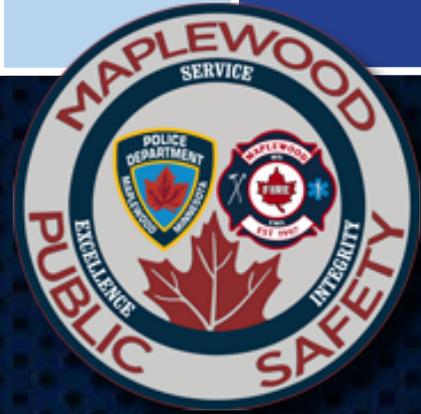


# Maplewood Public Safety



Annual Report 2020



Service



Excellence



Integrity

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## A Message from the Public Safety Director

Dear Elected Officials and Community Partners,

I am pleased to present you with the 2020 Maplewood Public Safety Annual Report, which details the successes, challenges, goals, and activities of our community's Police and Fire/EMS departments. The past year presented many significant challenges for our Public Safety team. In reviewing this report, I think you will find we rose to those challenges.

Let me start by saying that Police and Fire/EMS are guided by annual strategic plans, which have become ingrained in our culture. They allow us to be more intentional about priorities and accomplishments. Every strategic plan is a co-production from the Public Safety staff (including front-line officers), elected leaders, other City departments, strategic partners (schools, businesses), and members of our newly formed Multicultural Advisory Committee (MAC).

Formulating 2020's plan we could not have anticipated challenges from a global pandemic and region-wide civil unrest. However, considering professional recommendations and best practices, we quickly adapted to continue serving the community at a high level and keep our staff safe. This included acquiring PPE (Personal Protective Equipment), staff and scheduling shifts, and significant changes to our operational procedures.

I am proud of how our Public Safety team worked with the City and other regional and national agencies to adjust and adapt at this critical time.

Through the pandemic it became apparent our typical community outreach would need to pivot to meet new community challenges. For example, we switched in-person mentoring and youth outreach to Zoom, FaceTime, phone calls, and much smaller group settings. Students also needed different resources to work from home. So we provided the needed supplies for our backpack giveaways. We also adapted collection and distribution of our annual coat drives. Public Safety and the City also teamed up with the YMCA on a series of massive food distributions. We also responded to a growing homeless issue in the City.

Adapting so quickly to the changing circumstances is a credit to everyone on the team, and they continue to do a great job.

In the wake of George Floyd's death, Maplewood saw spillover from the civil unrest in St. Paul and Minneapolis. Several businesses were damaged and looted during this time, a number of people were arrested. Maplewood's Police Department deployed our entire staff to prevention and intervention activities. Because of our officers' actions, the damage was minimized, and neither staff nor our citizens were injured. Additionally, police and fire assisted the City of St. Paul when requested.

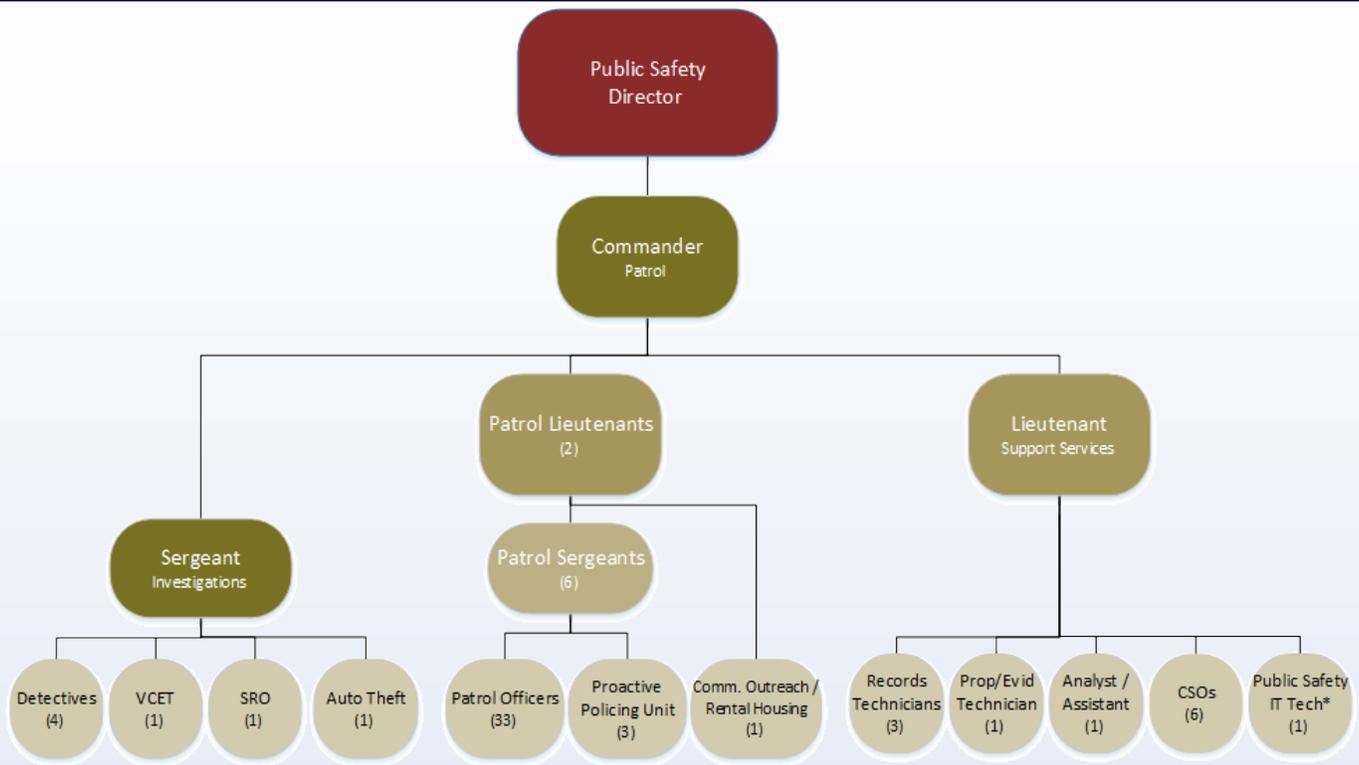
The Public Safety team acted admirably in their overall restraint and professionalism.

