

# IGNITE, ADAPT, OVERCOME:

*Leading in Today's Fire Service*



**FEB. 24-26  
2026**

Professional Development Conference @  
<https://fcam.org/pdc/>





Proudly serving New England's First Responders since 1979



# WELCOME

## “Ignite, Adapt, Overcome: Leading in Today’s Fire Service”

Welcome to the 2026 Fire Chiefs Association of Massachusetts Professional Development Conference! We are proud to bring together fire service leaders, instructors, and industry partners from across the Commonwealth and beyond for days of learning, networking, and collaboration. This year's theme, “Ignite, Adapt, Overcome: Leading in Today’s Fire Service,” highlights the evolving challenges faced by fire departments and the resilience required of their leaders.

Through engaging seminars and workshops, participants will gain practical tools, strengthen leadership skills, and explore innovative ideas to take back to their departments and communities. The conference also offers exposure to current topics, resources, and our network of supporting vendors. On behalf of FCAM, we thank our attendees, speakers, and vendors for their dedication to advancing the fire service. We hope you enjoy your time in Worcester at the DCU Center and leave inspired, better equipped, and ready to lead in today’s dynamic fire service.

## MAIN SEMINARS | FEBRUARY 24 - 26

**Tuesday, 09:00 – 16:30 | Exhibit Hall | Sponsor: EVERSOURCE**  
**Lessons Learned From The Battlefield**  
***Greg Stube, Special Forces Warrior, Author***

In this powerful all-day seminar, Greg Stube draws on his extensive battlefield experiences to reveal timeless lessons in leadership, resilience, and teamwork. Attendees will explore how to make sound decisions under pressure, build trust within teams, and perform with confidence in high-stakes situations. He translates real combat experiences into practical tools for professional and personal growth, inspiring participants to lead with purpose and overcome adversity. Greg Stube enlisted in the U.S. Army in 1988 and served as a Green Beret Special Forces Medical Sergeant. He helped develop the Special Forces Advanced Urban Combat doctrine and was severely wounded during combat in Afghanistan, surviving 17 surgeries and a long recovery. Since retiring, Greg has hosted Coming Home with Greg Stube on NBC Sports and authored Conquer Anything. He is a sought-after speaker and leadership consultant for organizations including the FBI and the FBI National Academy.



**JOIN US @ 16:30 TUESDAY**  
***for Social Hour in Vendor Area***  
raffles ~ exhibits ~ networking ~ socializing

# 5

# POLICY TRENDS

## For Fire & EMS Leaders in 2026

Fire and EMS policies are constantly evolving.

Is your agency keeping up? Lexipol's experts monitor legislation, regulations, and best practices to help agencies adapt.

Download our tip sheet to explore five key policy trends shaping fire and EMS in 2026.



**DOWNLOAD NOW**

Scan the QR code or visit

[info.lexipol.com/FireEMSPolicyTrends](http://info.lexipol.com/FireEMSPolicyTrends)

# MAIN SEMINARS | FEBRUARY 24 - 26

**Wednesday, 09:00 – 11:30 | Exhibit Hall | Sponsor: [nationalgrid](#)**  
**Leading in Times of Uncertainty**  
**Jeff Butler, Author, Strategist, Workplace/Tech Speaker**

This seminar shares practical strategies to help leaders navigate change, build resilient teams, and sustain performance amid shifting priorities. Attendees learn to foster a growth mindset, encourage leadership at all levels, and create buy-in during transitions. The session explores enhancing communication, managing difficult conversations, and turning uncertainty into opportunity. Jeff Butler is a global workplace strategist who has worked with organizations across forty industries on four continents. He helps leaders manage change, reduce stress, and build thriving team cultures. Drawing on international experience, Jeff provides actionable tools to strengthen adaptability, communication, and confidence in uncertain times.



**Wednesday, 13:00 – 16:30 | 3rd Floor | Sponsor: [LEXIPOL](#)**  
**Mastering the Fireground Command - Calm the Chaos!**  
**Anthony Kastros, Battalion Chief (Ret.), Sacramento Metro FD**



This dynamic workshop takes you inside the incident command post to experience real-world fireground operations. Using various resources, participants will learn how incident commanders make critical decisions and maintain situational awareness under pressure. Lessons from successes and challenges help improve strategy, tactics, and teamwork, with emphasis on modern fire behavior and construction. Anthony Kastros, a 33-year fire service veteran and retired Sacramento Metro Fire Battalion Chief, is the owner of Trainfirefighters.com and author of *Mastering the Fire Service Assessment Center* and *Mastering Fireground Command–Calming the Chaos!* A national instructor and 2019 George D. Post Instructor of the Year, he teaches leadership, tactics, and command nationwide.

