



# Fire Corps RESOURCE GUIDE





# Acknowledgements

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Funding and support for the *Fire Corps Resource Guide* came from the Department of Homeland Security's Office of Community Preparedness/Citizen Corps through the United States Fire Administration. We are grateful to Citizen Corps and the U.S. Fire Administration for their support of Fire Corps. We would also like to acknowledge the support and partnership of the White House Office of the USA Freedom Corps. We are indebted to the cooperation and efforts of the Fire Corps partners, the International Association of Fire Chiefs' Volunteer and Combination Officer's Section, and the National Volunteer Fire Council, along with the leadership and assistance of the Fire Corps National Advisory Committee. Additionally we would like to thank all of the departments whose ideas, experience, and input have helped shape this Guide:

- Bernalillo County Fire and Rescue, Albuquerque, NM
- Bolivar City Fire Department, Bolivar, MO
- Box 55 Association, Nashville, TN
- California Department of Forestry and Fire Protection, Sanger, CA
- Cherryville Fire Department, Cherryville, NC
- Cohanzie Fire Department, Waterford, CT
- Fairfax County Fire and Rescue Department, Fairfax, VA
- Hanover Fire and EMS, Richmond, VA
- Johnson County RFD #1, Clarksville, AR
- King County Fire District #40, Renton, WA
- King of Prussia VFC, King of Prussia, PA
- Las Vegas Fire and Rescue, Las Vegas, NV
- Los Angeles Fire Department, Los Angeles, CA
- Northwest Fire District, Tucson, AZ
- Oklahoma City Fire Department, Oklahoma City, OK
- Ponderosa VFD, Houston, TX
- Russell Fire-Rescue Department, Russell, OH
- Seattle Fire Department, Seattle, WA
- Stayton Fire District, Stayton, OR
- Westmont Fire Department, Westmont, IL
- Whitman Fire Rescue, Whitman, MA
- Willard City Fire Department, Willard, UT



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# Executive Summary

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Today, the demands on the emergency services have never been greater. With the added responsibility of training and responding to all hazards, departments are struggling to provide the high level of services to their community. Fire and EMS departments face increasing challenges ranging from global terrorism and hazardous materials threats to increased call volumes and more diverse populations adding new needs and communications challenges. All these efforts take place against a backdrop of shrinking budgets, reduced volunteering at the operational levels, and limited resources.

At the same time, citizen involvement in their local community is on the rise, and leveraging that citizen interest in helping their community allows local emergency providers to supplement and enhance the services they provide. Citizen involvement allows responders to focus more on training and preparing for emergencies while at the same time providing a critical connection between the department and the community it serves.

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The *Fire Corps Resource Guide* is for fire and EMS chiefs and other executives of state or local fire and EMS agencies interested in establishing or enhancing citizen advocacy within their departments and agencies. The guide is a product of Fire Corps, which is managed and implemented by the International Association of Fire Chiefs' Volunteer and Combination Officer's Section (IAFC/VCOS) and the National Volunteer Fire Council (NVFC) under the direction of the United States Fire Administration (USFA) in partnership with, and on behalf of, the White House Office of the USA Freedom Corps and the Department of Homeland Security's Office of Community Preparedness/Citizen Corps. Fire Corps is one of the five Citizen Corps partner programs. Information about Citizen Corps appears in Section 6 of this guide.

The materials contained in this guide are based on information gathered through the Fire Corps web site ([www.firecorps.org](http://www.firecorps.org)), site visits, questionnaires, and numerous conversations with fire and EMS leadership, citizen coordinators, and citizen advocates throughout the United States.

Fire Corps is a very flexible program. Every department that joins has its own requirements, needs, and challenges that are driven by such diverse variables as the type of department, the demographics of the community it serves, and the resources available (human and fiscal) to the department to fulfill its mission. To accommodate that diversity and allow flexibility in how departments implement Fire Corps, the program has been created to provide a series of resources for departments to utilize as they see fit. How much or how little a department wants to do after completing the basic registration process is entirely up to the department leadership, but consider that what you get out of the program will be directly related to how much effort your department puts into it.

The following sections outline how to create or improve existing programs and include:

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## **PART I:**

Establishing or Enhancing Fire Corps Programs

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### **SECTION 1: Introduction**

Describes the benefits of using citizens in fire and EMS departments and reviews the history and purpose of Fire Corps.

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### **SECTION 2: Getting Started**

Provides ideas on how to create a Fire Corps program, the roles citizens can perform within fire and EMS departments, the costs associated with establishing and maintaining a program, liability issues, and information about citizen screening, selection, and placement.

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### **SECTION 3: Managing and Assessing Citizen Advocates**

Addresses supervision and management issues and the development of relevant policies and procedures, contains information about orienting and training new citizens, providing ongoing training, and integrating citizens into your department, and outlines different approaches for assessing your program and the benefits of each. This section also contains information about evaluating participant performance.

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## **SECTION 4: Recruitment of Citizens**

Outlines potential ways to attract citizens, including internal recruitment, citizen's fire academies, the mass media, the Internet, and existing volunteer resources within the community.

## **SECTION 5: Recognition of Citizens**

Addresses the recognition of citizen programs and individual citizen advocates. It contains information about federal, state, and local recognition opportunities.

## **SECTION 6: Organizations and Resources**

Profiles several organizations and programs referenced within the Resource Guide. It also contains a list of additional resources.

## **PART II: Profiles of Fire Corps Programs**

Describes the specific components of 22 Fire Corps programs. These Fire Corps programs are multifaceted; the highlighted information is only one component of many within the programs. For more information, contact information is provided or you may consult the agency's program description at [www.firecorps.org](http://www.firecorps.org).

## **PART III: Sample Documentation**

Contains sample forms, handbooks, and other applicable documents from fire and EMS departments with registered Fire Corps programs. The Fire Corps Program Resource Library located at [www.firecorps.org](http://www.firecorps.org) contains additional sample documents.

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# **PART I**

## **Establishing or Enhancing Fire Corps Programs**

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# Section one

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## Introduction

### Benefits of Engaging Citizens

Engaging citizens in the emergency services benefits the department, the citizen, and the community. While departments are designed and staffed to maximize fire and emergency services to the community, there is always more to do. Today, departments are experiencing an ever-increasing workload in resource-constrained environments.

### Maximizing Resources

Organized support from community members allows fire and EMS departments and their firefighters and providers to focus on training as well as preparing and responding to emergencies. Citizen advocates can fulfill many tasks that are necessary to the department but don't require operational training, such as administrative assistance, data entry, public education and outreach, firehouse maintenance, and other non-operational roles. While these tasks are necessary, it is preferred for non-emergency personnel to perform these tasks. Investing in a Fire Corps program can help your staff fulfill their primary functions and provide services that may not otherwise be offered. The added value of such a program can be substantial, amounting to hundreds of thousands of dollars.

### Working with Your Citizen Corps Council

Citizen Corps is the Department of Homeland Security's nationwide, grassroots effort to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to threats of terrorism, crime, public health issues, and disasters of all kind.

This mission is accomplished through a national network of state, tribal, and local Citizen Corps Councils, which bring together the community's emergency responders, elected officials, and community leaders from social, civic, and faith-based organizations and the private sector. Citizens Corps Council activities include: all-hazards planning, public education and communications, citizen participation in training and exercises, coordination of Citizen Corps programs and activities, and equipping volunteers who have a role in disaster response. Citizen Corps volunteer programs include

Fire Corps, Community Emergency Response Teams (CERT), Medical Reserve Corps, Neighborhood Watch/USAonwatch, and Volunteers in Police Service.

Your local Citizen Corps Council is a valuable resource for promoting your Fire Corps program and for leveraging community resources for program development, including recruitment, recognition, and funding opportunities. In addition, it is critical that a leader of the fire/EMS service community sit on the Citizen Corps Council to represent fire & EMS issues in strategic planning efforts to educate, train, and engage all community residents. To locate a nearby Citizen Corps Council, please visit [www.citizencorps.gov/citizencorps/councilmap.do](http://www.citizencorps.gov/citizencorps/councilmap.do).

### Enhancing Services

Citizens can help provide services that the public wants but that responders and their agencies may not have the time to furnish. These services can include public education on fire and safety related topics, home safety checks, chaplain services, and other non-hazardous activities.

### Improving Your Relationship with the Community

Involving residents from the community can enhance the relationship between your department and the area you serve. This is accomplished in two ways. First, a citizen who volunteers with his or her fire or EMS department will have a better understanding of that department and of the needs of the fire and emergency services as a whole. Through that understanding and by being accepted as a member of the team, the citizen becomes an advocate in the community for the emergency services. Second, this community contact will allow a department to learn more about its customers (the citizens) and adapt to serve them better, a win-win situation for the department and the community it serves.

### Origin of Fire Corps

In his 2002 State of the Union Address, President George W. Bush announced the creation of the USA Freedom Corps, which is an effort to foster a culture of service, citizenship, and responsibility, building on the generous spirit of the American

## Section one: Introduction

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people. One of the initiatives of USA Freedom Corps is Citizen Corps. Citizen Corps programs share the common goal to have everyone in America help communities prevent, prepare for, and respond to natural disasters, terrorism, crime, public health issues, and other emergencies.

Fire Corps was launched in December 2004 to complement the other Citizen Corps program partners: Community Emergency Response Teams, Medical Reserve Corps, Neighborhood Watch/USAonwatch, and Volunteers in Police Service. With the creation of Fire Corps, Citizen Corps offers volunteer opportunities for citizens to support each of the emergency responder disciplines.

8 Fire Corps is a partnership of several organizations, including the International Association of Fire Chiefs' Volunteer and Combination Officer's Section (VCOS) and the National Volunteer Fire Council (NVFC), and is coordinated by the U.S. Fire Administration. The program's ultimate goal is to support and supplement resource-constrained fire departments at all levels—volunteer, combination, and career. This will be accomplished through the use of citizen advocates for non-operational activities. Housed at the NVFC headquarters, the national office of Fire Corps provides information to departments on how to implement a non-operational citizen advocate program or improve existing programs.

In addition, the national office of Fire Corps seeks to:

- learn about promising practices being used in existing non-operational volunteer programs
- share information with fire and EMS departments that want to expand or improve their programs
- increase the use of citizen advocates in existing programs
- help citizens learn about and get involved in Fire Corps programs in their communities
- help agencies establish a Fire Corps program

The foundation of this national initiative to help local fire/EMS departments is the Fire Corps web site located at [www.firecorps.org](http://www.firecorps.org). This web site serves as a gateway to information for fire and emergency services as well as for people interested in becoming citizen advocates for local fire and EMS programs.

The site also contains a directory that summarizes citizen advocate opportunities available in fire and EMS departments across the country. The directory is a searchable resource for those interested in networking with departments offering similar or desired Fire Corps programs as well as a resource for citizens wishing to become involved.

To register as a Fire Corps program, an organization must be a fire or EMS department or directly affiliated with one, or any local, state, or federal/government with offices pertaining to the fire or emergency services, or any local, state, or national not for profit fire/EMS organization representing the interests of the fire and emergency services.

Fire Corps also offers:

- an online resource library of sample documents and forms, including policies and procedures, by-laws, applications, and brochures
- technical assistance to help local departments determine their volunteer needs and design programs that will effectively meet those needs
- regional training and networking opportunities
- *Fire Corps E-Update*, a monthly electronic newsletter that provides news and events about Fire Corps activities across the country
- educational videos
- Fire Corps Connection, a moderated online discussion group for fire and EMS departments to share information and ideas about their Fire Corps programs

# Section two

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## Getting Started

The work that goes into the creation of a program is almost as important as the program itself. If a department has a clear idea of the roles community residents can play to support the department and sets reasonable expectations, then success is more likely to be achieved.

In this section, you will learn how to create a program, how to assess your needs and the needs of your community, and how to address the logistical issues associated with making citizens part of your team.