Despite 2020's challenges, we made measurable progress on the strategic plan. The St. Paul Area Chamber of Commerce recognized the Police Department with its



**Director of Public Safety  
Scott Nadeau**





\*Embedded in Police Dept., under supervision of IT Director

Public Safety Award for the department's work in community outreach and diversifying our workforce. Much of the credit for our ability to recruit a professional and community reflective police force goes to our new recruiting committee's work.

The Fire Department continued its first Fire Cadet program to "build the bench" and diversify its ranks. In alignment with the Fitch Study and planning for the future of the Fire Department, work began on a new fire station that will assist us in delivering Fire/EMS services well into the future.

The Police Department secured a grant from the State of Minnesota for a fully-funded Auto Theft Detective and has already seen a drastic increase in the number of cases cleared and charged, holding offenders more accountable. The Police Department secured a grant that funds a Community Policing Coordinator who will be working on outreach to our community, including our underserved communities, as well as working with multi-unit housing managers and owners to problem-solve and provide for safer rental communities. Our multi-disciplinary Mental Health Outreach Team continued its work over the course of the last year, and with the assistance of Mayor Abrams, has established a Ramsey County Social Worker to be dedicated to the Police Department, a first for a Ramsey County suburb.

As you will see in this report, our staff didn't put 2020's strategic plan priorities on hold. They leveraged their creativity and determination to advance the department's goals and serve the community's needs through a pandemic and civil unrest.

Speaking for all Public Safety team members, we continue to be grateful for the support of the City, our elected officials, and our citizens. During a challenging period, we could not have accomplished all that we have without your support. We look forward to continuing to serve by promoting safety and partnership with our community in 2021 and beyond.

*Scott Nadeau*  
 Director of Public Safety/Police Chief



# Fire/EMS Strategic Plan

By Brad Davison, Firefighter/Paramedic

Over the past several years the Fire/EMS Department has been making significant progress on a core set of goals which include:

- Improving overall efficiency by optimizing response times, maximizing the number of people on calls and reducing false alarms
- Reducing risks in the community through education and outreach and by enhancing the community paramedic program
- Stronger collaborations with the police department including medical cross-training, building the Mental Health Outreach Team and hosting positive community engagement events
- Building a better understanding among the community of the services that Fire/EMS provides
- Becoming a top career choice for a diverse range of high-quality Fire/EMS professionals

Like the Police Department's strategic plan, Fire/EMS uses frontline staff to help develop its priorities. Representatives from each shift ensure that the work of the committee and ideas from all staff are communicated, with the goal being that each year's strategic plan is a collaborative document created by the entirety of the Department. Embracing the additional workload, challenge, and opportunity, firefighters Ray Crawford and Brad Davison have led and represented the Committee well.

Thank you to the 2021 Strategic Planning Committee for your dedication and contributions. Members of the committee included Firefighters Michael Martin, Charles Barrette, Brad Davison, Brad McGee, and Ray Crawford, Captains Rich Dawson, Eric Kubat, and TJ DaBruzzi and Chiefs Shawn Conway, Michael Mondor and Steve Lukin.



