

## Who Can Attend

This free program is designed for anyone who lives or works in the City of Richmond. It is also for any family member of a City of Richmond Employee.

### Requirements:

- At least 18 years of Age
- Have a valid Picture I.D.
- Be able to commit to the entire program
- Have transportation to all Academy locations

If you are interested in attending the program, please visit <http://www.richmondgov.com/departments/fire/customer/academy.aspx> for an application or contact Richmond Fire Training at 646-4809.



*Broad Street Fire*



## Richmond Fire Department

City of Richmond Department of Fire and Emergency Services  
Division of Fire Training

Richmond Fire Training Academy  
P.O. Box 284  
5600 Beulah Road  
Sandston, Virginia 23150

Phone: 804-646-4809

Fax: 804-646-4818

E-mail: [rfdcustomeracademy@richmondgov.com](mailto:rfdcustomeracademy@richmondgov.com)



## Customer Fire Academy

*A stronger service  
through community  
partnership.*

City of Richmond Department of  
Fire and Emergency Services  
Division of Fire Training

(804) 646-4809

## Program Overview

This free ten week program is designed to give our customers a better understanding of the services we provide. The program will run once a week for ten weeks. Each session will be held in the evening for three hours. The subjects will be delivered in a fun hands-on environment. Some of the topics that will be covered include:

- C.P.R. Certification
- Fire Extinguisher Training
- Rappelling
- Vehicle Extrication
- Fire Ground Operations
- Fire Prevention, Investigations, and EMS Overview
- Company Ride Along



*2006 Customer Academy*

## Goal

### Goal

The goal of this program is for our graduates to take the lessons learned back to their communities and places of work to assist us in our goal of creating a safer Richmond.

### Why We Do What We Do?

Through this program we hope to not only answer, but allow you to actually see why we do some of the things we do.

- Why do we cut up cars?
- Why do so many fire apparatus come to a fire?
- Why does it sometimes seem like we do more damage to a house at a fire?
- Why do some trucks have ladders and some don't?
- Why does a fire truck go with the ambulance?
- What else do you offer besides responding to emergencies?
- What do firefighters do when they are not fighting fires?

## When and Where

The program will be held every Thursday from 6:00 pm to 9:00 pm. It will begin on September 3rd and end on November 5th.

The program will have multiple sites to include:

- Richmond Fire Headquarters - 201 East Franklin Street
- Richmond Fire Training Academy - 5600 Beulah Road, Sandston, Virginia



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