**Thursday, 09:00 – 12:00 | 3rd Floor | Sponsor: [nationalgrid](#)**  
**Not Your Daddy's Fire Service**  
**Dr. Nicole L. Sawyer, PsyD, Public Safety Mental Health Consult.**



Dr. Sawyer explores how generational differences, mental health awareness, and shifting cultural norms are redefining leadership in modern fire departments. Learn how to balance traditional fire service values with emotional intelligence, foster team resilience, and support members across all career stages. She examines the impact of trauma reactions, past leadership traditions, and evolving workplace expectations, providing strategies to improve recruitment, retention, and overall team performance. Nicole L. Sawyer, PsyD, is a licensed psychologist specializing in public safety consulting for all first responder agencies, and has spoken internationally, including as a keynote speaker at Fire-Rescue International 2025.

## **PROUD SPONSOR OF THE FCAM PROFESSIONAL DEVELOPMENT CONFERENCE**



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#### **CONTACT US**

**Jason Emery | Senior Specialist Emergency Preparedness, Gas**  
[jason.emery@eversource.com](mailto:jason.emery@eversource.com)  
**860-665-5642 Office | [eversource.com](http://eversource.com)**

# MECHANICS | FEBRUARY 24 - 26

Tues./Wed., 09:00 – 16:30 | Thurs. 07:45 - 12:00 | Room A

EVT F1 – Maintenance, Inspection & Testing of Fire Apparatus

Instructor: Jamey Gosz



Offered through the New England Fire Apparatus Maintenance Association (NEFAMA) and Fox Valley Technical College, EVT F1 is part of the Fire Apparatus Technician Certification Track. This 3-day program provides comprehensive instruction in the maintenance, inspection, and testing of fire apparatus as outlined in NFPA 1910. Days 1 and 2 will cover foundational instruction covering inspection standards, performance testing, and maintenance procedures, with test preparation exercises and hands-on applications designed to build technical confidence for the EVT F1 exam. Day 3 will be the EVT F1 Certification Test only starting at 8:00 sharp.

## REQUIRED PRE-REGISTRATION FOR CERTIFICATION TEST:

You must register for the test separately at [www.EVTCC.org](http://www.EVTCC.org) no later than **45 days before the Conference**.

When registering for the test online, **use site code: MAWOR, date: 2/26/26 and time: 8:00 AM**

**VENDOR AREA HOURS | TUES. 08:00 - 17:00 | WED. 08:00 - 13:00**



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# DISPATCHERS | FEBRUARY 24

**Tuesday, 09:00 – 10:00 | Room B**

**Wait... What Did They Just Say? — A Dispatcher's Guide to Fire Lingo**

**Speaker: Chief David Hurlbut (Ret.), Sterling Fire Department**



This lively session helps dispatchers better understand the fast-paced terminology of the fireground. Chief Hurlbut explains common fire service acronyms, tactical radio terms, and operational lingo used during emergencies, providing clarity and confidence for communications center staff. Attendees will gain a working knowledge of structure fire operations and command terminology, improving coordination between responders and dispatchers and strengthening overall emergency response efficiency. The seminar is ideal for both new and experienced telecommunicators who want to enhance communication accuracy and effectiveness. Chief Hurlbut brings over 40 years of front-line and leadership experience, offering insights drawn from decades of real-world emergency response.

**Tuesday, 10:15 – 11:30 | Room B**

**MA State Fire Mobilization Plan: A Dispatcher's Perspective**

Chief Hurlbut, State Coordinator for the Massachusetts State Fire Mobilization Plan, takes attendees behind the scenes of the program with a focus on the crucial role of dispatch centers. The session covers activation procedures, resource tracking, documentation, and communication strategies that support mutual aid and statewide coordination. Participants will review real-world examples of how proper planning and communication help ensure quick, safe, and organized deployment during large-scale incidents. This seminar empowers dispatchers to be a critical link in the mobilization chain, ensuring success during major events. His career includes leadership in large-scale incidents, giving attendees practical, proven strategies they can apply immediately.

