-Making Defined

Sensemaking is the activity that enables us to turn the ongoing complexity of the world into a “situation that is comprehended explicitly in words and that serves as a springboard into action.”

Karl E. Weick, Kathleen M. Sutcliffe, David Obstfeld, (2005) Organizing and the Process of Sensemaking. Organization Science 16(4):409 -421.

Topics covered include:

- Define **Sensemaking**
- Review the elements of **Sensemaking**
 - Experience
 - Identity
 - Culture
 - Training
 - Pattern Recognition

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Module 10: Decide

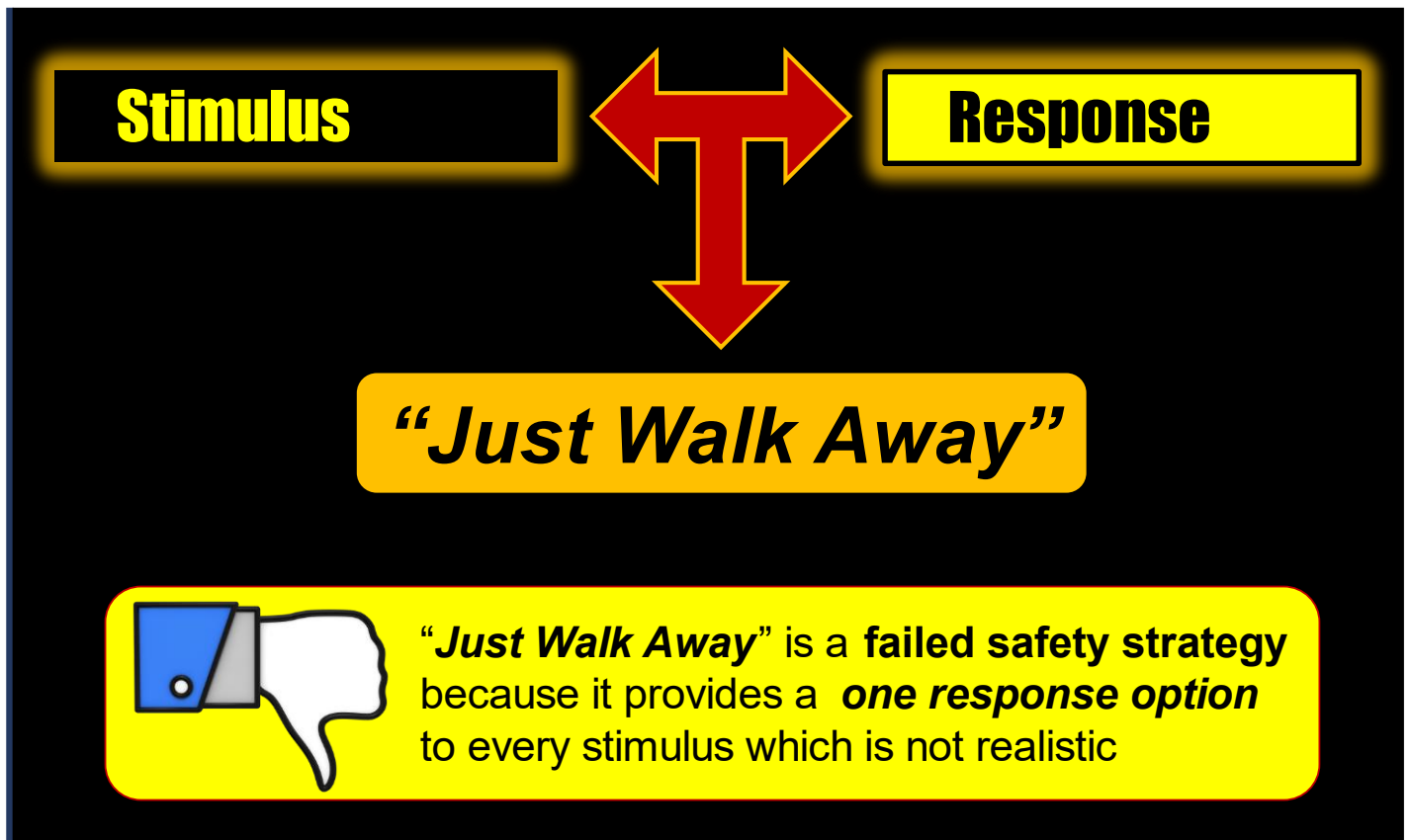


Topics covered include:

- Define **Advanced Critical Thinking**
- Review the processes of:
 - Attention
 - Perception
 - Cognition
 - Memory
- Review **types of Attention** to include:
 - Selective Attention
 - Divided Attention
 - Inattentional Blindness
 - Change Blindness

