

PREPARING FOR THE UNIMAGINABLE

LESSONS IN COMMUNITY CRISIS MANAGEMENT



February 18, 2024 is a day of remarkable bravery, exceptional teamwork, and profound loss for Burnsville. On this day, Officer Paul Elmstrand, Officer Matthew Ruge, and Firefighter Paramedic Adam Finseth made the ultimate sacrifice in service to our community and saved the lives of seven children that morning. Their bravery, service and the legacies they leave behind will not be forgotten.

LESSONS

Preparing for the unimaginable:

- **Relationships are your foundation:** trust built in advance enables faster decisions, clearer communication, and stronger support during crisis.
- **Be clear about priorities:** say what matters and follow through. Putting people first guided every part of our response.
- **Wellbeing isn't a reaction, it's a responsibility:** invest in your team's wellbeing before it's tested.



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