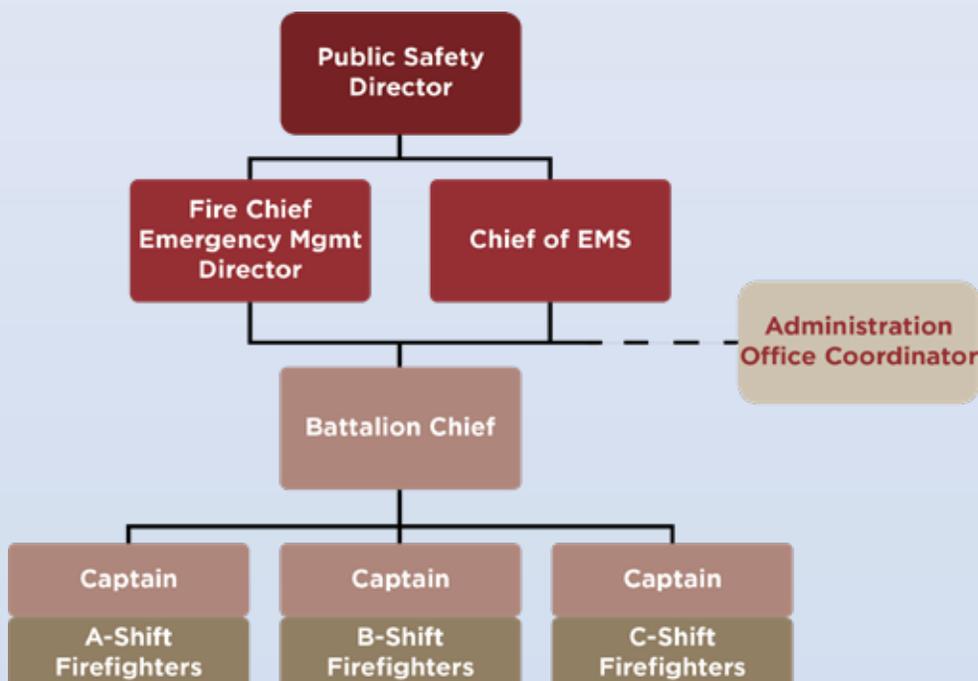
**Steve Lukin**  
Fire Chief



**Mike Mondor**  
Chief of EMS



**Shawn Conway**  
Battalion Chief



## COVID-19 slows, doesn't stop meaningful community building

While COVID-19 caused the cancellation of large-scale community gatherings, Maplewood Public Safety still made strides toward building stronger community relations, including forming a Multicultural Advisory Committee (MAC), establishing a community outreach coordinator position and holding several COVID-19-safe events.



## Community members getting a voice in police hiring and policy

At the beginning of 2020, Maplewood established the Multicultural Advisory Committee (MAC) to help the department build stronger community connections and empower community members to help lead and facilitate meaningful dialogue with their neighbors about public safety.

Unfortunately, COVID-19 put formal MAC meetings on hiatus. After George Floyd's death, the need to restart the meetings was apparent.

The 15-member committee represents various cultures, religions, and backgrounds. So far, they've helped the department work through difficult conversations about the Floyd incident and police community relations.

Staff has worked to provide members a better understanding of day-to-day public safety operations, the strategic plan, its proactive policing approach, community relations and the Mental Health Outreach Team. In turn, members have assisted at community events, participated in ride-alongs with officers, and have been involved with sergeant promotions and officer hiring interviews.

MAC members have been a great benefit to the department. Police staff looks forward to continuing this partnership.



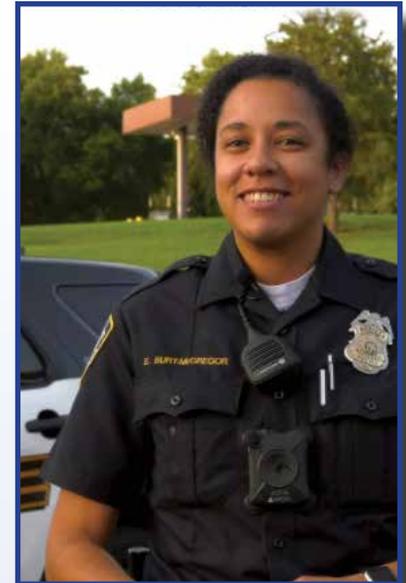
## Putting real resources into community outreach

Through a federal grant, Maplewood Public Safety created the Community Outreach Coordinator position. Officer Emily Burt-McGregor, a three-year member of the department, applied for and competed with other quality officers for this position.

Having a dedicated officer working with community groups, faith leaders, mental health professionals, landlords and other stakeholders will allow us to build stronger partnerships, problem-solve in communities and address issues of crime and violence, quality of life, and safe and suitable housing.

While she will head up the department's formal outreach efforts, all of our Officers and Firefighter/Paramedic's are empowered to create and implement community building.

Since late summer, the team has initiated several outreach opportunities, including Popup Freeze Pop events in our multi-family housing complexes, the school back pack give away, a coat drive, holiday giving tree and Santa's Neighborhood Surprise.



**Community Outreach  
Coordinator  
Emily Burt-McGregor**

## Getting creative to continue our Big Brothers Big Sisters Program

**By: Charles Crummy, Firefighter/Paramedic**

Maplewood Public Safety Department joined with Big Brothers and Big Sisters to implement a program at Weaver Elementary School at the start of the 2019 school year. The program was made possible through a National Football League grant. The initial expectation was 10 Bigs to Littles matches; however, because of the overwhelming community commitment, more than 30 city staffers applied for the program, most of whom were from the Public Safety Department.

Before the pandemic closed schools, Bigs met with Littles once a week for an hour, catching up on school work, what happened that week, playing board games and doing crafts, like coloring, origami and making paper airplanes. The Bigs and Littles were working well and teachers and staff had mentioned seeing improvements in students' class room performance.

Some matches continued via virtual meetings after schools closed in March. At the beginning of the 2020 school year, Bigs and Littles got to reconnect in person through a back-pack delivery. It was awesome to see and talk to my Little just before the 2020 school year started.

Big Brothers Big Sisters coordinator Paula Lien has been able to set up times to continue many of the virtual contacts in 2020. The program is still moving forward and will come out stronger in the end as we discover new ways to contact more Littles and because of our will to persevere.