**Tuesday, 13:00 – 16:30 | Room B**

**Saving Lives on Both Sides of the Call!**

**Tracy Eldridge, Founder, On Scene First; Public Safety Trainer**



This thought-provoking presentation explores the importance of mental health and wellness among first responders. Drawing on her 25+ years of experience in public safety - from dispatch to fire/EMS - Tracey Eldridge shares insight into the realities of PTSD, burnout, and secondary trauma. Learn practical tools to identify early warning signs, access support, and prioritize self-care without stigma. Tracy's message is both motivational and educational, encouraging attendees to take care of themselves as fiercely as they care of others—saving lives on both sides of the call. You will leave inspired to build resilient, healthy teams while fostering a culture that values mental well-being.

**REGISTER & INFO: <https://fcam.org/pdc/>**

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# ADMINISTRATIVE ASSISTANTS | FEBRUARY 25

**Wednesday, 09:00 - 09:45 | Room B**

**Massachusetts Procurement Guidelines**

***Jeffrey Shapiro, Inspector General's Office***

Public procurement laws ensure that the public's money is spent transparently, competitively, and fairly. These principles are critical to maintaining the public's trust. Inspector General Jeffrey Shapiro will discuss the importance of following the law and his advocacy for common sense changes to the law. He will also share his efforts to ensure that municipalities and their agencies receive the support and training they need to comply with the law and make participants aware of the resources the OIG offers.

**Wednesday, 09:45 - 10:45 | Room B**

**Injured On-Duty Claims**

***Jonathan Finn, AAI, CPIA, Manager & Senior Account Executive, Risk Strategies***

Jonathan Finn provides an informative overview of the injured-on-duty (IOD) process, highlighting steps departments can take to streamline reporting, documentation, and communication between all involved parties. This session explores medical coordination, claim tracking, and strategies for returning personnel to work safely and efficiently. Real examples and practical guidance ensure leaders leave prepared to manage IOD claims confidently.

**Wednesday, 11:00 – 12:00 | Room B**

**Software Updates & AI in the Administrative World**

***Alan Sirois, Fire Chief, Agawam Fire Department***

Technology is changing the way fire departments operate—especially in administration. This seminar introduces new software tools and artificial intelligence applications that improve efficiency, automate repetitive tasks, and enhance data-driven decision-making. Attendees will explore how AI can support scheduling, recordkeeping, and communication while maintaining data privacy and security. This forward-thinking session offers a glimpse into the near future of fire service administration and digital transformation.

**Wednesday, 13:00 – 16:00 | Room B**

**Contracts, Records Retention and FOIA Requirements**

***Attorneys Kate Feodoroff and Liz Lydon***

Join us for a clear and practical overview of key legal responsibilities in municipal operations. This session covers contract essentials, procurement rules and common contracting issues. Attorneys Federoff and Lyon will also explain FOIA requirements—what's public, how to respond, and what exemptions apply—along with records retention laws and best practices for managing documents effectively. Perfect for administration staff looking to strengthen transparency and compliance.

# 2026 PDC CONFERENCE SCHEDULE



FEB 24

		MAIN   EXHIBIT HALL	MECHANICS   3rd FLOOR - ROOM A	DISPATCHERS   3rd FLOOR - ROOM B
07:30 - 09:00	REGISTRATION , COFFEE & PASTRIES VENDOR AREA OPEN			
09:00 - 10:00	Greg Stube Lessons Learned in the Battlefield	EVT-F1   NEFAMA		David Hulrbut What Did They Just Say?
10:10 - 10:30	BREAK	BREAK		BREAK
10:30 - 11:30	Greg Stube Lessons Learned in the Battlefield	EVT-F1   NEFAMA		10:15 - 11:30 David Hurlbut State Mobilization Plan
11:30 - 12:00	BREAK + Reset room for lunch, Vendor area open	BREAK + Reset room for lunch, Vendor area open		BREAK + Reset room for lunch, Vendor area open
12:00 - 13:00	LUNCH	LUNCH		LUNCH
13:00 - 14:45	Greg Stube Lessons Learned in the Battlefield	EVT-F1   NEFAMA		Tracey Eldridge Both Sides of the Call
14:45 - 15:15	BREAK	BREAK		BREAK
15:15 - 16:30	Greg Stube Lessons Learned in the Battlefield	EVT-F1   NEFAMA		Tracey Eldridge Both Sides of the Call
16:30 - 17:30	SOCIAL HOUR WITH VENDORS	SOCIAL HOUR WITH VENDORS		SOCIAL HOUR WITH VENDORS