In addition to departments starting new programs, there are departments that already have non-operational volunteers or community outreach programs in place. For them, this section should be used as a review to identify how existing programs are working and where improvements can be made.

### Assess Your Needs

The first step in establishing a Fire Corps program is to assess the needs of the department and the ability of the members of the department and the community at large to support the program. Once that is completed, the information learned should be incorporated into the mission, goals, and objectives of your Fire Corps program.

These assessed needs should include non-critical supplemental tasks that are overly taxing firefighters and EMTs and could be performed by non-operational personnel. It is important to recognize the areas your department needs help in, rank them by importance, and then create or modify your programs to meet the needs at the top of the list.

**Remember that the purpose of engaging the community is to supplement and support, not supplant current employees or members.** If you replace a paid employee or remove a long-term dedicated volunteer with someone new, you may end up with employees and members who do not welcome the new Fire Corps members as well as new Fire Corps members who do not feel valued.

It is important to remember that citizen advocates who join your department should be viewed as part

of the team. It is important that they feel they are a part of the emergency services “family” at a level that they can commit to.

### Assess Your Department and Community Characteristics

The characteristics of your department and the community you serve influence the need for, acceptance of, and availability of citizens willing to help. You may consider including community members or organizations in the program development process. Factors to consider include department size and type, community size, citizen demographics such as the age and transient nature of the population, and the presence of higher education institutions, philanthropic organizations, and tourist destinations.

It is also important to address employee and member concerns about the addition of citizen advocates into the department. These discussions should involve labor groups, department members including existing administrative or support members, and civilian employees. If these groups are involved from the beginning, it will help your department convey the message that the citizens are there to assist members, not replace them. As a result, the citizens will be better accepted when they arrive.

### Define Citizens Roles

It is important to have predefined roles that citizen advocates can fill, thus setting expectations for both the citizen and the department members. The roles that citizen advocates can perform are endless and in many cases are driven by local needs, such as preparing the public for wildland fire season, developing hurricane evacuation pre-plans on the Atlantic coast, or helping to create street pre-plans in rapidly expanding towns. Below are examples of job descriptions that could be performed by citizen advocates. This list is by no means complete as there are an infinite number of roles that citizens can fulfill. However, it is also important to note that these roles are not intended to replace paid positions within the department. Rather, they are intended to help departments fulfill unmet needs and increase the level of service provided to their community.

## CATEGORY: ADMINISTRATION

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### **Title: Account Clerk**

Assists with accounting, bookkeeping, data entry, accounts receivable, customer service.

#### *Qualifications:*

Related work experience and knowledge of basic bookkeeping and accounting principles, basic knowledge of Microsoft Excel and Word.

### **Title: Accreditation Support**

Assists with the provision of accreditation support to the Fire Chief and Executive Staff, i.e. during the CFAI self-assessment process or other local/regional accreditation process.

#### *Qualifications:*

Ability to read and write English proficiently, basic computer word processing skills.

### **Title: Administrative Assistant**

Assists with office management, scheduling, meeting facilitation, meeting coordination, research, report writing, document proof-reading.

#### *Qualifications:*

Related work experience, good customer service skills, good writing and public speaking skills, self-starter, accomplishes work assignments with limited supervision.

### **Title: Archivist**

Compiles photos, news clippings, video, audio, historical, and other items and archives in binders, storage facilities, data files, etc.

#### *Qualifications:*

Good organizational skills and ability to use computer databases.

### **Title: Budget Analyst**

Assists in the analysis and preparation of budgets and related documents.

#### *Qualifications:*

Knowledge of principals, practices, methods, and terminology used in public accounting and budgeting.

### **Title: Critical Incident Stress Management (CISM)**

Provides CISM counseling to fire department members following significant incidents.

#### *Qualifications:*

Must be licensed mental health professional with background or coursework in CISM or may be chaplain with coursework in CISM.

### **Title: Fire Historian**

Researches history of fire service and fire service operations in the community, may develop displays for museums or fire stations of a historical nature, gathers information and display materials of historical significance.

#### *Qualifications:*

Able to conduct research and prepare documentation of fire service history.

### **Title: Fire Museum Docent**

Assists with the establishment of displays at public museums, describes historical fire operations and uses of equipment on display.

#### *Qualifications:*

Ability to communicate orally and describe operations, familiarity with historical operations, outgoing personality, good public speaking skills.

### **Title: Fundraiser Coordinator**

Assists with scheduling, promotion, organization, and direction of fundraising activities.

#### *Qualifications:*

Marketing/advertising skills and experience, outgoing, affable personality, organized and can work unsupervised, good communication skills, self-starter.

### **Title: GIS Administrative Support**

Prepares GIS mapping and pre-plan documents and distribution, maintains map books for engine companies/Operations Division, tracks fire inspection workload and pre-fire planning, inputs information into GIS data systems.

#### *Qualifications:*

Knowledge of Computer Aided Drawing (CAD), experience with GPS devices and Geographic Information Systems (GIS).

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**Title: Grant Writer**

Searches for grants, writes grant applications, assists with grant management.

*Qualifications:*

Related work experience, good writing skills.

**Title: IT Specialist**

Assists with computer systems set-up, diagnosis and repair, web site set-up and maintenance.

Note: This position has connectivity to multiple categories (i.e. Support, Outreach).

*Qualifications:*

Knowledge of networks, Internet, and any combination of education and experience that would provide the knowledge and skills necessary to carry out the above duties.

**Title: Newsletter Editor**

Writes articles and develops newsletters for the community and/or department staff.

*Qualifications:*

Ability to communicate effectively both verbally and in writing, good computer skills.

**Title: Office Assistant**

Assists with answering phones, front desk customer service, filing, word processing, and general office duties.

*Qualifications:*

Good phone and communication skills, quick learner, basic computer skills.

**Title: Photographer/Videographer**

Photographs special events, department events, and emergency incidents.

Note: Can support multiple areas/categories.

*Qualifications:*

Must have access to appropriate equipment, knowledge of digital camera and/or video and various lenses (supplies may be provided by the department).

**Title: Public Relations Coordinator**

Ombudsmen, outreach, assists in recruiting additional Fire Corps members, may support multiple areas and categories.

*Qualifications:*

Organized and can work unsupervised, good communication skills, professional in appearance and approach, problem solver, sensitive to a diverse community with diverse issues, self starter.

**Title: Special Events Coordinator**

Schedules, promotes, organizes, and directs special events.

*Qualifications:*

Organized and can work unsupervised, good communication skills, self starter.

**Title: Vintage Fire Apparatus Restoration**

Restores vintage apparatus for historical, educational, and special event value, researches and locates necessary parts, performs repair work, and schedules necessary outside work and donations.

*Qualifications:*

Mechanical aptitude and interest.

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**CATEGORY: FIRE PREVENTION**

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**Title: Fire Prevention Coordinator**

Develops fire prevention program for department along with an implementation plan.

*Qualifications:*

Experience in teaching, lesson plan creation, and knowledge of standard office software applications such as Word, Excel, and Access.

**Title: Fire Safe Clearance Inspector (Urban-Wildland Interface)**

Assists with the conduction of inspections of public facilities and private residences to ensure adequate fire clearances in the urban-wildland interface areas.

*Qualifications:*

Knowledge of local fire code and ordinances, customer service skills, valid driver's license, good driving record.

## CATEGORY: OUTREACH

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### **Title: Commercial Fire Prevention Coordinator**

Assists with contacting businesses to provide fire prevention information, checks to see that businesses are in compliance with fire codes prior to official inspections.

#### *Qualifications:*

Outgoing personality with excellent speaking skills, ability to learn commercial fire prevention tips, awareness of fire code violations, good follow-through skills.

### **Title: Home Fire Safety Coordinator**

Assists with contacting residents and offering fire prevention tips for making the residence safer, conducts home smoke alarm tests and installations upon request.

#### *Qualifications:*

Good phone skills, good public speaking skills, ability to learn elements of fire prevention and safety information, minimal mechanical aptitude.

### **Title: School Fire Safety Coordinator**

Assists with contacting schools and delivering fire prevention presentations to schools to increase their safety, conducts school fire safety inspections and witnesses school evacuation drills upon request.

#### *Qualifications:*

Good phone skills, good public speaking skills, ability to learn elements of fire prevention and safety information.

## CATEGORY: SUPPORT SERVICES / EMERGENCY INCIDENT

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### **Title: Crisis Intervention Specialist**

Provides crisis intervention and counseling to community members during and following significant incidents.

#### *Qualifications:*

Applicable para-professional training in crisis intervention.

### **Title: Food Unit Coordinator**

Assists with procuring supplies, food, and beverage service for the incident, including remote locations and to personnel unable to leave their position of tactical field assignment.

#### *Qualifications:*

Knowledge of local purchasing and supply restrictions and requirements, knowledge of current nutritional and public health guidelines for emergency workers, ability to complete detailed reporting requirements.

### **Title: Radio Operator**

Assists the Incident Communications Manager in the set-up and operation of radios and the Incident Communications Unit.

#### *Qualifications:*

Knowledge of theory and operations of fire and emergency service communications, radios, and radio systems.

### **Title: Responder Rehabilitator**

Provides support to Medical Unit Leader in the deployment and operation of the Rehab Facility, may perform certain tasks within the facility if trained, assists with set-up and break-down of facility.

#### *Qualifications:*

Knowledge of principles of operation of a Rehab Facility, experience with delivery of Emergency Medical Services is helpful.

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## CATEGORY: TRAINING

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**Title: Adjunct Faculty**

Assists in the delivery of specific subject matter based on the individual's area of expertise.

*Qualifications:*

Knowledge of adult learning concepts, instructional design and/or delivery experience, subject-matter expertise.

**Title: Audio/Visual Support Technician**

Assists the training officer, guest instructors, lecturers, and presenters with setting up multimedia presentations and videos.

*Qualifications:*

Knowledge of computers and presentation software, ability to interface computers with P/C projector, audio systems, and VCR and/or DVD players, ability to develop slide presentations, such as PowerPoint, and to add graphics, photographs, video clips, documents, and maps to enhance the presentation.

**Title: Course Support Specialist**

Assists in the scheduling of departmental training activities, maintains training "master" calendar, schedules training classrooms and drill grounds.

*Qualifications:*

Ability to use personal computers and standard software applications such as Word, Access, and Excel.

**Title: Department Librarian**

Catalogs and maintains inventory of training materials such as textbooks, magazines, training manuals, instructional materials, and other media.

*Qualifications:*

Use of personal computers and database programs, ability to communicate effectively verbally and in writing, ability to categorize and supervise storage.

**Title: E-Learning Specialist**

Assists with the development and delivery of online learning programs, the development of a web site, interacts with various divisions to ascertain appropriate information to place on the Internet.

*Qualifications:*

Above average knowledge of computer systems, online learning design, and delivery methodologies pertaining to the Internet and HTML.

**Title: Fire/EMS Training Role Player**

Assists the Training Officer in providing training to department personnel and the public as a role player.

*Qualifications:*

Outgoing personality, available to work various hours of the day.

**Title: Language Instructors, Tutors, and Interpretive Services**

Provides classes or personal tutoring in basic language instruction to employees appropriate for the make-up of your jurisdiction.

*Qualifications:*

Ability to speak, read, and write English and a second language that is appropriate for the demographics of the jurisdiction and the ability to impart knowledge to others. Previous teaching experience preferred but not required.

**Title: Records Management Specialist**

Assists in the maintenance of training records.

*Qualifications:*

Ability to use personal computers and standard software applications such as Word, Access, Excel, and others, good organizational skills.

**Title: Training Materials Publisher**

Creates training programs and curricula, student materials, training brochures, course catalog, and marketing brochures.

*Qualifications:*

Knowledge of desktop publishing and graphic design methodologies, proficient in design and presentation software.