## Five new officers and two Community Service Officers joined Police Department

- Rae Brown is originally from Texas and has always been interested in helping at-risk youth as well as community outreach. She was a student-athlete in school and served in the National Guard both in Texas and Minnesota before joining the St. Paul Police Department as a reserve officer and a Community Outreach Officer. This is Rae's first sworn police officer position.



- Ben Geiselhart is from the northwest metro and played as many sports as his parents would allow. He received his Bachelor's degree in Law Enforcement from Minnesota State University-Mankato and his Law Enforcement Skills Program Certificate from Hibbing Community College. After graduation, Ben started as a security officer with the Anoka Police Department. Ben was a community service officer before being sworn into his first officer position here at Maplewood.

- Winston Kim is from the southwest metro and received his Bachelor's degree in Marketing Management from St. Thomas University. After graduating and working in the field, he quickly determined this was not the career for him and enrolled in Rasmussen's Law Enforcement Skills Program where he obtained his Certificate. This is Winston's first sworn police officer position.



- Maddie Kanda is originally from Colorado and received her Bachelor's degree from the University of Wisconsin-River Falls in Criminology. Before graduating, Maddie began working at the Ramsey County Juvenile Detention Center as a Corrections Officer. She realized she wanted to work out in the community rather than in an institutional setting and began an internship with the St. Paul Police Department. She received her Law Enforcement Skills Program Certificate from Rasmussen College. This is Maddie's first sworn police officer position.

- Joseph Arbogast is from the west metro and was a student-athlete and coach before enlisting in the Army. Joe was on many deployments overseas during his four-year Army career. After the Army, he graduated from Mankato State University. This is Joe's first sworn police officer position.



• Arturo Lopez, Community Service Officer, is originally from Texas and enlisted in the Marines after high school. He served in active-duty for five years, stationing in Virginia and California before being deployed multiple times. Arturo received his Associates degree in Law Enforcement from Century College, and his Law Enforcement Skills Program Certificate from Rasmussen College.



•Community Service Officer, Treana Cruz, is from the Twin Cities and began her career in the social work field while obtaining her Bachelor's and Master's degrees. During an internship at Roosevelt High School, she asked the School Resource Officer to go on a ride along. She counts this experience as the turning point in her aspiration to work in law enforcement, and she went back to school to obtain her Law Enforcement Skills Program Certificate from Rasmussen College.

**Promotion to Sergeant:**

• Since 2007, Derek Fritze has served several roles with the department, including as a patrol officer, School Resource Officer, Retail Crime Officer, and Investigator. He's also been assigned to the Violent Crimes Enforcement Team and the Special Enforcement Unit. Derek obtained a Master's Degree in Sports Management in 2005 from University of Minnesota, and a Master's in Police Leadership in 2016 from University of St. Thomas.



**Police Department Departures**



• Commander Dave Kvam retired after 31 years in law enforcement. Most of that time was spent in the Maplewood Police Department, where Commander Kvam held many positions, including patrol officer, field-training officer, patrol sergeant, investigations supervisor, Commander, Deputy Chief, and Acting Chief. The loss of 31 years of law enforcement experience is always difficult for an organization, but we wish Commander Kvam all the best in his future endeavors.

• Sergeant Kevin Johnson also retired after over 28 years in law enforcement. Most of his time, 26 years, was spent with the Maplewood Police Department. He served as a patrol officer, paramedic, investigator, field training officer, and sergeant. We wish Sgt. Johnson all the best as he starts the next chapter of his life.



• Officer Steve Hiebert spent all of his 25-year career with the Maplewood Police Department. He served as a patrol officer, traffic enforcement officer, field training officer, retail crime officer, and canine handler. We wish Steve all the best in life after law enforcement.



## New Firefighter



- Jake Lanik wanted to be a part of Maplewood Fire/EMS's tradition of outstanding employees that hold all the key values that a fire department needs. "I'm honored and proud to be part of the Maplewood family and hope to be here the rest of my career," Jake says.

He graduated from Century College, attaining his Paramedic and Firefighter degree. Jake lives in Cottage Grove, where he grew up. He loves the outdoors, boating and going to the cabin.

### Maplewood Fire creates cadet program

When you look at firefighters in the U.S., they're usually white and predominately male. According to a 2018 Harvard Business Review article, 96% of career firefighters in the U.S. are men and 82% are white.<sup>1</sup>As Maplewood's community diversifies and the needs of Fire/EMS shift, so are recruitment and hiring strategies. This also aligns with the City of Maplewood's overall strategic goal to diversify our City workforce.

In 2020, Maplewood started a Fire/EMS Cadet program to attract non-traditional candidates to the ranks. This is a paid, part-time program that helps remove some of the barriers associated with becoming a firefighter/paramedic. It provides on the job training and educational support to prospective employees. Similar to the Community Service Officer Program in the police department, this will also help establish a hiring pipeline for open positions that require state certification.

- Michael Williamson joined the department because of its significant investment in employee training and wellness, which has enabled the crew to perform at its peak and helped ensure career success.



He joins us from the City of Woodbury where he served five years as a Firefighter/EMT, and has also been an EMT for Regions Hospital for six years. He recently completed paramedic training at Hennepin County Medical Center.