FEB 25

		MAIN   3rd FLOOR BALLROOM	MECHANICS   3rd FLOOR - ROOM A	ADMINS.   3rd FLOOR - ROOM B
08:00 - 09:00	REGISTRATION , COFFEE & PASTRIES Vendor Area Open			Times for Admin. Seminars:
09:00 - 10:00	Jeff Butler Leading in Times of Uncertainty	EVT-F1   NEFAMA		09:00 - 09:45 Jeffrey Shapiro Massachusetts Procurement Guidelines
10:10 - 10:30	BREAK	BREAK		09:45 - 10:45 Jonathan Finn Injured on Duty Claims
10:30 - 11:30	Jeff Butler Leading in Times of Uncertainty	EVT-F1   NEFAMA		10:45 - 11:00 BREAK
11:30 - 12:00	BREAK + Reset room for lunch, Vendor area open	BREAK + Reset room for lunch, Vendor area open		11:00 - 12:00 Alan Sirois AI in Administration
12:00 - 13:00	LUNCH Vendor area closes at 13:00	LUNCH		LUNCH
13:00 - 14:45	Anthony Kastros Calming the Chaos!	EVT-F1   NEFAMA		13:00 - 16:00 Feodoroff & Lydon Contracts, Records and FOIA
14:45 - 15:15	BREAK	BREAK		
15:15 - 16:30	Anthony Kastros Calming the Chaos!	EVT-F1   NEFAMA		