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Module 11: Respond



Topics covered include:

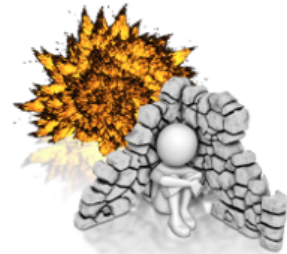
- Identify the **response options** of:
 - Avoid
 - De-escalate
 - Defend
- Describe how **Fear** impacts **Stimulus-Response**
- Discuss how to **Enhance Perception Speed** using **Anticipation**
- Articulate the significant difference between the **Inverted U Theory** and **Catastrophe Theory of Arousal**
- Review the **Physiological Sigh**

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Part 3: Time-Distance-Environment

Module 12: Time - Distance - Environment

Time | Distance | Environment

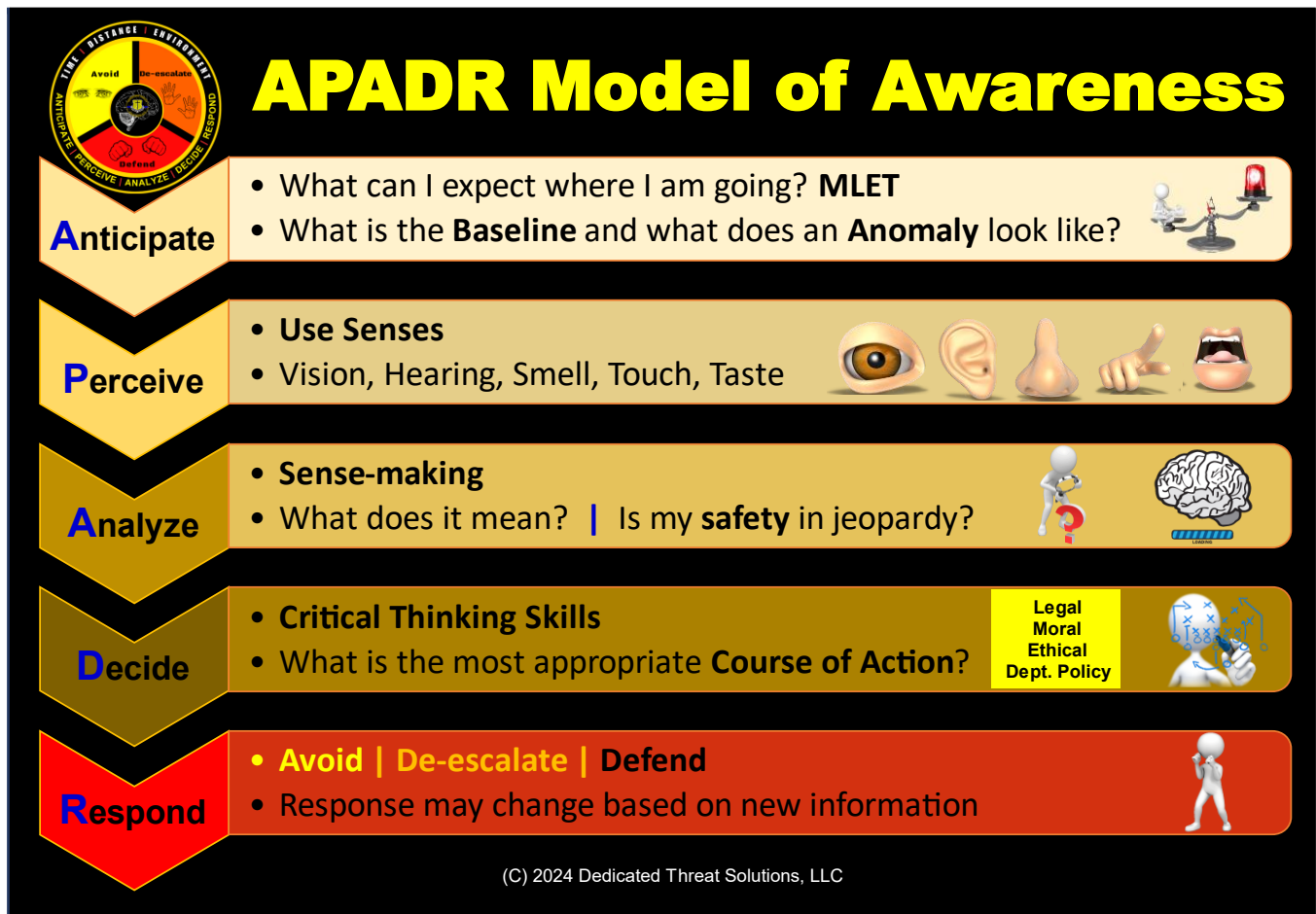


Topics covered include:

- Review the relationships between **Time-Distance- Environment** and the implications to violent encounters
- Review the **process for scanning a threat**

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Module 13: Closing the Gap Between Stimulus & Response



Topics covered include:

- Understand the relationship between **Stimulus–Response** and the potential impact on safety
 - In a violent encounter the longer there is a delay in a response once the stimulus is initiated means that the officer is potentially getting injured or killed
- Explain the differences between **Cover and Concealment**
- Review the **Contact/Cover Principle**
- Implement the **APADR Model of Awareness**

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Module 14: Conclusion

Violent encounters are typically a **high-stress**, **time-compressed**, **dynamic**, **RAPIDLY Changing**, and **ambiguous** encounter with the potential for **lethal injury**.

Topics covered include:

- Overview of the main concepts of the **APADR Model of Awareness**
- Review **training implications** relating to:
 - Mindset
 - Conditioning
 - Skills
 - Emotional
 - Spiritual

Advanced Operational Awareness

*** Credential of Learning Achievement ***

If you have not earned your **Code Official Safety – Credential of Learning Achievement** yet from the International Code Council, you are highly encouraged to do so to increase your professional development opportunities.



The Code Enforcement Officer Safety Foundation is a proud partner with the International Code Council.

The **International Code Council (ICC)** is committed to the safety of code professionals and is offering the opportunity to earn a respected **Credential of Learning Achievement (CLA)** upon completion of the **Code Official Safety Specialist (COSS)** training program. The Code Official Safety – Credential of Learning Achievement validates your willingness to go the extra mile in training and career advancement.

A Credential of Learning Achievement (CLA) is issued by the International Code Council to those individuals who complete the Code Official Safety Specialist training and pass an assessment (examination) based on the COSS training program.

All code professionals who complete the Code Official Safety Specialist training program are highly encouraged to take the next step and obtain the Credential of Learning Achievement from the International Code Council.



"We are committed to supporting those individuals who dedicate their careers to ensuring that our buildings and communities are safe. The Code Council and CEOSF have a shared commitment to promoting the safety of code officials, and our combined efforts to develop this new CLA will provide further resources to support the profession."

Dominic Sims, CBO
Chief Executive Officer
Code Council



Path to Code Official Safety Credential of Learning Achievement (COS-CLA)



STEP 1

Go to the website of the CEOSF: <https://www.codeofficersafety.org> purchase and complete the training of the five-module COSS <https://www.codeofficersafety.org/training>

STEP 2

Go to the ICC website and sign into your MYICC page; go through the purchase process of COS-CLA, part of which will be uploading your certificate of course completion of the five-module COSS training. (See Note 1)

STEP 3

Purchase, take and pass ICC online proctored COS-CLA assessment

STEP 4

COS-CLA issued; good for 3 years (See Note 2)

Advanced Operational Awareness

COURSE INSTRUCTOR

Scott Kirshner, M.Ed., COSCI, INCI, is an accomplished trainer with extensive experience in officer safety and violence mitigation strategies. He is a Nationally Certified Instructor (INCI) through the *International Association of Directors of Law Enforcement Standards and Training* (IADLEST) and a CEOSF Officer Safety Certified Instructor (COSCI) through the *Code Enforcement Officer Safety Foundation*.



Mr. Kirshner is the creator of the **Code Official Safety Specialist (COSS)** training program used by Agency Directors, Code Enforcement Officers, Building Officials, Fire Inspectors, Environmental Inspectors, By-Law Officers, Housing Inspectors, Health Inspectors, Animal Control Officers, Parking Enforcement Officers, Park Rangers, and Zoning Inspectors. The **Code Official Safety Specialist (COSS)** program is the first and only international training program offered to code professionals which specifically focuses on officer safety. The **International Code Council (ICC)** offers a highly regarded **Code Official Safety-Credential of Learning Achievement (CLA)** for those who complete COSS training and then successfully pass an exam through ICC.

As a criminal justice professional, Mr. Kirshner held positions to include Parole Administrator, Supervisory Probation Officer, and Correctional Officer. He was integral in the development and implementation of an officer safety curriculum for two large agencies. As an officer survival instructor, he served as a Certified Firearms Instructor, Lead Defensive Tactics Instructor, and Use of Force Instructor. He facilitated courses on: Use of Force, Tactical Mindset, Verbal De-escalation, Crisis Prevention, OC Spray, Expandable Baton, Handcuffing, Safety Policies, Applied Defensive Tactics, Low-Light Shooting, Force-on-Force, Judgmental Shooting, Terrorism, Active Killer Incidents, and Surviving Violent Encounters. Mr. Kirshner is a two-time recipient of the ***Excellence in Training Award*** by the Arizona Supreme Court. He authored the popular book, "[Officer Survival for Code Enforcement Officers](#)" which is used by code officials, departments, colleges, and associations.