### Selecting Citizen Advocates

The selection of citizen advocates has become complicated in today's world. It is important for every department to screen individuals before bringing them on board as part of their department. The level of screening will depend on department policies and the role the citizen will be serving. Individuals with access to confidential information or department equipment may require more intensive screening. All applicants should be asked to complete an application form. They should provide contact information, an emergency contact, and references. Applicants should also detail their skills, experience, and availability. You may also choose to provide a cover letter or informational brochure about the Fire Corps program to explain the department's expectations and the opportunities offered. If you are considering accepting the applicant into the program, the Fire Corps coordinator or other department representative should make arrangements to interview the candidate. The interview should assist in determining if the prospective candidate is a good fit for your department. In addition to an application and the interview, you may consider additional screening including:

- criminal background check
- reference check
- fingerprinting
- drug testing

Some departments may choose to complete some or all of these steps before conducting an interview. In this event, the information required to complete the screening(s) should be requested in the citizen advocate application.

Selection is critical. Regardless of the function the person is serving, his or her actions, on and off duty, will reflect on the department. The person's friends and neighbors and the community at large may not distinguish between a firefighter or EMT and a Fire Corps volunteer.

Once a community member has been accepted, you may choose to send a letter welcoming him or her to the department. A letter signed by the chief, fire commissioner, or company president can convey the

department's appreciation and serve as the first step in cultivating a long-term relationship with an individual that is donating his or her time and talents to your department.

### Declining Citizen Advocates

Each department must develop criteria for screening and selection before establishing a Fire Corps program. The specific criteria will vary from one department to another. While you may have certain universal criteria, such as no felony convictions, other criteria may depend on the activities the member will be engaged in, such as driving a departmental vehicle. Making potential members aware of these selection criteria at the outset may prevent unqualified individuals from applying. It is also useful to have established criteria to refer to if an individual complains about not being selected. If you have a multidimensional program, an individual who is inappropriate for one role may be a good fit for another role within the department. If a Fire Corps candidate is not suitable for placement within your department, there may be better opportunities elsewhere in the community. You can refer him or her to the local Citizen Corps Council, the local volunteer center, or make the person aware of other opportunities to help.

### Liability Concerns

Liability concerns are common when implementing a Fire Corps program. The applicable liability laws will vary by state. A compendium of state liability laws, developed by the Nonprofit Risk Management Center, can be downloaded from the Fire Corps resource center located at [www.firecorps.org](http://www.firecorps.org). You should consult with your attorney to determine what coverage can be provided. Keep in mind that for combination and volunteer fire and EMS departments, volunteers are already a part of the operation, so in many cases this is merely a matter of classifying your new Fire Corps members in a way that protects them under your existing agreements.

Other departments within your local government may use volunteers (e.g. parks and recreation) and a policy may already exist. Some departments classify their volunteers as unpaid employees or pay them one dollar a year in order to provide coverage.

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Departments unable to provide liability insurance typically require their volunteers to sign a waiver. Again, you should consult your attorney when drafting such a waiver. Citizen advocates must be made aware of their personal liability and worker's compensation coverage and eligibility. Check with other departments in your state to find out how they deal with liability issues.

### **Budgeting/Funding**

Establishing and maintaining a Fire Corps program is not a cost-free endeavor; however, the added value of such a program can be substantial. For a combination or volunteer department that already has volunteers, the program support costs can be minimal. The mechanisms to manage the new members of your team are already in place, and many career departments may already have community outreach programs that Fire Corps can become an extension of. The costs associated with establishing and maintaining a Fire Corps program will vary depending on the scope of opportunities you offer. Remember that you are greatly adding to the value of your department.

Costs to consider include:

- personnel—the time and/or salary and benefits for program coordinator(s)
- screening
- specialized on-the-job training
- work space requirements
- supplies
- equipment
- recognition

Funding for Fire Corps programs can come from many different places. Federal funding is available under the Homeland Security Grant Program, which consolidates several funding streams, including the State Homeland Security Program, Law Enforcement Terrorism Prevention Program, Urban Areas Security Initiative, Metropolitan Medical Response System Program Grants, and Citizen Corps. In addition, the Assistance to Firefighters Grant Program can be used to support Fire Corps activities.

Contact your local Citizen Corps Council to identify the fire and emergency service representative to communicate your needs and to receive more information. If there isn't a fire and emergency service representative on the Council, offer your services. If there isn't a Citizen Corps Council in your area, visit [www.citizencorps.gov](http://www.citizencorps.gov) for information on starting one.

More information can be found at the grants information section of the Fire Corps web site at [www.firecorps.org](http://www.firecorps.org). However, don't stop there when looking for ways to offset the cost of having a Fire Corps program. Local businesses are a great resource to approach about donating to your department to help offset these costs. They may also provide in-kind services or donations, ranging from a gift certificate for your Fire Corps member of the month to equipment needed to complete critical tasks.

In addition to grants and direct donations, many fire/EMS departments have partnered with an existing local nonprofit association or have been involved in creating an association that can raise funds and secure nonprofit status. Local branches of civic groups and service organizations, such as Rotary International, Lions Club International, and the Benevolent and Protective Order of the Elks, may be willing to provide support.

# Section three:

## Managing & Assessing Citizen Advocates

Once you have defined ways that members of the public can support you and have solicited their participation, the real work begins. Now you must manage those that offer to help, make them a part of your team, and assess your program's success.

In this section, you will learn how to supervise, place, train, and assess your Fire Corps members. Just as with Section 2, departments with current programs should review the considerations presented here against their existing operations to identify where improvements can take place.

### Supervising and Managing Citizen Advocates

While establishing a Fire Corps program can help to free up operational personnel, it is not self-sufficient. Continued success depends on effective management. Fire Corps members must be prepared for the pace and atmosphere of working in an active fire or EMS station. It is the responsibility of the program coordinator to help citizen advocates become acclimated to and navigate this environment. Selecting a person or persons to coordinate program activities is important to a successful program. A program coordinator may be an existing operational or administrative volunteer, a qualified volunteer who is recruited for the position, a uniformed or civilian employee, or a mixture of the above. The decision will ultimately depend on the department's resources. There may also be several people responsible for the management and supervision of your Fire Corps members, depending on the size of your department and program. The person(s) responsible must be committed to the mission and purpose of the program. The program coordinator(s) must also possess the skills and be able to supervise others. Volunteers require supervision, support, feedback, and evaluation, just like paid employees. There may be a local or state network of volunteer coordinators who can provide guidance to a new coordinator on management training opportunities.

### Developing Program Policies and Procedures

Before establishing your Fire Corps program, you need to develop operational guidelines and policies about the governance and function of the program.

Having a set of policies provides the structure to manage the program equitably and can prevent future problems.

Specific policies to consider include:

- confidentiality
- time requirements
- training requirements
- use of equipment
- uniforms
- termination

Departments also need to make citizen advocates aware of departmental policies and procedures they must follow. For example, citizen advocates should be instructed about how to deal with representatives of the media while on duty. Examples of departmental policies and procedures can be found in Part III of this guide.

### Placement

Two issues should be considered in determining the placement of citizen advocates. First, you need to understand the specific needs of the department. Second, the skills and interests of a potential member should be considered. Don't assume that a person is interested in using the same skills or serving the same function that he or she serves professionally. While a former accountant may be an asset to your department's financial management division or treasurer, that person may want a new experience. An unhappy or unfulfilled volunteer is more likely to leave your department, thus wasting your investment in recruiting and training. Placement should be negotiated between the citizen and the program coordinator.

### Training

Once a person joins your department, he or she must be made aware of the expectations, policies, and procedures to be followed. The length, structure, and format of the training will vary according to the size of the department and the scope of the Fire Corps program.

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## Orientation

All citizen advocates should receive an orientation to the department before taking on any responsibilities. It can be helpful to supplement this orientation by providing the member with a handbook of policies and procedures that he or she can refer to in the future. A sample volunteer handbook appears in Part III. Some departments use their Citizen's Fire Academy as a prerequisite to volunteering. In this instance, the academy functions as the orientation.

The following is a list of items you may want to consider including in your handbook:

- a welcome from the chief, president, or other command staff representative
- the history of the department
- an organizational chart
- requirements of membership
- the goals and purpose of the Fire Corps program
- the policies and procedures governing the Fire Corps program
- by-laws and policies and procedures of the department (if applicable)
- a glossary of language, abbreviations, and acronyms used by the department
- emergency procedures and other contact information
- timesheets and other required forms
- a termination policy
- evaluation procedures

In addition to the above, the citizen advocate should:

- meet his or her supervisor
- be shown the location(s) where he or she should report
- meet the members and/or employees he or she will be working with
- be shown where to store personal belongings
- be shown where to park

Many of these tasks can be accomplished either at an orientation meeting or at the department's regular company or training meeting.

There may be additional mandatory training required by your local or state government such as sexual harassment training. Upon completion of this basic introduction to the department's requirements and expectations, you may consider asking the citizen advocate to sign an agreement acknowledging applicable policies and procedures and a commitment to a certain schedule or number of shifts or events.

## Ongoing Training

Initial training should be supplemented by ongoing in-service training. This will keep your Fire Corps members apprised of policy and programmatic changes and further develop their skills, enabling them to better carry out the tasks they are assigned. Some departments offer CPR and emergency first aid. You might also consider cross-training with your partner Citizen Corps programs, such as the Community Emergency Response Team (CERT) and Medical Reserve Corps (MRC). Other resources for on-going training are the Citizen Corps Affiliate Programs and Organizations, including the Red Cross, the Amateur Radio Relay League, and Meals on Wheels. More information can be found at <http://www.citizencorps.gov/programs/affiliate.shtm>.

## Integrating Citizens into the Department

One of the most important tasks you must complete after recruiting and selecting your Fire Corps members is to truly make them part of your team. The emergency services are home to a wonderful camaraderie among members, and the community members that join your Fire Corps program need to feel that they are included. Integrating citizens into the culture of your department can be a significant challenge, and one that differs by the type of department, its size, and if there have been attempts to integrate citizens in the past. Citizens who do not feel welcome are unlikely to stay. They must feel welcomed not only by those they work with directly, but by all of the operational members and staff that they support. There are a number of formal and informal ways to help your Fire Corps members feel as though they are a part of the department:

- changing your by-laws to allow them to be a class of "member"

- allowing them to use department facilities, such as a workout room
- allowing them to join the credit union
- including them in formal and informal celebrations, such as birthdays and recognition events
- providing the member with insignia or clothing that identifies him or her as a volunteer with your department (a t-shirt goes a long way)
- distributing department newsletters and information to them, including them on e-mail lists, and providing them with member access to your web site

### Program Assessment

Assessing the costs and benefits of your Fire Corps program can help you and other decision-makers in making budget and resource distribution decisions. It is important to document the resources required to manage, implement, and maintain your Fire Corps program. As discussed earlier, a volunteer program is not a free endeavor. The added value, however, can be substantial. Information and data supporting the value of the program can be vital to its maintenance and growth. Collecting data before the implementation of the program (baseline data) can assist in measuring the growth and impact of your program. You will likely collect both quantitative (e.g. numbers) and qualitative (e.g. anecdotal) data. Examining the same type of data on an annual basis can be helpful in determining if the goals of the program are being met. Commonly collected information includes:

- the number of individuals taking part in the program
- how many hours each Fire Corps member contributes on a monthly basis
- the types of activities they are engaged in
- when applicable, the number of activities completed

### Assessment of Citizen Advocates

Citizen advocates should be routinely assessed. Depending on the size and scope of the program, this assessment may be completed by the program coordinator and/or the individuals' supervisor. Many departments choose to formally evaluate their volunteer staff on an annual or biannual basis. This

evaluation can be a valuable tool to:

- select a member for formal recognition
- identify and prevent a potential problem
- determine what training would be helpful to the individual in performing his or her role
- determine whether the individual can and would like to take on a new or additional role
- obtain feedback and suggestions about the structure and management of the Fire Corps program

### Calculating the Dollar Value of Citizen Contributions

There are several ways to measure the value of citizens' contributions. You may choose to calculate the equivalent hourly rate of pay; however, if you have citizen advocates serving numerous roles, specific calculations may be difficult. You may also choose to use the national average for volunteer time which is calculated at \$18.04/hour according to the Independent Sector for 2005 ([http://www.independentsector.org/programs/research/volunteer\\_time.html](http://www.independentsector.org/programs/research/volunteer_time.html)).