911

# 2026 PDC CONFERENCE SCHEDULE



FEB 26



MAIN | 3rd FLOOR BALLROOM

MECHANICS | 3rd FLOOR - ROOM A

08:00 - 09:00

REGISTRATION  
BUFFET BREAKFAST

09:00 - 12:00

Dr. Nicole Sawyer  
Not Your Daddy's Fire Service

12:00

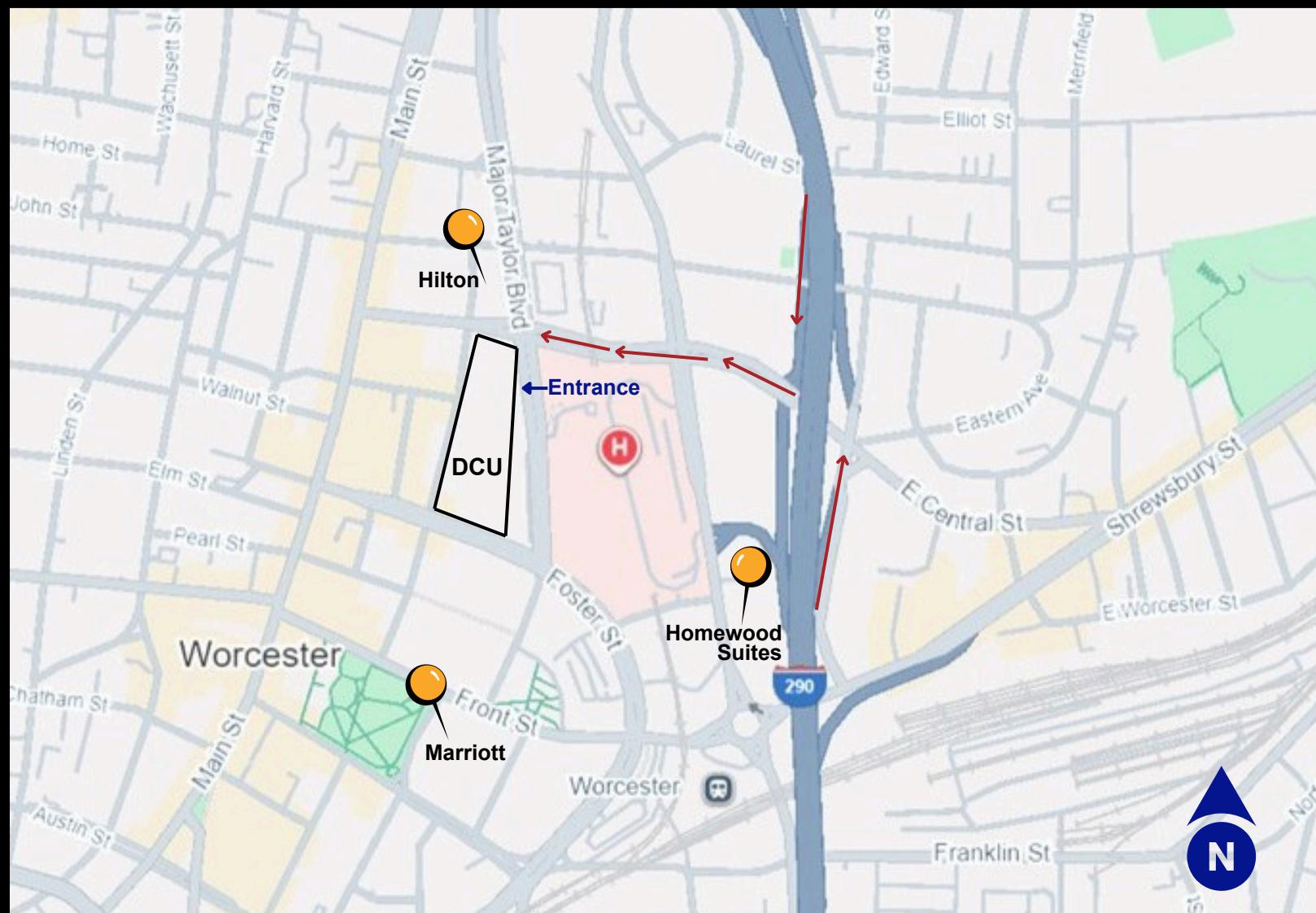
CLOSING

Arrive in room by 07:45

EVT-FI TEST



<https://conventioncenter.dcucenter.com/venue-info/parking-directions/>



# STAYING OVERNIGHT



## Hilton Garden Inn

35 Major Taylor Blvd, Worcester, MA, 01604  
(508) 753 - 5700  
Single & Double Rooms - \$158/room only



## AC Hotels Marriott

125 Front St., Worcester, MA 01604  
(774) 420 - 7555  
Single & Double Rooms - \$209/room only



## Homewood Suites by Hilton

1 Washington Square, Worcester, MA 01604  
(508) 755 - 1234  
Single & Double Rooms - \$199/room only

- Hotels shown above have limited blocks of rooms available at special Conference rates.
- Rates shown are for room only; taxes & hotel fees are extra.
- Check with each hotel for parking costs and other amenities.
- Each hotel is within walking distance of the DCU Center.
- To secure group rate, you **must book via FCAM website: <https://fcam.org/pdc/#hotel>**

# CONFERENCE PACKAGES

<b>Full 3-Day Package</b>	All Seminars, continental breakfasts, lunches, access to vendor area & Tuesday evening's social hour at the end of day.
<b>Tues., Feb. 24 All Day</b>	Seminars, continental breakfast, lunch, access to vendor area & social hour at the end of day.
<b>Wed., Feb. 25 All Day</b>	Seminars, continental breakfast, lunch & access to vendor area.
<b>Thurs., Feb. 26 All Day</b>	Seminar, buffet breakfast.

## PRICING & REGISTRATION

Classes/Tracks	FCAM Members	Non-Members
Full 3-Day Package	\$450/per attendee	\$550/per attendee
Single Day Rate	\$175/per attendee	\$200/per attendee
Mechanics Only 3-Day Package	\$500/per attendee	\$500/per attendee
Dispatchers	\$175/per attendee	\$200/per attendee
Administrative Assistants		\$100/per attendee
FCAM Retiree only; single day rate incl. breakfast & lunch		\$100/per day
Single Day - Exhibit Area Only; <i>No Breakfast or Lunch</i>		\$20/per person

Go to: <https://fcam.org/pdc/> OR scan the QR Code:

- Registration **online only** via link above or QR code.
- Once on the FCAM website, register in the portal.
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- Questions? Email: [fcampdc@gmail.com](mailto:fcampdc@gmail.com)
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**Register by 1/30/2026 @ 17:00 | NO refunds after Feb. 1, 2026**



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