Mr. Kirshner worked with numerous municipal, county, state, and federal law enforcement agencies. He trained with the FBI SWAT Team - Phoenix Division, Phoenix Police Department, Maricopa County Sheriff's Office, Pima County Sheriff's Office, SureFire Institute, Proactive Training Institute, Combat Shooting & Tactics, and others on topics to include: Officer Survival, Active Shooter Intervention, Force-on-Force Training, Shoot House Instructor, Emergency Response to Terrorism, Building Entry & Room Clearing, and Workplace Violence. He is a member of the National Law Enforcement Firearms Instructors Association (NLEFIA) and an International Liaison Officer with the International Law Enforcement Training Network.

Mr. Kirshner received specialized training on the topics of: Mental Health, Sex Offenders, Domestic Violence, Terrorism, Critical Incident Stress Debriefing, Motivational Interviewing, and Risk & Needs Assessments. He has a Master of Education degree in Counseling, Bachelor of Science in Business, and an Associate of Applied Science in Fire Science Technology.

Mr. Kirshner is the owner and Lead Instructor of Dedicated Threat Solutions, LLC.

"This course was very well organized and thought out. Scott is a great instructor."

Advanced Operational Awareness



CODE OFFICIAL SAFETY SPECIALIST

“ We are utilizing this platform [COSS] for new hires prior to them going out on their own in the field. Thank you so much! ”

COSS Graduate
Senior Code Enforcement Officer
New Jersey



CODE OFFICIAL SAFETY SPECIALIST

“ The class is AMAZING!!!! It is truly fantastic for ALL skill levels. It brings so much light to subjects that so many don't teach or teach accurately/effectively. ”

COSS Graduate



CODE OFFICIAL SAFETY SPECIALIST

“ Thank you to both Justin and Scott for all you do to help save lives in the field. I look forward to graduating this course and finishing the book. You both offer so much to the field. Thank you for giving us the opportunity and knowledge to learn from you. #everydayinspection ”

COSS Student



CODE OFFICIAL SAFETY SPECIALIST

“ I really enjoyed the class. I worked as a Community Service Officer in a police department for almost 20 years prior to retiring, and never received half of what I learned in this class. I am the only Code Official in my City, and each of the surrounding cities also only have one person. I will be recommending this course to them. ”

COSS Graduate
Code Enforcement Officer
Utah



CODE OFFICIAL SAFETY SPECIALIST

“ I wanted to say THANK YOU to your organization for providing safety classes along with the Code Official Safety Specialist. This past month, [five] TX Building and Community Services employees achieved the Certified Code Official Safety Specialist designation. ”

COSS Graduate
Senior Director, Building & Community Services



CODE OFFICIAL SAFETY SPECIALIST

“ Let me say it was time and money well spent. Scott Kirshner, M.Ed., COSCI, SAS-AP® does a fantastic job of explaining the topics in a fashion that can be understood by anyone in code enforcement, whether that be a fire, building, or neighborhood inspector, whether commissioned law enforcement official or not. ”

COSS Graduate
State Fire Inspector II/Investigator



CODE OFFICIAL SAFETY SPECIALIST

“ Thank you so much, I learned a lot from this program. As the Lead Code Enforcement Officer for the _____ Tribes, I will be making this class a criteria as a requirement for the job. ”

Once again thank you and I look forward to seeing more of what is offered and conferences in the future. ”

COSS Graduate
Tribal Lead Code Enf. Officer



CEOSF Code Official Safety Specialist

ICC PREFERRED EDUCATION PROVIDER

LEARN TODAY!

CODE OFFICIAL SAFETY SPECIALIST



CODE OFFICIAL SAFETY SPECIALIST

“ Just started the online course this morning for ICC certification. I spent 35+ years in law enforcement and this training is incredibly comprehensive and presented in a very professional manner. Excellent training! My compliments and appreciation for your work. ”

Safety Director
Retired Lt. Colonel - Highway Patrol

Advanced Operational Awareness

REGISTER

Register today for **Advanced Operational Awareness**:

<https://www.codeofficersafety.org/coss-aoa>

CONTACT US

If you have any questions, please contact the CEOSF at info@codeofficersafety.org



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