Using this calculation, if Fire Corps members contributed 6,000 hours to your department in a 12-month period, the value of their contributions would be \$108,240. Although this dollar amount may be helpful when making budgetary and programmatic decisions, the value of involving the community and the positive public relations generated by your Fire Corps program are not included in this amount. While difficult to measure, anecdotal information and feedback from the community are also important considerations. And, of course, there are the immeasurable benefits of reducing loss of life and property because citizen advocates expand community outreach and education efforts and free up firefighters and EMTs to focus on their highly skilled responsibilities in keeping the community safe.

In addition to making and justifying internal funding decisions, the information collected should be used to identify the strengths and weaknesses of the program, determine program growth areas, and seek additional program support from the public and outside entities, such as community foundations.

# Section four

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## Recruitment of Citizens

In order to develop a successful Fire Corps program, it is incumbent on the department to actively recruit members of the community. Just registering your Fire Corps program on the web site is not going to bring people knocking on your door. Research on volunteerism has consistently shown that people who are asked to volunteer are far more likely to do so than those who are not asked.

### Internal Recruitment

There may be pre-existing avenues within your agency that can be used to recruit citizen advocates for your Fire Corps program. To find out what recruitment efforts are currently underway, coordinate with your local Citizen Corps Council and program partners to leverage resources and promotion efforts.

While you may not already have what you consider to be a true volunteer program, there are likely individuals in your community who currently assist your department by participating in programs such as a citizen's advisory board. These individuals may be the first community members to reach out to when developing a program. Fire and EMS departments consider their current volunteer members as the best source of recruitment. This "word of mouth" recruitment is invaluable. Existing members frequently become protective of the program's reputation and share the department's desire to maintain its respect and integrity.

### Citizen's Fire Academy

Many fire/EMS departments host a Citizen's Fire Academy that can be a great source of individuals interested in furthering their commitment to the organization. You may be able to cultivate this interest in the department into a long-term relationship. In some cases, the participants may take the lead role in establishing a continued relationship by creating an alumni association. Some alumni associations have formed tax exempt, nonprofit associations that can raise funds to support volunteer programs or other agency activities.

### Mass Media

Your local media (television, radio, and newspaper) can assist in advertising your Fire Corps program.

These media organizations may also produce stories profiling your Fire Corps members and their accomplishments. In addition there are examples of press releases and other documents for promoting your Fire Corps program available on the Fire Corps web site at [www.firecorps.org](http://www.firecorps.org).

Media professionals are dedicated emergency responders. Whether they are covering wars or reporting on the aftermath of earthquakes, fires, and floods, they are essential players in the world of emergency response. It takes a bit more effort to engage media professionals in covering disaster preparedness and community planning activities. However, the time and energy spent is quite worthwhile.

### Internet

Citizens are increasingly using the Internet to conduct research on organizations and to find volunteer opportunities. If your local government and/or department maintains a web site, you should publish information about your Fire Corps program there, including opportunities available, a point of contact for additional information, and an online or downloadable application form. In addition to advertising on your department's web site, you should register your program with Fire Corps at [www.firecorps.org](http://www.firecorps.org) to have it included in the national directory. At no cost, you can also include a description of your program, post a link to your department's site, provide a downloadable application form, and post photos of your members in action.

### EXISTING VOLUNTEER ORGANIZATIONS

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#### Citizen Corps Councils

The purpose of a Citizen Corps Council is to develop a strategic approach to comprehensive, all-hazards community safety through public education and outreach, training and exercises, and volunteer opportunities to support local emergency responders.

Citizen Corps activities at the local level include Fire Corps. As you develop your Fire Corps program, you may want to consider representing the fire and emergency services on your local Citizen Corps Council. The Council can help match citizens to opportunities, secure funding, leverage resources, identify opportunities for cross-training, recognize citizen advocates, and promote your program. For example, the Fairfax County, Virginia, Citizen Corps Council's web site, ([www.fairfaxcountycitizen corps.org](http://www.fairfaxcountycitizen corps.org)), serves as a centralized referral resource for volunteer opportunities in public health and safety fields within the county. Information about the Citizen Corps initiative appears in Section 6 and a complete listing of Citizen Corps Councils is available at [www.citizencorps.gov/citizenCorps/councilmap.do](http://www.citizencorps.gov/citizenCorps/councilmap.do).

In addition to the five Citizen Corps program partners (CERT, Fire Corps, MRC, Neighborhood Watch, and VIPS), there are 25 national Citizen Corps Affiliate Programs and Organizations. These Affiliates offer resources for public education and outreach, training, and volunteer members who may be interested in supporting your fire/EMS department. A full listing of Citizen Corps Affiliates is available at <http://www.citizencorps.gov/programs/affiliate.shtm>.

#### Volunteer Centers

Your community may have a centralized Volunteer Center that has information about volunteer opportunities throughout the area. Once you have established a program, you should let the Center know so it can refer potential volunteers to your department. If you do not know of a Volunteer Center in your community, you may contact the Points of Light Foundation ([www.pointsoflight.org](http://www.pointsoflight.org)) to locate the

Center nearest you. The Points of Light Foundation is a Citizen Corps Affiliate.

#### Retired and Senior Volunteer Program

The Retired and Senior Volunteer Program (RSVP) is a national service initiative dating back to 1969. RSVP is a key element of the Corporation for National and Community Service (CNCS) under the USA Freedom Corps. Through RSVP, CNCS provides grants to qualified agencies and organizations to engage persons 55 and older in volunteer service. An office on aging, or a similar office within a community's local government, may coordinate RSVP opportunities within your community. One of the added benefits of recruiting volunteers through RSVP is the provision of accident, personal liability, and excess automobile insurance coverage for the volunteer by the RSVP sponsoring agency. More information about RSVP can be found at [www.cssny.org/rsvp](http://www.cssny.org/rsvp). Citizen Corps works closely with all the CNCS programs.

#### Civic Groups

Existing civic groups in your community, such as the United States Junior Chamber ("Jaycees"), can be helpful in getting the word out about your program. These groups may also be a good source for recruiting citizen advocates, particularly if a group of volunteers is needed for a special event. The Jaycees are a Citizen Corps Affiliate. Other civic group Affiliates include the VFW, the American Legion, the American Legion Auxiliary, and Meals on Wheels.

#### Educational Institutions

Colleges and universities in your community can be another source for finding and recruiting Fire Corps members. Increasingly, students are required to volunteer or complete internships before graduation. While a student intern may require additional supervision, he or she may have more time and demonstrate a greater commitment to the mission of the department.

# Section five

## Recognition of Citizens

Recognizing the citizen advocates that participate in your Fire Corps program helps convey the important role they play in your department and is key to their retention. While many Fire Corps members are not motivated by recognition, the time, effort, and talents provided by your members should not be taken for granted.

### Departmental Recognition

Recognition does not need to be time-consuming or expensive to be meaningful. You should acknowledge your Fire Corps members regularly through sincere expressions of gratitude. Simple ways to accomplish this include:

- verbal expressions of thanks
- letters of commendation
- pictures with and/or certificates of appreciation signed by local elected officials
- Fire Corps member of the month awards
- Fire Corps member of the year awards
- personal notes
- posted photos of members “on the job”
- letters to the member’s employer
- giving gift certificates donated by local businesses
- highlighting members on your department’s web site
- working with your local media to publicly highlight member contributions
- regular award and recognition banquets/events
- pins to acknowledge a certain number of total hours volunteered
- plaques
- shirts, bags, and other items with the department’s logo

### Community and State Volunteer Award Programs

Many states, local communities, and civic groups offer formal awards for volunteers, and organizations. Check with your Citizen Corps Council, your state volunteer commission, or your local Volunteer Center to find out what types of awards and recognition programs your volunteers can be nominated for.

Examples of state award programs include:

- **Virginia Citizen Corps**  
[www.vaemergency.com/newsroom/events/psconf2005awards.cfm](http://www.vaemergency.com/newsroom/events/psconf2005awards.cfm)
- **Arizona Governor’s Commission on Service and Volunteerism**  
[www.volunteerarizona.org/award/award.htm](http://www.volunteerarizona.org/award/award.htm)
- **Ohio Community Service Council**  
[www.serve.ohio.gov/volunteer\\_spotlight.htm](http://www.serve.ohio.gov/volunteer_spotlight.htm)
- **North Carolina Commission of Volunteerism & Community Service**  
[www.volunteernc.org/code/award.htm](http://www.volunteernc.org/code/award.htm)
- **Texas - Governor’s Volunteer Awards**  
[www.onestarfoundation.org/onestar/awards/](http://www.onestarfoundation.org/onestar/awards/)

### National Fire Service Award Programs

#### Fire Corps Award of Excellence

The Fire Corps Award of Excellence will be presented annually to a Fire Corps program that has excelled in community involvement, improving the efficiency of their department through implementation of a citizen advocate program, innovative integration of citizens within their program, and rewarding and acknowledging their Fire Corps members.

### National Volunteer Recognition Programs

#### President’s Volunteer Service Award

In 2003, President George W. Bush created the President’s Council on Service and Civic Participation. The mission of the Council is to recognize and encourage outstanding volunteer service and civic participation by individuals and organizations. The awards, modeled after the President’s Physical Fitness Awards, are given on an annual basis. This award program provides an excellent and inexpensive opportunity for your volunteers - and your agency - to be recognized. If you have volunteers who are 15 years old or older and have completed 100 hours of volunteer service in the previous 12 months, they are eligible to receive the President’s Volunteer Service Award. To date, more than 80,000 volunteers have received the award. If you have volunteers who have completed more than 4,000 hours of volunteer service in their lifetime, they are entitled to an award

in recognition of their response to President Bush's call to service from his 2002 State of the Union address. Each of these individuals will receive:

- a personalized certificate of achievement
- an official President's Volunteer Service Award pin
- a note of congratulations from the President of the United States
- a letter from the President's Council on Service and Civic Participation

For more information about the program, including criteria, visit [www.presidentialserviceawards.gov](http://www.presidentialserviceawards.gov).

### **Daily Points of Light Award**

The Daily Points of Light Awards program is cosponsored by the Points of Light Foundation, the Corporation for National and Community Service, and the Knights of Columbus, with funding provided by the Knights of Columbus. Each weekday, one volunteer or volunteer effort receives the Daily Points of Light Award. For application criteria, please visit [www.pointsoflight.org/awards/dpol/nominate.cfm](http://www.pointsoflight.org/awards/dpol/nominate.cfm).

### **National Volunteer Week**

National Volunteer Week was established through executive order by President Nixon in 1974. Every President since then has signed a proclamation recognizing National Volunteer Week as an annual celebration of volunteerism. Many states, localities, and agencies schedule recognition events to coincide with National Volunteer Week. For information on National Volunteer Week, including free downloadable resources and a list of upcoming dates, visit the Points of Light Foundation web site at [www.pointsoflight.org/programs/seasons](http://www.pointsoflight.org/programs/seasons).

# Section six

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## Organizations & Resources

This section contains contact and other information about USA Freedom Corps, Citizen Corps, partner programs, and the members of the National Advisory Committee. In addition there are links and information about organizations and products that can help you improve or kick-off a Fire Corps program.

### USA FREEDOM CORPS

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#### USA Freedom Corps

1600 Pennsylvania Avenue, NW  
Washington, DC 20500  
877-USA-CORPS  
info@USAFreedomCorps.gov  
[www.usafreedomcorps.gov](http://www.usafreedomcorps.gov)

As a Coordinating Council housed at the White House and chaired by the President, USA Freedom Corps is working to strengthen the culture of service and help find opportunities for every American to start volunteering.