Michael is looking forward to being part of the new changes taking place within the city and developing new lifelong friendships. He and his wife live in Woodbury, with their three children. Michael enjoys spending time outdoors, biking, hiking, and being with family and friends.

- MacLane Campbell joins Maplewood Fire/EMS after a career as a commissioned officer in the U.S. Army, and was based the last four years in Hawaii. He's currently a Captain in the Army Reserves. He graduated from Saint John's University with a Psychology degree in 2012, and has recently gone back to school, attaining his EMT and Fire certification.

The Roseville native chose Maplewood because it was a way to stay in the area and give back to his community. He's looking forward to the challenge, learning new skills, being around the other firefighters, and hopefully making somebody's day.



<sup>1</sup> Bendersky, C. (2018, December 7). Making U.S. fire departments more diverse and inclusive [Journal Article]. Harvard Business Review. October 14, 2020, from <https://hbr.org/2018/12/making-u-s-fire-departments-more-diverse-and-inclusive>



## After 43 years of service, Chief Steven Lukin retires

Positive – energetic – compassionate – professional – and, of course, a working chief. That’s how colleagues – many of whom have become friends – describe Chief Steve Lukin.

Starting in 1977 as a paid-per-call firefighter with the Gladstone Fire Company, he rose through the ranks, becoming Assistant Chief of the newly created Maplewood Fire Department in 1997. This brought the various independent fire companies into one City-run department. In 2000, he was promoted to Fire Chief.

Chief Lukin helped lead advancements that have become today’s standard for professional Fire/EMS services, including transitioning the paramedic program from the police department to the fire department. Most recently, he helped lead Maplewood’s transition from a combination part-time/fulltime staff to an all fulltime fire/paramedic service. This was difficult but necessary to meet the growing demands of a modern EMS service with a rising senior population.

*“He’s out in the field, working with the providers and the public,” said police Sgt. Mike Dugas. “You don’t see that anymore on the big level, which is great, it just shows what kind of character he has.”*

*“He taught me a lot about how to be a fire chief,” said Chief of EMS Mike Mondor. “What’s required financially, politically and how to navigate difficult situations.”*



Through the years, he’s left his impression on everyone around him. Colleagues say his level of dedication has not waned since day one. Living in the heart of Maplewood, often he’s one of the first on scene during critical after-hours incidents, especially in cardiac arrest cases. When enough frontline staff are at a call, colleagues say he’s usually comforting the family, offering whatever resources they need.

*“It’s been a great ride, I have worked with so many great people,” said Chief Steve Lukin. “It’s going to be a tough transition to all of sudden wake up one day and find you’re no longer doing the job you have done for 43 years. I’m not looking forward to that but, I’m also looking to new things that will be coming around the corner.”*

Scan your phone’s photo app over the QR to watch a full video tribute to Chief Lukin.



## 2020 Public Safety Awards

The St. Paul Area Chamber of Commerce (SPACC) recognized the Police Department with its Leaders in Local Government Award for the department's community outreach work and innovative, committed approach to recruiting and hiring officers from nontraditional backgrounds. Since 2017, the Maplewood Police Department has been emphasizing community outreach, racial equity, and diversity in hiring. This coincides with the City of Maplewood's overall strategic priority of "community inclusiveness," which has led to systematically changing hiring, training, and promotion of all staff, with an emphasis on Public Safety.

Among other metrics, the department has achieved a 125% increase in hiring non-traditional police officers (women, people of color) and has increased police-community outreach from a dozen hours annually to more than 2,000. This emphasis has built accountability, trust and transparency, and benefits the department and the entire Maplewood community.



Public Safety Director Scott Nadeau (center) receives Leader in Local Government award from Shannon Watson, St. Paul Area Chamber's Public Affairs Director, surrounded by members of the public safety department, Mayor Marylee Abrams (left) and City Manager Melinda Coleman (right).



Chief Lukin delivering pallets of masks to Maplewood Mall

- SPACC also nominated the Maplewood Fire/EMS Department as a finalist in the Public Safety category for Chief Steve Lukin's efforts in leading mask distribution to local businesses throughout Ramsey County and the City of Maplewood.

• The Minnesota Association of Criminal Intelligence Analysts recognized Cassie Fisher, Crime Analyst, with its Crime/Intelligence Charting Award. She chronicled gun violence incidents in and around the City helping Maplewood PD and surrounding agencies get a handle on this issue in the summer of 2019.



• Police Officers Steve Hiebert, Jason Marino, Todd Langner, Tim Hawkinson, Joe Demulling, Pheng Her, Brian Tazuell, Katie Lynch, Brian Micheletti, Marcus Forsythe, and Michael Hoemke received a unit citation for their work in the Field Training Officer (FTO) program. This award was merited due to an unprecedented amount of hiring during a short duration, as well as working around COVID-19 challenges.



- Sergeant Michael Dugas and Officers Brian Tazuell, Jason Marino, Brian Micheletti and Emily Burt-McGregor all received letters of recognition for their parts in a hostage situation that ended peacefully.



- Fire Chief Steve Lukin and Police Officer Brett Kroll received Lifesaving awards for providing CPR on a cardiac arrest patient who survived.

- Police Officers Nicolle Sparks and Maddie Kanda received Lifesaving awards for providing breathing assistance to an overdose patient who survived.

- Sergeant Michael Dugas, Officers Nick Lenertz and Jay Wenzel, and firefighters Brett Merkatoris, Steven Neily, Eric Zappa, Charlie Crummy, Brad McGee, Jerry Novak, Brad Davison, Captain Eric Kubat, and Fire Chief Steve Lukin received letters of recognition for their teamwork, coordination, and exceptional care provided to a 35-year old cardiac arrest patient.



- Sergeants Michael Dugas and Joe Steiner; Officers Lonn Bakke, Brett Kroll, Marcus Forsythe, Emily Burt-McGregor, Maddie Kanda, Ben Geiselhart; and Detectives Julie Olson, Jason Marino, and Ryan Parker received letters of recognition for their parts in bringing to a peaceful conclusion an incident involving a man making threats with a gun.

- Sergeant Michael Dugas received a Medal of Commendation for his work in the advancement of EMR certification for all police officers.



- Firefighters/Paramedics Ken Powers, Charles Lander, Mike Maleski, Nick Danley, Battalion Chief Shawn Conway, Fire Chief Steve Lukin and Chief of EMS Michael Mondor were recognized for their lifesaving efforts resuscitating an adult patient who suffered a cardiac arrest in their home. The patient was discharged to home with no neurological deficits.

- Firefighters/Paramedics Mike Hagen, Jordan Wardell, Jodi Halweg, Rochelle Hawthorne and Captain Rich Dawson were recognized for their life saving efforts of resuscitating an adult patient who suffered a cardiac arrest in their home. The patient was discharged to home with no neurological deficits.

**Company Citation:**

- Firefighters/Paramedics Brett Merkatoris, Eric Zappa, Charles Crummy, Brad McGee, Jerry Novak, Steve Neily, Brad Davison and Captain Eric Kubat, were awarded a company citation for the teamwork, problem solving and life saving efforts when treating and transporting a patient suffering a cardiac arrest. The crew worked together to extricate and transport a patient who was found in the middle of a public area with only remote access available.

- Firefighters/Paramedics Nick Danley, Brett Merkatoris and Ray Crawford were awarded a company citation for their quick action in response to a closest unit dispatch for a cardiac arrest in a neighboring jurisdiction. The crews were originally not dispatched to the incident. Their attentiveness, quick decision making and action greatly reduced the response time to the incident.

- Firefighters/Paramedics Mike Hagen, Mike Streff, Ken Nielsen and Captain Rich Dawson, were presented with the Stork Award for delivering a baby boy in the stairwell in an apartment building. Both mom and baby were transported to a local hospital without incident.



## New North Fire Station project hits several milestones in 2020

- February 2020: Needs Assessment and Design Recommendations completed
- April 2020: Architect selected
- May 2020: Architectural Design process begins
- September 2020: Construction Manager selected
- November 2020: First phase of architectural design completed
- December 2020: Second phase of architectural design (design development) is complete.

The 35,000-square-foot facility will centralize staff from two stations and will house the Fire Department's administrative headquarters. The building features seven drive through apparatus bays, a community training room/emergency operations center and work and living space for staff. The design of the building focuses on function and operations, sustainability, firefighter safety and community pride.

Once the North Fire Station is complete, the department will consolidate from three stations to two. It's a recommendation that arose from the 2017 Fire Station Location and Operational Review. Data analysis demonstrated that continuing to operate three stations would only improve the department's response reliability by one-half of one percent. At the same time upgrading the Central and North Stations would come at a significant cost.

Groundbreaking for the new North Fire Station is expected during the 2021 construction year.



## Auto thefts dropping; clearance rates rising

If you leave your vehicle running while you're in a store or your house and it gets stolen, Detective Glen McCarty will work tirelessly to find it and get the person or persons responsible charged with a crime.

Maplewood being home to a significant number of auto dealerships and people leaving cars running has likely contributed to the city having Minnesota's second-highest per capita auto theft rate.

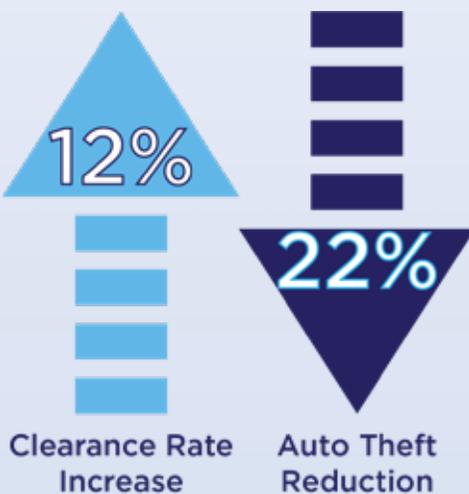
Recognizing the need to crack down on car thefts and tracking recovered vehicles, Maplewood PD applied for and received a state Department of Commerce grant funding a full-time detective to solve these cases. Because the auto-theft detective position is grant-funded, the department could add the detective position, bringing the number of sworn officers to 56 rather than taking a patrol officer off the street.

Since establishing the position, Maplewood is on track to more than double the percent of charges brought against car thieves and saw initial decreases in stolen vehicles.

Early successes came through a coordination with Maplewood Police's Street Crimes Unit (SCU) and a good working relationship with the patrol division.