The USA Freedom Corps Volunteer Network, the largest clearinghouse of volunteer opportunities ever established, helps individuals find service opportunities matching their interests in their towns, across the country, and around the world. USA Freedom Corps supports the service infrastructure by bringing together the resources of the federal government with those of the nonprofit, business, educational, media, and faith-based sectors, among others.

USA Freedom Corps also works to expand and strengthen federal service programs like the Peace Corps, Citizen Corps, AmeriCorps, and Senior Corps, and to raise awareness of and break down barriers to service opportunities with all federal government agencies.

### CITIZEN CORPS

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#### Citizen Corps

**Department of Homeland Security  
Office of Grants and Training  
Office of Community Preparedness**

810 Seventh Street, NW  
Washington, DC 20531  
800-368-6498  
citizencorps@dhs.gov  
[www.citizencorps.gov](http://www.citizencorps.gov)

Citizen Corps, a vital component of USA Freedom Corps, was created to foster growth and sustain a nationwide movement to engage community leaders and the American public to be prepared and resilient in the face of all-hazard emergencies and disasters.

Citizen Corps is implemented locally by Citizen Corps Councils, which build on existing community resources to develop a comprehensive strategic plan to foster a stronger connection between citizens and local emergency responders and to involve all residents of the community in preparedness, training, and volunteer support. Citizen Corps activities are tailored to the unique attributes of the community and take into account the community's potential threats, needs, geography, population density, and population composition, including those with special needs.

Citizen Corps programs build on the successful efforts that are in place in many communities around the country to prevent crime and respond to emergencies. Programs that started through local innovation are the foundation for Citizen Corps and this national approach to citizen participation in community safety.

Citizen Corps is coordinated nationally by the Department of Homeland Security. In this capacity, DHS works closely with other federal entities, state and local governments, first responders and emergency managers, the volunteer community, and the White House Office of the USA Freedom Corps.

## CITIZEN CORPS PROGRAM PARTNERS

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### **Community Emergency Response Team (CERT)**

**Department of Grants and Training**

**Office of Grants and Training**

**Office of Community Preparedness**

810 Seventh Street, NW

Washington, DC 20531

800-368-6498

[citizencorps@dhs.gov](mailto:citizencorps@dhs.gov)

[www.citizencorps.gov/CERT](http://www.citizencorps.gov/CERT)

The Community Emergency Response Team (CERT) program helps train people to be better prepared to respond to emergency situations in their communities. When emergencies occur, CERT members can give critical support to first responders, provide immediate assistance to victims, and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community. The CERT course is taught in the community by a trained team of first responders who have completed a CERT train-the-trainer course conducted by their state training office for emergency management or the Federal Emergency Management Agency's Emergency Management Institute. CERT training includes disaster preparedness, disaster fire suppression, basic disaster medical operations, and light search and rescue operations.

### **Medical Reserve Corps (MRC)**

**U.S. Department of Health and Human Services**

5600 Fishers Lane

Rockville, MD 20857

301-443-4000

[MRCcontact@osophs.dhs.gov](mailto:MRCcontact@osophs.dhs.gov)

[www.medicalreservecorps.gov](http://www.medicalreservecorps.gov)

The Medical Reserve Corps (MRC) is administered by the U.S. Department of Health and Human Services. It coordinates the skills of practicing and retired physicians, nurses, and other health professionals as well as other citizens interested in health issues, who are eager to volunteer to address their community's ongoing public health needs and help their communities during large-scale emergency situations.

MRC volunteers may deliver necessary public health services during a crisis, assist emergency response teams with patients, and provide care directly to those with less serious injuries and other health-related issues. MRC volunteers may also serve a vital role by assisting their communities with ongoing public health needs (e.g., immunizations, screenings, health and nutrition education, and volunteering in community health centers and local hospitals).

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## **USAonwatch - Neighborhood Watch**

### **National Sheriffs' Association**

1450 Duke Street  
Alexandria, VA 22314  
703-836-7827  
[www.USAonwatch.org](http://www.USAonwatch.org)

Under the Citizen Corps initiative, the U.S. Department of Justice, Bureau of Justice Assistance is working with the National Sheriffs' Association (NSA) to expand and enhance the National Neighborhood Watch program.

Neighborhood Watch is a highly successful crime prevention effort that NSA has been sponsoring for 30 years. The expanded Neighborhood Watch program will incorporate terrorism prevention and education into its existing crime prevention mission. The USAonwatch web site provides information on how to start a watch and provides resource information and success stories on Neighborhood Watch.

## **Volunteers in Police Service (VIPS)**

### **International Association of Chiefs of Police**

515 N. Washington St.  
Alexandria, VA 22314  
800-THE-IACP  
[www.policevolunteers.org](http://www.policevolunteers.org)

The Volunteers in Police Service (VIPS) program is an effort developed by the U.S. Department of Justice in partnership with the International Association of Chiefs of Police (IACP). This program was created to support President Bush's USA Freedom Corps initiative and is one of two Citizen Corps programs administered by the U.S. Department of Justice.

The VIPS program works to enhance the capacity of state and local law enforcement to utilize volunteers. The program offers a variety of resources to assist law enforcement agencies with establishing or enhancing a volunteer program.

## FIRE CORPS NATIONAL ADVISORY COMMITTEE

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The following organizations represent the 15 members of the Fire Corps National Advisory Committee, which provides strategic direction and important feedback on the program from the emergency services.

### **Congressional Fire Services Institute (CFSI)**

[www.cfsi.org](http://www.cfsi.org)

The Congressional Fire Services Institute (CFSI) is a nonprofit, non-partisan policy institute charged with educating members of Congress on fire and life safety issues.

### **Fire Department Safety Officers Association (FDSOA)**

[www.fdsOA.org](http://www.fdsOA.org)

The Fire Department Safety Officers Association (FDSOA) was established in 1989 as a nonprofit association, incorporated in Massachusetts. Its mission is to promote safety standards and practices in the fire, rescue, and emergency services community.

### **International Association of Arson Investigators (IAAI)**

[www.firearson.com](http://www.firearson.com)

The International Association of Arson Investigators (IAAI) is a worldwide organization of fire investigators, fire service/law enforcement professionals, and other related disciplines dedicated to the promotion of professional standards in fire investigation, fire safety, public education and awareness of fire-related issues, and the suppression of arson.

### **International Association of Black Professional Fire Fighters (IABPFF)**

[www.iabpff.org](http://www.iabpff.org)

The International Association of Black Professional Fire Fighters (IABPFF) recognizes in part, that education and collaboration are two pro-active means of sharing consistent information with policy-makers. The results of collaborative efforts will assist in the provision of fire service-related training for fire-fighters and fire prevention education for communities.

### **International Association of Fire Chiefs (IAFC)**

[www.iafc.org](http://www.iafc.org)

Established in 1873, the International Association of Fire Chiefs (IAFC) is a powerful network of more than 12,000 chief fire and emergency officers. Its members are the world's leading experts in fire fighting, emergency medical services, terrorism response, hazardous materials spills, natural disasters, search and rescue, and public safety legislation.

### **International Fire Service Training Association (IFSTA)**

[www.ifsta.org](http://www.ifsta.org)

The International Fire Service Training Association (IFSTA) was established in 1934. The mission of IFSTA is to identify areas of need for training materials and foster the development and validation of training materials for the fire service and related areas. IFSTA is an association of fire service personnel who are dedicated to upgrading fire fighting techniques and safety through training.

### **International Society of Fire Service Instructors (ISFSI)**

[www.isfsi.org](http://www.isfsi.org)

The International Society of Fire Service Instructors (ISFSI) represents the true change-agents of the fire service. The organizational mission is to improve firefighter safety through quality instruction and information sharing. The organization represents fire service instructors in matters regarding legislation, regulation, and standards.

### **National Association of Hispanic Firefighters (NAHF)**

[www.nahf.org](http://www.nahf.org)

The National Association of Hispanic Firefighters (NAHF) stands committed to the recruitment, retention, and advancement of Hispanic firefighters by developing and conducting national unbiased and culturally aware programs in these areas. The organization is further committed in the formation of coalitions and the establishment of strategic partnerships in the support and realization of a more responsive, productive, and diverse workforce within the fire service and to provide fire prevention educational awareness.

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### **National Association of State Fire Marshals (NASFM)**

[www.firemarshals.org](http://www.firemarshals.org)

The membership of the National Association of State Fire Marshals (NASFM) comprises the most senior fire officials in the United States. State fire marshals' responsibilities vary from state to state, but marshals tend to be responsible for fire safety code adoption and enforcement, fire and arson investigation, fire incident data reporting and analysis, public education, and advising governors and state legislators on fire protection. Some state fire marshals are responsible for firefighter training, hazardous materials incident responses, wildland fires, and the regulation of natural gas and other pipelines.

### **National Fire Protection Association (NFPA)**

[www.nfpa.org](http://www.nfpa.org)

The mission of the international nonprofit National Fire Protection Association (NFPA) is to reduce the worldwide burden of fire and other hazards on the quality of life by providing and advocating scientifically based consensus codes and standards, research, training, and education. NFPA membership totals more than 75,000 individuals from around the world and more than 80 national trade and professional organizations.

### **National Volunteer Fire Council (NVFC)**

[www.nvfc.org](http://www.nvfc.org)

The National Volunteer Fire Council (NVFC) is a nonprofit membership association representing the interests of the volunteer fire, EMS, and rescue services. The NVFC serves as the information source regarding legislation, standards, and regulatory issues.

### **North American Fire Training Directors (NAFTD)**

[www.naftd.org](http://www.naftd.org)

The North American Fire Training Directors (NAFTD) represent the state, provincial, and territorial directors of fire training in the United States and Canada. The mission of NAFTD is to focus the combined, diverse talents and resources of its members to achieve a safe environment through enhancing and supporting the role of training and education for the fire and rescue services.

### **Women in the Fire Service (WFS)**

[www.wfsi.org](http://www.wfsi.org)

Women in the Fire Service (WFS) is a member-driven organization that provides education, support, and advocacy for fire service women through informational resources, job networking, products related to the fire service, and conferences.

## OTHER RESOURCES & ORGANIZATIONS OF INTEREST

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### **Corporation for National and Community Service**

1201 New York Avenue, NW  
Washington, DC 20525  
202-606-5000  
webmaster@cns.gov  
[www.nationalservice.org](http://www.nationalservice.org)

The Corporation for National and Community Service is a public-private partnership created by Congress in 1993, which oversees three national service initiatives.

AmeriCorps is a national service network of hundreds of nonprofits and programs that engage thousands of Americans in full-time and sustained part-time community service. It provides education awards in return for such service.

Learn and Serve America supports and promotes service learning in schools, universities, and communities, providing models and assistance to help teachers and community leaders integrate service and learning from kindergarten through college.

The National Senior Service Corps is a network of people age 55 and older who participate in the Foster Grandparent Program, the Senior Companion Program, or the Retired and Senior Volunteer Program (RSVP).

### **Points of Light Foundation & Volunteer Center National Network**

1400 I Street, NW  
Suite 800  
Washington, DC 20005  
800-750-7653  
Fax 202-729-8100  
info@pointsoflight.org  
[www.pointsoflight.org](http://www.pointsoflight.org)

The Points of Light Foundation, founded in 1990 by President George H.W. Bush, is a national, nonpartisan, nonprofit organization that promotes volunteerism. Through a variety of programs and services, the foundation encourages people from all walks of life - businesses, nonprofits, faith-based organizations, low-income communities, families, youth and older adults - to volunteer. The foundation advocates community service through a partnership with the Volunteer Center National Network. Together, they reach millions of people in thousands of communities to help mobilize people and resources, which deliver solutions to community problems.

### **IRS Publication: Tax Exempt Status for Your Organization**

[www.irs.gov/publications/p557/index.html](http://www.irs.gov/publications/p557/index.html)

### **Recruitment & Retention of the Volunteer: The Missing Piece of the Fire Service**

[www.nvfc.org/pdf/retention\\_and\\_recruitment.pdf](http://www.nvfc.org/pdf/retention_and_recruitment.pdf)

### **Measuring Volunteering: A Practical Toolkit**

*A Joint Project of Independent Sector and United Nations Volunteers*

1200 Eighteenth St., NW  
Suite 200  
Washington, DC 20036  
202-467-6100  
Fax 202-467-6101  
info@IndependentSector.org  
[www.IndependentSector.org/programs/research/toolkit/IYVToolkit.pdf](http://www.IndependentSector.org/programs/research/toolkit/IYVToolkit.pdf)

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## **Developing & Managing Volunteers- Independent Study Course IS-244**

Federal Emergency Management Agency  
Emergency Management Institute  
16825 South Seton Ave.  
Emmitsburg, MD 21727  
301-447-1000  
Fax 301-447-1052  
[www.training.fema.gov/emiweb/PDS/](http://www.training.fema.gov/emiweb/PDS/)

## **BEST PRACTICES FOR DEVELOP- ING A VOLUNTEER PROGRAM**

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### **UPS Foundation Best Practices Toolbox**

[www.community.ups.com/philanthropy/  
toolbox.html](http://www.community.ups.com/philanthropy/toolbox.html)

### **Best Practices for Screening Volunteers who Work with Children**

[www.serveohio.org/bestpractices.pdf](http://www.serveohio.org/bestpractices.pdf)

## **EXPERT NETWORK RESOURCES**

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### **Home Safety Council**

1725 Eye Street NW, Suite 300  
Washington, DC 20006  
202-349-1100  
[info@homesafetycouncil.org](mailto:info@homesafetycouncil.org)  
[www.homesafetycouncil.org/expertnetwork](http://www.homesafetycouncil.org/expertnetwork)

The nonprofit Home Safety Council offers members of Fire Corps a free online resource to support home injury prevention education at the community level. Addressing the top causes of unintentional home injury, including fire and burns, the Expert Network contains high-quality educational tools that can be accessed on demand, downloaded, and in many cases tailored specifically to local needs. In addition, members of the Expert Network receive exclusive mailings from the Home Safety Council with carefully selected teaching tools not available online, including high-quality educational videos and printed materials.

## **STATE LIABILITY LAWS FOR CHARITABLE ORGANIZATIONS & VOLUNTEERS**

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### **Nonprofit Risk Management Center**

1001 Connecticut Ave., NW  
Suite 410  
Washington, DC 20036  
202-785-3891  
[www.nonprofitrisk.org](http://www.nonprofitrisk.org)

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# **PART II**

## **Profiles of Fire Corps Programs**

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# DEPARTMENT PROFILES

Part II presents profiles of 22 separate Fire Corps programs. The departments that are profiled offer several different programmatic opportunities for citizens to participate within their departments. The profiled programs represent a cross section of different types of departments, programs, and locations throughout the United States and its territories. For additional information on any of the programs highlighted, please contact the person listed.

For more profiles of different Fire Corps programs, check out the online database of Fire Corps programs at [www.firecorps.org](http://www.firecorps.org).

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**Population Served:** 200,000

**Department Type:** Combination

**Uniformed Personnel:** 110 Career, 40 Volunteer

**Fire Corps Members:** 13

**Contact Person(s):**

BCFD Volunteer Section

505-761-4225

BCFD\_Volunteer@bernco.gov

Mike Jaffa, Chief

505-362-6581

mjaffa@pnm.com

[www.bernco.gov/live/departments.asp?dept=2332](http://www.bernco.gov/live/departments.asp?dept=2332)

## Support Staffing

The Bernalillo County Fire & Rescue Department (BCFD) utilizes members of their community in several categories ranging from Fire Corps volunteers to volunteer firefighters. The Fire Corps program is used as an introduction to the BCFD for citizens who are interested in joining the department and has been in place since the 1980s. Some citizens choose to continue volunteering at the Fire Corps level, while others have chosen to continue with their training to become volunteer or career firefighters with BCFD.

All Fire Corps members must pass a drug screen and background investigation prior to being accepted into the program. Once accepted, these members

are provided with BCFD uniforms and must complete the BCFD Fire Corps Academy which includes:

- BCFD orientation
- Bernalillo County mandated training which includes:
  - blood-borne pathogens
  - Bernalillo County loss control policy
  - Bernalillo County zero tolerance sexual harassment policy
  - respiratory protection
- introduction to fire
- Emergency Service Unit, Air-truck, and other support apparatus
- fire prevention/education
- Wildland Firefighter I
- hazardous materials awareness
- confined space awareness
- coaching the Emergency Vehicle Operator (CEVO)
- Basic Life Support for healthcare providers
- firehouse etiquette

After completing the academy, Fire Corps members are assigned to any number of BCFD Fire Corps tasks which include the following duties:



**Administrative/Clerical** - Perform administrative tasks within a district station or headquarters, such as data entry, filing of reports, and general office duties



**Department Photographer** - Work with the training, volunteer, and fire prevention divisions and with incident commanders to take still and video photography of department activities

**Fire Ground Support** - Work with incident commanders assisting with command post operations including delivery and operation of the BCFD mobile command post, recharging self-contained breathing apparatus, and general post incident clean-up

**Rehabilitation** - Work with incident commanders to assist BCFD personnel in maintaining safe levels of physical/mental endurance as part of the rehab group for personnel revitalization

**Public Education** - Present fire education information to community groups either on their own or in support of other BCFD personnel at special events

**Training** - Assist with current and ongoing training classes for all department staff as well as the community

BCFD Fire Corps members are expected to maintain a minimum level of activity to remain on active-status with the program. The program has been widely successful as a public relations and recruiting tool for BCFD.



**Population Served:** 10,000

**Department Type:** Combination

**Uniformed Personnel:** 42

**Fire Corps Members:** 76

**Contact Person(s):**

Theron Becker, Captain

417-327-6471

beckert@stopdropandroll.com

[www.bolivarcityfire.com](http://www.bolivarcityfire.com)

Jacob Welch

417-327-7851

### **Be A Community Hero**

Bolivar, MO, is a small bedroom community with some light industry, retail, and agriculture activity. The Bolivar City Fire Department has two stations that provide both fire and rescue service. They are supported by a private hospital-based EMS program. Bolivar City Fire Department has eight apparatus and responds to approximately 400 calls per year. The department utilizes six Explorers, 112 CERT graduates, and 70 Community Hero program members.

Bolivar has a joint venture with other departments in the community for their CERT Program. Their Fire Corps program, called "Be a Community Hero," offers citizens an opportunity to provide a service to their community as well. Two department

members sit on the local Citizen Corps council and one sits on the state council board. The Citizen Corps chair is also a member of the fire department.

The department receives most of its Fire Corps support from the Explorer program and of those volunteers, most provide administrative support. The department's Fire Corps coordinator suggests that you "don't reinvent services offered by the department in your Fire Corps program. Instead supplement them. Expand their scope to meet your needs where possible. Look at all programs available within your community before starting your own."

Bolivar City Fire Department views Fire Corps as a means to reduce the overall demand placed upon their members and the services they currently provide. Their goal is to increase the citizen participation to allow firefighters more time to devote to the operational side of the department (such as training and emergency service activity).

**Population Served:** 600,000

**Department Type:** Career

**Uniformed Personnel:** 1,200

**Fire Corps Members:** 35

**Contact Person(s):**

James Nelson

615-662-4241

517@box55.org

[www.box55.org](http://www.box55.org)

[www.nashfire.org](http://www.nashfire.org)

Rehab 55 members are alerted by pager and respond 24 hours a day, 7 days a week when needed. Based on protocol, one or two members drive the rehab units to the incident scene, while other members arrive in personal vehicles.

**Rehab 55**

Rehab 55 is a nonprofit organization of volunteers who offer rehabilitation services to the Nashville Fire Department and other municipalities. The group is supported solely through donations and contributions. Currently, Rehab 55 responds to all working fires and by special request to other emergency situations such as: search and rescue, SWAT, Haz-Mat, major MVAs, and other extended operations. Refreshments are served out of a customized 18-foot response truck. The truck is equipped with a 40-gallon water tank for hot or cold water, an 18-cubic foot refrigerator/freezer, a propane grill with a two-burner stove, a microwave, all aluminum cabinetry, and two coffee makers. In 2003, a 1996 Dodge van was purchased and serves as a second rehab unit. This vehicle carries misting fans, lighting, a generator, folding chairs, a kerosene heater, and a cooler of cold drinks and snacks.



**Population Served:** 34,000,000

**Department Type:** Combination

**Uniformed Personnel:** 5,200 Career, 5,600 Volunteer

**Fire Corps Members:** 2,600

**Contact Person(s):**

559-485-7500

[www.fire.ca.gov](http://www.fire.ca.gov)

## Volunteers in Prevention (VIP)

Founded in 1980, the Volunteers in Prevention (VIP) of the California Department of Forestry and Fire Protection (CDF) are an efficient fire prevention and loss reduction education force. Volunteers work under the direction of the VIP coordinator to provide staffing for fire and life safety education programs at schools, fairs, displays, and parades. They are trained to assist CDF's efforts during wildland fires and other emergencies by providing information to the media and the public at telephone information centers. VIP activities include:

- fire and life safety education - CDF studies have shown that child-related fires have dropped by 50 percent in areas where VIP teams provide fire prevention teaching in kindergarten through third grade. Additionally, VIPs educate thousands of children and their parents about fire prevention each year by participating in fairs, displays, and parades.

- public information education - VIP members are trained to assist CDF's efforts during wildland fires and other emergencies by providing information to the media and public.
- Wildland Occupant Firesafe Program - VIP members are trained to make preliminary wildland homeowner property inspections for fire safety as required by California law. The VIP teams work with the homeowners to identify ways they can make their homes safer.
- red flag, holiday, and arson patrols - VIP members patrol selected areas during times of high fire danger, holidays, and when arson activity is suspected.
- communications - A specialized group of VIP members (Ham and CB radio operators) provide additional communications networks during emergencies such as wildland fires, earthquakes, and floods.

# Cherryville Fire Department

Cherryville, NC

**Population Served:** 5,700

**Department Type:** Combination

**Uniformed Personnel:** 7 Career, 33 Volunteer

**Fire Corps Members:** 47

**Contact Person(s):**

Jeff Cash, Chief

Jason Wofford, Fire Marshal

704-435-1730

[jcash@cityofcherryville.com](mailto:jcash@cityofcherryville.com)

[jwofford@cityofcherryville.com](mailto:jwofford@cityofcherryville.com)

[www.cityofcherryville.com/CityServices/Fire.aspx](http://www.cityofcherryville.com/CityServices/Fire.aspx)

**Support Staffing**

The City of Cherryville, NC. has a robust program utilizing various talented individuals to help better serve the community through several initiatives that utilize citizen advocates in innovative roles.

Through the local Rotary Club, a grant writer was identified and has come on board to write grants for the department. She is a professional grant writer for a large electric co-op in the community and has taken on not only traditional grant applications such as the Assistance to Firefighters Grant program, but she has also written grant requests for various community and corporate grant programs.



Another role citizens play in the Cherryville Fire Department is raising money for a department scholarship for spouses and children of Cherryville firefighters. The auxiliary helps to raise money to allow two \$2,000 scholarships to be awarded every year.

Other tasks include Senior's Offering Safety (SOS), a group of 24 seniors who provide home safety inspections in the community and perform community outreach on behalf of the department.

Through the department's Fire Corps program, a local company also donates time and supplies to clean and maintain the fire station.