Detective  
Glen McCarty



Maplewood police have also helped pioneer a policy requiring steering wheels to be swabbed for DNA in all recovered stolen vehicles, aiding charging rate increases.

Detective McCarty also actively patrols stolen vehicle hot spots, responds to stolen vehicle calls, and assists patrol with auto theft related incidents.

The department's average clearance rate is on track to hit its stated goal of about 18% in the first year compared to about a 6% rate in the previous three years. Maplewood also reduced auto thefts by 22% in initially. However, a COVID-19-related re-allocation of the SCU and patrol duties likely contributed to erasing some of those gains in the summer of 2020.

There is great promise for this position. With the combination of increased vigilance against leaving vehicles running, improved clearance rates, and other deterrence, Maplewood could significantly cut its stolen vehicle rate in the next few years, improving the overall quality of life.



## Maintaining training standards while keeping distance

### Fire Training Update

Fire/EMS is used to hands-on group training. COVID-19 led to creatively re-thinking those opportunities. The department moved away from large, training events to small group exercises. This allowed for a higher number of repetitions in skill-building, while maintaining appropriate social distancing.

The department also shifted to remote and web-based training. This included access to dozens of courses developed by the EMS World Expo, which is normally one of the largest, in-person training events in the United States. Additional online training covered the “Handtevy” methodology for pediatric patient care and a training update on the use of the “Res-Q-CPR” tools and techniques, designed to dramatically improve patient outcomes at cardiac arrests.



In-house training included the planning and implementation of a new training academy for newly hired firefighter/paramedics and fire cadets, which streamlined the existing process to ensure that critical training topics were consistently presented, trained, and tracked.

The year also included a number of opportunities outside of Maplewood, featuring national accreditation in Live Burn from beginner to officer. During the year, Maplewood Fire/EMS also conducted training operations with mutual aid partners. These joint trainings help to ensure safe, efficient, and effective operations at regionally critical events.

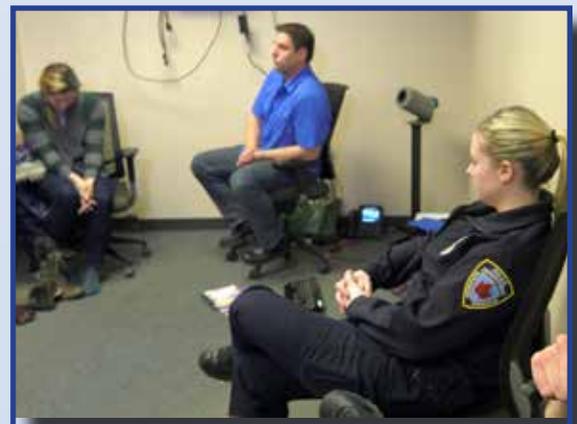
Although it was a challenging training year for Maplewood Fire/EMS, the combination of small team training, remote learning, external training, and joint training events with mutual aid partners, has ensured that Maplewood Fire/EMS remain fully prepared to meet the needs of Maplewood’s citizens, while also meeting the unique challenges of 2021 and beyond.

### Adapting to new state standards for police training

Like Fire/EMS, Police adapted training to meet COVID-19 safety needs. A key priority in 2020 was ensuring officers had basic Emergency Medical Responder training, since they are often first to arrive at a critical incident. This training paid immediate dividends, with several officers, including those just weeks on the job having performed life-saving treatments at car accidents and in cardiac arrest cases.

In the past few years, we’ve emphasized de-escalation as a part of our overall use-of-force training. This year, because of the death of George Floyd, the department also adapted training to meet new state guidelines. The summer unrest also led to closer attention to crowd management techniques.

Even with COVID-19, we maintained a training regimen well beyond state standards, including ensuring all officers have at least one round of the 40-hour Crisis Intervention Training on responding to various mental and emotional crises.



## Ramsey County social worker added to Maplewood Mental Health Outreach Team

The City has aggressively addressed rising calls for people in a mental health crisis with the creation of a public safety Mental Health Outreach Team (MHOT). Launched in 2019, this initiative joins specially trained police officers and community paramedics to identify and contact people suffering from mental illness who might not have services or support. Currently, the team is comprised of three fire department staff and five police staff members.

The team tries to connect people experiencing mental health crisis with programs and resources to help stabilize their lives. The hope is to curb continued mental health issues that lead to panicked 911 calls.

Despite the efforts of all involved, more expert support is needed. Working with Ramsey County the team has been able to secure a full-time social worker who will:

- Coordinate with the mental health outreach team to assist patients in accessing appropriate care/programs for long-term stabilization.
- Work closely with emergency responders for immediate on-site expert consultation and act as a resource for both responders and community members.
- Work closely with community outreach initiatives by bringing/sharing expertise with the community in a number of unique ways including providing education.
- Work closely with juvenile investigations to ensure victims of crime and those in dangerous/neglectful positions are supported.
- Work closely with problem-solving initiatives surrounding homelessness.



### Keeping those with chronic conditions, healthier and at home

With medically related 911 calls steadily rising, Maplewood Fire/EMS established Community Paramedics (CP) to curb preventable emergencies and hospitalizations for community members living with chronic health conditions.

Here's how it works. The CP team reviews weekly call data, if a patient used the 911 system three or more times in the past 90 days, they begin looking deeper into the data. If the patient is open to working with the team, the community paramedic will serve as a case manager, helping patients identify and utilize available resources, follow-up with additional care and provide on-going monitoring.

Common examples of the gaps that cause people's health conditions to worsen include lack of access to a primary care provider, medications that are unaffordable, and food insecurity. Providing proactive compassionate, patient-centered care, promotes overall community health, lessens the need for 911 calls, and leads to a better quality of life for the patient.

In 2020, Maplewood expanded its criteria to include a wider range of patients, began using a more structured approach for who qualifies and launched a more efficient case management software.

With COVID-19, the team ramped up its outreach by exploring telemedicine opportunities. Although in its infancy, telehealth is one example of our commitment to providing comprehensive health care to our citizens before, during, or after an emergency.



**Firefighter/  
Paramedic  
Jodi Halweg**



**Firefighter/  
Paramedic  
Rochelle  
Hawthorne**

## Another step toward a full-service Fire/EMS Department

Maplewood Fire/EMS has been using an outside, contracted Fire Marshal to conduct safety inspections and investigate fires. As part of the transition to using internal staff, in 2020 more frontline firefighter/paramedics have been trained and empowered to do this work. Three members have been attending classes and have obtained their certifications to bring this work in-house. They have also received additional training in fire alarms, fire sprinklers, and building pre-plans, all of which are considered to be life safety inspections.

In 2021, they will take on more of these duties as it relates to ensuring fire safety and prevention in multi-unit rental housing, commercial buildings and food trucks.

### COVID-19 precautions



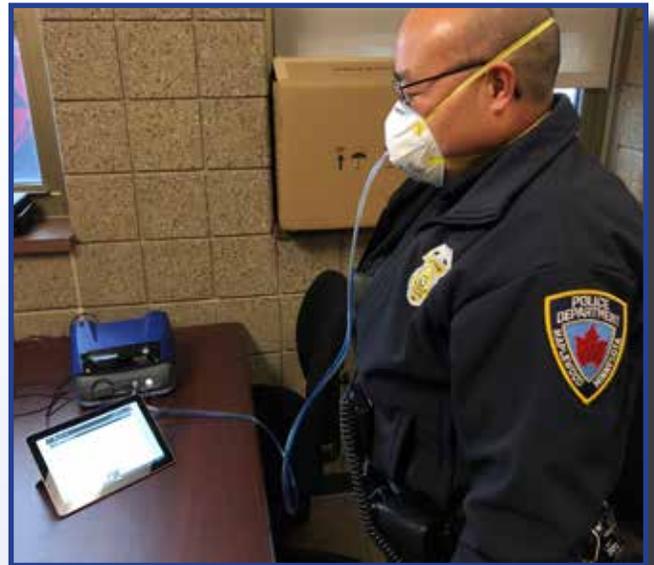
COVID-19 presented several challenges to our staff for most of 2020. It started in March with all of the unknowns of this virus and PPE recommendations changing (sometimes daily). Then the shut-down and school closings occurred and staff were thrown another challenge of ensuring the care of our children. Most of our staff have spouses who work in essential career fields and still needed to go in to work. For those that could work from home, being productive and caring for children is another challenge as well. Fast forward several months, there is a lot more known about the virus. Staff are adjusting to station life (masks, distancing, no shift meals) and are adjusting to home life (distance learning, limited contact with those outside the home, more family time). Our call volume dipped slightly this spring with the stay at home order and many being fearful of going to the hospital and potentially being infected. Our call volumes have returned to normal, however, with our added PPE requirements and increase in pandemic flu type calls for service it has added more physical and emotional stress on our staff.

Early on, we struggled to secure enough personal protective gear. Thanks to the foresight of Chief Steve Lukin and partnerships with Ramsey County and the state of Minnesota, enough gear was acquired to cover Fire/EMS and Police personnel. So far more than 3,000 face shield/body gown sets have been used.



## Ensuring protective masks fit properly

Even before COVID-19 made “Fit Testing” a popular buzz word among journalists and public safety watchers, it was an important component to ensure protective gear used in fires and medical response calls provided a tight seal to keep out smoke and bio-hazards. Thanks to a grant, Maplewood Public Safety bought a device that allows us to test the wide range of masks staff uses, including those used with a self-contained breathing apparatus, police gas masks, and the N95 masks.



Because of the critical nature of a mask having a proper fit, OSHA requires these tests. Having the equipment within the department ensures quicker testing, helps ensure future OSHA compliance, and reduces risk of outside COVID-19 exposure. Prior to obtaining a tester, the service was contracted out to a White Bear Lake company. Another benefit of the new tester is that it's one of the nation's leading brands built here in Minnesota.

## Maintaining Wellness

The Maplewood Public Safety Department has been proactive when it comes to ensuring officers and firefighter/paramedics are physically and mentally fit. Both departments routinely participate in the City's Wellness Program. The PD and all three fire stations have on-premise workout facilities. There are also a series of job specific-workouts and training for each unit. The departments have also made mental wellness a priority, with annual checkups and increased educational opportunities specific to public safety stressors.

While 2020 has presented a new set of challenges by not allowing popular interdepartmental challenges and having to sanitize our fitness rooms and social distance, we were able to maintain our wellness routines.





Annual Report 2020

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