**Population Served:** 2,000

**Department Type:** Combination

**Uniformed Personnel:** 40

**Fire Corps Members:** 15

**Contact Person(s):**

Timothy Hennessey, Assistant Chief

860-442-0455

Timothy\_Hennessey@hotmail.com

Although the Cohanzie Fire Department's Fire Corps program was recently implemented, the department already has a robust group of dedicated volunteers. Fire Corps members support administrative services within the department, make up the Chaplain Corps and Explorer Post, provide web site development services, and assist in incident reporting and data management. All Fire Corps members abide by a set of guidelines and rules developed by the Cohanzie Fire Department.

**Support Staffing**

Cohanzie Fire Department proudly protects 2,000 people living in the Waterford, CT, district. They operate out of one station and protect a primarily residential area with paid and volunteer staff. It is one of five departments within the Town of Waterford Cohanzie Fire Department that provides fire, rescue, and medical care to the town and provides mutual aid to other departments. Cohanzie Fire Service Benefit Association, which is a private entity from within, also provides protection for the Waterford Speedbowl, a 1/3-mile NASCAR race-track. Services provided by the department include: firefighting, hazardous material response, BLS and ALS emergency medical service, vehicle rescue (extrication), search and rescue, and other technical/specialized rescue.

# Fairfax County Fire & Rescue Department

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Fairfax, VA



**Population Served:** 1,007,800

**Department Type:** Combination

**Uniformed Personnel:** 1,226 Career, 296 Volunteer

**Fire Corps Members:** 200

**Contact Person(s):**

Robert Mizer

703-246-3926

Robert.mizer@fairfaxcounty.gov

[www.fairfaxcounty.gov/fire](http://www.fairfaxcounty.gov/fire)

**Explorers Post**

Fire and Rescue Explorers Post 1949 was chartered in January 2005 and is affiliated with the Boy Scouts of America. This worksite-based program helps students between the ages of 14 to 20 gain insight into a variety of career opportunities within the fire and rescue field through hands-on training and activities.

The program encourages positive social interaction, promotes physical and mental fitness, and helps students develop leadership skills. It also gives students an opportunity to learn more about fire and emergency services and boosts their self-esteem through success at school and work. Explorers meet twice a month and gain experiences similar to those of actual firefighters and EMTs. Explorers learn the basics of fire suppression, emergency medical services, fire safety and prevention, public education, and participate in a “ride-along” program where they can put their skills to work in real-life emergencies.



**Population Served:** 94,000

**Department Type:** Combination

**Uniformed Personnel:** 130 Career, 500 Volunteer

**Fire Corps Members:** 24

**Contact Person(s):**

Cris Leonard

804-365-6195

Jleonard@co.hanover.va.us

[www.hanoverfireandems.com](http://www.hanoverfireandems.com)

## Support Staffing

Hanover Fire and EMS has a history dating to 1890 with the formation of the Ashland Volunteer Fire Department, and today is made up of a combination system consisting of 16 fire and rescue stations.

Non-operational personnel as part of an auxiliary (or "ladies auxiliary") date back to the beginning of organized fire service in Hanover County. As times progressed, the auxiliaries grew in scope to include other support roles that exist today, roles driven by the need to run the rescue squads and fire companies that make up the Hanover County system as the real businesses they are.

Fire Corps support personnel perform a wide range of tasks including:

- general administrative work - filing of paper work, tracking of hours
- bookkeeping - tracking company finances

- fundraising initiatives - bingo, fund drives, etc. to create income for the companies
- incident report/data management - data entry of reports
- life safety education - educating the public on fire and life safety information
- web site development - increasing the public image of the companies through the Internet

Through the accomplishment of these critical tasks, Fire Corps support personnel relieve the emergency service providers, both volunteer and career, from these tasks and allow them to focus on what they are trained to do—fight fires and save lives.

**Population Served:** 2,800

# Johnson County RFD #1

Clarksville, AR



**Department Type:** Volunteer

**Uniformed Personnel:** 20

**Fire Corps Members:** 60

**Contact Person(s):**

Dayna Hilton, Public Fire & Life Safety Educator  
479-979-7328

daynark@cswnet.com

[www.rfd1.com](http://www.rfd1.com)

**Fire Prevention Program**

Johnson County RFD #1 in Clarksville, AR, has an active Fire Prevention Program that educates and engages the community. The Fire Prevention Division is a progressive, active part of the department. In 2005, the Fire Safety Team delivered over 46 direct presentations and participated in 69 additional fire safety-related programs reaching almost 25,000 people. The program utilizes such tools as a dedicated fire prevention vehicle, a hazard house built locally by the department, electronic robots to interact with the children, and two well-trained Dalmatians named Sparkles and Spanner. The department built a classroom out of a loft space in their fire station that includes audio/visual tools, desks, whiteboards, and storage for their fire prevention materials.

Johnson County RFD#1 has also made connections throughout the community including a coloring contest at the local middle school in which the



winner's drawing and fire safety message is proudly displayed on a local billboard for all to see. The program also places fire safety messages on the local public support channel. Additionally, Johnson County RFD#1 has partnered with the Phi Beta Lambda (PBL) business organization at the University of the Ozarks. Through this partnership, the members of PBL assist the Fire Prevention Division in preparing for and delivering fire safety programming to the citizens of Johnson County. The students prepare and execute a business plan each year, helping to prepare materials, produce ads, and work at various events in the community.

Fire Safety Team members donated over 6,000 hours toward fire safety activities in 2005 and received over 280 hours of fire prevention training. Without the help and assistance of the Fire Corps members of Johnson County RFD #1, the fire prevention education of this rural community would be greatly diminished.

# King County Fire District #40

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Renton, WA



**Population Served:** 41,000

**Department Type:** Career

**Uniformed Personnel:** 40

**Fire Corps Members:** 30

**Contact Person(s):**

Mindi Mattson

206-276-4908

cert@kcf40.co.king.wa.us

[www.fd40.com](http://www.fd40.com)

members and maintains a waiting list of individuals wishing to join. The ARSG meets monthly and conducts regular communication drills and disaster simulations to perfect their skills while also assisting with other public events in the community. They also regularly participate in communications and public relations regarding the ARSG program and Fire District 40.

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**Amateur Radio Support Group (ARSG)**

King County Fire District 40 has sponsored an Amateur Radio Support Group (ARSG) since 1994 to provide supplemental and back-up communications in instances when traditional methods fail. Through the coordination of the ARSG, antennas and radios have been purchased and installed on the department's apparatus, and antennas have been mounted on the district's fire stations. This set-up provides a means for communication between the apparatus and the stations should the district's existing radio system fail. ARSG members perform periodic ride-alongs to test the system and learn to work with paid staff in the field in preparation for being called to service. Most members are also CERT trained by Fire District 40.

All Fire Corps members participating in the ARSG undergo background checks prior to being accepted into the program. The program is capped at 30

**Population Served:** Residential 25,000, Daytime 200,000

**Department Type:** Volunteer

**Uniformed Personnel:** 85

**Fire Corps Members:** 35

**Contact Person(s):**

Dr. William Jenaway  
bjenaway@comcast.net  
[www.kpvfc.com](http://www.kpvfc.com)

**Support Staffing**

The King of Prussia Volunteer Fire Company has used non-operational volunteers in a variety of roles since the organization was formed in 1950.

King of Prussia is a large suburban/urban center, just a few miles northwest of Philadelphia. The community is the largest retail center on the east coast and home to over 1,500 businesses. Its residential population is dwarfed each day by the number of visitors to its shopping complex, the Valley Forge Convention Center, and Valley Forge Park, all of which are in the fire district.

Today there are over 1,500 social members who support the fire company in the form of dues and patrons to the company's social center where lunches, dinners, and other social functions are conducted. The company's "active members," composed of both retired firefighters and other non-

operational volunteers, operate the social center to raise funds for the organization. The company also works with local agencies such as the District Attorney's office to provide a venue for individuals who are required to perform community service to fulfill their obligations to the court.



**Population Served:** 551,000

**Department Type:** Career

**Uniformed Personnel:** 661

**Fire Corps Members:** 250

**Contact Person(s):**

Fire-PIO Timothy R. Szymanski

702-229-0145

[tszymanski@LasVegasNevada.gov](mailto:tszymanski@LasVegasNevada.gov)

## Citizens Fire Academy

The Las Vegas Fire and Rescue (LVFR) Citizens Fire Academy (CFA) was initiated in 2000 to help citizens understand the operations of the fire department and the fire and emergency services in general. The academy is divided into three areas: classroom participation, tours of facilities, and hands-on experience. Citizens learn simple first aid and CPR, ride with paid staff during calls, and dedicate one day at the Fire Training Center to experience the use of the “Jaws of Life,” handling a fire hose, and wearing protective firefighting clothing while going through a simulated building fire.

The program is open to anyone 17 years or older who is interested in the fire and emergency services. The 40-hour course covers the following areas:

- fire service orientation and history
- Las Vegas Fire and Rescue structure and operations

- fire service communications
- emergency medical services
- budget
- facilities and computer services
- fire prevention and inspections
- fire safety
- simple first aid and CPR
- firefighter safety, protective clothing, and equipment
- emergency management
- critical incident stress debriefing for personnel
- trauma intervention program
- overview of fire explorer program
- public information and media relations
- fire apparatus types and operation

The LVFR has found the CFA program is often the first step in making the public aware of the importance of fire and emergency services in their community.

After completion of the Academy, graduates are available to assist the department in support functions such as victim role play in various simulations and drills and/or working at registration tables for drills and seminars, and for assisting with the Metropolitan Medical Response System (MMRS), when activated. Some graduates have received



training in shelter management, assist in the Joint Information Center - Rumor Control Line area for the city, and have participated in a number of department activities such as acting as ushers at department events. Some have gone on to receive CERT training, and others are now volunteers for the American Red Cross Disaster Team or for the Trauma Intervention Program.

**Population Served:** 4,000,000

**Department Type:** Career

**Uniformed Personnel:** 3,562

**Fire Corps Members:** Hundreds

**Contact Person(s):**

Carlos Caivillo, Captain

213-978-3810

Fax 213-978-3712

[www.lafd.org/firecorps.htm](http://www.lafd.org/firecorps.htm)

**Adopt-A-Fire-Station**

The Los Angeles Fire Department coordinates interested individuals, community groups, and corporations in their support of neighborhood firefighters and paramedics. Through creative partnerships and spirited teamwork, Adopt-A-Fire-Station is designed to enhance the physical presence and capabilities of local neighborhood fire stations. Although some unfit LAFD facilities have been repaired or replaced, there remains a significant need to beautify, increase efficiency, and add community value to many neighborhood fire stations. Through the program, the LAFD asks the members of the team for their ideas and partnership in a collective effort to enhance the public service capabilities, features, and equipment of local fire stations.

The scope of projects within Adopt-A-Fire-Station range from the very small to the very complex. Firefighters and paramedics benefit greatly from the

technical expertise, donated services, skilled labor, or excess supplies provided by the community. For larger or more creative projects, financial or labor contributions can be funneled towards planned improvements.

Examples of projects that have been accomplished or items that have been purchased or refurbished include:

- enhance landscaping and signage
- refresh fire station paint, stucco, or trim
- modernize office, training room, and kitchen facilities
- specialized firefighting, rescue, and medical apparatus
- office furniture
- stationery supplies
- fax machines
- storage enclosures
- physical fitness equipment
- heating and air conditioning systems
- computers and peripherals
- dishwashers, stoves, or ovens

The Adopt-A-Fire-Station program allows local fire station crews and the citizens they serve to connect with each other for the benefit of the community.



**Population Served:** 140,000

**Department Type:** Career

**Uniformed Personnel:** 150

**Fire Corps Members:** 10

**Contact Person(s):**

Cynthia Thomae

520-730-1771

[cthomae@northwestfire.org](mailto:cthomae@northwestfire.org)

[www.northwestfire.org](http://www.northwestfire.org)

**Community Assistance Program**

The Community Assistance Program (CAP) is a group of professionally trained volunteers dedicated to providing quality on-scene crisis intervention services to the citizens served by Northwest Fire District.

CAP members are versed in crisis response models to deal with community members on scene. They are trained in the National Incident Management System (NIMS) for on-scene response, scene preservation, individual crisis response, and peer support along with drivers' training and proper radio communications procedures.

CAP teams respond and work in partnership with on-scene fire department units to provide a wide range of services including assisting families displaced by residential fires, providing support and referrals to victims of crime (which include domestic violence, homicides, sexual and physical assaults),



providing support and referrals to customers in psychological crisis or trauma, and providing grief support, information, and referrals in adult and pediatric death situations.

Other Fire Corps projects include yearly mini-musters and education programs held in conjunction with the local school districts. Volunteers also assist with food and clothing collection and distribution for the local schools and food banks, a smoke detector installation program, a Senior Safety Kit distribution project, and an "Envelope of Life" project that assists community members in filling out forms with their critical health information that will be easily accessible by emergency medical teams. Other Fire Corps volunteers provide clerical assistance in the various district offices where extra personnel are needed.

**Population Served:** 525,000

**Department Type:** Career

**Uniformed Personnel:** 948

**Fire Corps Members:** 100

**Contact Person(s):**

Larry Hansen, Battalion Chief

405-297-1312

Charles.Hansen@okc.gov

[www.okc.gov](http://www.okc.gov)

affiliated with the fire department or move on to the Citizens Fire Academy and, subsequently, the Alumni Association.

Oklahoma City's Fire Corps program is designed to improve its networking among its citizens. They have a strong desire to offer citizens an opportunity to share their skills with that of the needs of the fire service in the community.

**Citizens Fire Academy**

Oklahoma City Fire Department, like many others, has a growing need to interface with its citizenry and vice versa. They have a very strong Citizens Fire Academy, an eight-week program that is held twice a year for its citizens.

After graduation from the academy, citizens become a part of the Alumni Association where they provide non-operational services to the department as needed and hold monthly meetings. The Alumni Association consists of approximately 75 citizens ranging from their early twenties to seniors.

**Explorers Post**

The Oklahoma City Fire Department is also home to an Explorers Post in numbers from 15 to 25 with a cap of 35. Participants range in age from 13 to 21 years. After reaching 21, Explorers either become



**Population Served:** 47,000

**Department Type:** Combination

**Uniformed Personnel:** 65

**Fire Corps Members:** 14

**Contact Person(s):**

Fred Windisch, Chief

281-444-8465

[fwindisch@ponderosavfd.org](mailto:fwindisch@ponderosavfd.org)

[www.ponderosavfd.org](http://www.ponderosavfd.org)

**Firefighter Rehabilitation**

Ponderosa VFD protects a predominantly bedroom community with some business and industry in a suburb of Houston. The department consists of three stations, with a vast majority of first responders being volunteer firefighters. Ponderosa has an ISO rating of 3 and responds to about 1,400 calls annually. Aside from the Fire Corps program, the department also supports CERT volunteers.

Their Fire Corps program consists of a small base of citizen advocates who work to provide rehabilitation to the department's firefighters during extended periods of service. These members turn out on all structure fires and mutual aid calls and are provided outerwear and pagers. The Ponderosa Fire Corps members consist primarily of spouses and friends of the members.



Ponderosa VFD is involved in a countywide program called the Fire Corps Leadership Team, which is looking at options to develop new ways and means for citizens to get involved and provide departments with even greater support.

# Russell Fire-Rescue Department

Russell, OH



**Population Served:** 6,000

**Department Type:** Career

**Uniformed Personnel:** 35

**Fire Corps Members:** 27

**Contact Person(s):**

Dee Dee Miller

440-338-4434

deedeemiller@earthlink.net

[www.twp.russell.oh.us/Fire/fire.html](http://www.twp.russell.oh.us/Fire/fire.html)

**Russell Auxiliary Force**

The mission of the Russell Auxiliary Force is to recruit, train, mobilize, and deploy volunteer personnel to support the Russell Fire-Rescue Department in helping local residents prepare for, cope with, and recover from community emergencies and disasters.

The Russell Auxiliary Force members actively take part in many facets of support for the Russell Fire-Rescue Department. These members provide extensive community education including holding annual CPR and first aid training. They have provided assistance in creating and maintaining township emergency plans and created programs to provide special assistance during emergencies for the disabled. They are also able to handle fire station communications in emergencies, assist with the implementation of emergency shelters, and spear-head mass inoculation programs.



**Population Served:** 675,000

**Department Type:** Career

**Uniformed Personnel:** 900

**Fire Corps Members:** 40

**Contact Person(s):**

Eric Nelson  
206-291-8273  
eric.p.nelson@seattle.gov  
[www.seattle.gov/fire](http://www.seattle.gov/fire)

**Seattle Fire Buffs Society**

The Seattle Fire Department and the Seattle Fire Buffs Society have a long-standing partnership that provides canteen services to the firefighters and EMTs of Seattle at no cost to the city.

The Seattle Fire Buffs Society was formed in 1964 and provides canteen services to the City of Seattle utilizing two ambulances that are provided, staffed, and stocked by the Society. Society members are provided a fire department radio and are dispatched by the department. Members keep the units at their private residences until a call is received, and at least one unit is on-call 24 hours a day, seven days a week. The canteen units have a tremendous record of promptly responding to calls and are well received by department staff.

The Seattle Fire Buffs Society is supported solely through donations and contributions. The Society has its own policies and procedures and closely police their membership, leading to a core team of long-term members that, in some cases, have been with the organization for 30 years or more.



**Population Served:** 15,000

**Department Type:** Combination

**Uniformed Personnel:** 5 Career, 65 Volunteer

**Fire Corps Members:** 11

**Contact Person(s):**

Rhonda Grant

503-769-2601

Rhonda.Grant@Staytonfire.org

[www.staytonfire.org](http://www.staytonfire.org)

**Support Staffing**

The Stayton Fire District founded its volunteer support program in 2002 to supplement its volunteer firefighters in performing a long list of critical tasks including office assistance, event planning, fire prevention, fundraising, photography, historian services, on-scene assistance, child care, victim assistance, public relations, car seat inspections, and graphic design. Stayton support volunteers are also responsible for an annual safety fair that takes place around Halloween and support and run various community events such as awards dinners and community open houses.

Stayton support volunteers must be 15 years of age or older, have a clean record, and be able to attend regular meetings. All support volunteers receive basic safety training, in-house orientation, and are complete members of the department. In addition to their training, support volunteers receive a



uniform, are covered under Workers Compensation, afforded basic life & disability insurance, and receive an additional \$10,000 life insurance policy. They are included in the “bonus bucks” program where members are rewarded for service to the department in the form of “bonus bucks” which can be redeemed for items in the company store. One support volunteer is awarded the Support Person of the Year award at the department’s annual awards dinner.

# Westmont Fire Department

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Westmont, IL



**Population Served:** 28,500

**Department Type:** Combination

**Uniformed Personnel:** 80

**Fire Corps Members:** 98

**Contact Person:**

David Weiss, Deputy Fire Chief

630-829-4483

dweiss@westmont.il.gov

[www.westmont.il.gov/Departments/fire/fire.htm](http://www.westmont.il.gov/Departments/fire/fire.htm)

**Support Staffing**

The Westmont Fire Department, an accredited department, has 80 members with 2 stations staffed 24/7. They run about 3,800 calls a year and provide ALS coverage. The department primarily serves auto dealerships, some office complexes, and supports three nursing homes and several retirement centers (one with 3,000 residents).

The Westmont Fire Corps members help the department with various duties including making copies, answering phones, entering data, helping with public education, open houses, and filing. Each week about eight members work an average of four to eight hours. The department benefits greatly from the program as it gets people with the skills that are needed, and the citizen advocates enjoy giving back to the community.

Westmont Fire Department has had non-operational volunteers for five years. The Fire Corps volunteers are now part of fire department family and continue to provide a valuable service while enabling the department to meet its many goals.

**Population Served:** 14,488

**Department Type:** Combination

**Uniformed Personnel:** 30

**Fire Corps Members:** 29

**Contact Person:**

Robert Hover, Fire Lt./Training Officer  
781-447-7626  
laff1769@verizon.net

**Support Staffing**

Whitman Fire Rescue is a combination fire-rescue department protecting the more than 14,000 residents in Whitman, MA. Whitman records date back to the 1600s while the town of Whitman was incorporated on March 4, 1875. The modern town is made up of commercial, mercantile, industrial, and residential districts.

Whitman Fire Rescue responds to over 2,000 emergency calls annually with two engine companies, one rescue squad, one ladder truck, and two ALS ambulances. The majority of calls are emergency medical.

With the inception of Fire Corps in 2005, the department decided to incorporate its 20 CERT volunteers into this program because they were eager to do more. Fire Corps provided an avenue to welcome these volunteers into the department. Because Fire Corps members have also been trained

in incident command, they are truly another tool that the incident commander has at his or her disposal.

Whitman's Fire Corps members provide services such as firefighter and equipment rehabilitation, lighting, command post assistance, changing SCBA bottles, victim assistance, scene cleanup, piloting outside apparatus, photography, and providing assistance when necessary. Fire Corps has allowed the department to offer services that otherwise may not have been available. The department works very closely with the Fire Corps volunteers, including them in the family of service.

**Population Served:** 3,500

**Department Type:** Volunteer

**Uniformed Personnel:** 70

**Fire Corps Members:** 70

**Contact Person:**

Sue Anderson  
435-723-8903  
glensue@vil.com

**Support Staffing**

Willard City Fire Department is a rural department with one station serving a small bedroom community with very little business, one school, and some recreational activity. The area is nestled between mountains and water with 10 miles of freeway and nearly the same in state highway. Willard City Fire Department faces many challenges relative to its location. The recreational opportunities sometimes turn into emergency opportunities and require those with advance skill levels to assist.

Willard City Fire Department benefits greatly from its Fire Corps program. One unique offering the Fire Corps program provides is for department members who, for a variety of reasons, no longer wish to be operational but still have a desire to be a part of the department. Currently, Fire Corps members assist with meal service for extended emergency calls, help in fundraising activities for the department, present public education programs, and assist in CPR training. Their support is as diverse as the volunteer's interests.

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# PART III

## Sample Documentation

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# Sample Documentation

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Through this guide, the Fire Corps program offers sample documents from registered Fire Corps programs. These and other documents may also be found at the Fire Corps resource center located at [www.firecorps.org](http://www.firecorps.org). These documents can be used as a basis for improving or creating Fire Corps programs within your department.

Included in Part III of the *Fire Corps Resource Guide*, are the following sample documents:

- **Citizen Application**  
California Department of Forestry & Fire Protection - Volunteers in Prevention Program
- **By-Laws**  
King of Prussia VFC
- **Citizen Handbook**  
Russell Fire-Rescue Department - Russell Auxiliary Force
- **Citizen Waiver**  
Las Vegas Fire & Rescue
- **Newsletter**  
King County Fire District #40 - Amateur Radio Support Group (ARSG)
- **Promotional Materials**  
Johnson County RFD #1
- **Standard Operating Procedures**  
Bernalillo County Fire and Rescue
- **Training Procedures**  
Northwest Fire District

For additional examples, please visit [www.firecorps.org](http://www.firecorps.org).



# CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION



CDF 670 - (Page 1)

## VOLUNTEER IN PREVENTION APPLICATION AND SERVICE AGREEMENT CDF-670

NAME		<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE		HOME PHONE	
ADDRESS			WORK PHONE		
CITY/TOWN		ZIP	EMAIL ADDRESS		
SOCIAL SECURITY NUMBER			DATE OF BIRTH		
DRIVER'S LICENSE NUMBER			VEHICLE LICENSE NUMBER		
HAIR	EYES		HEIGHT	WEIGHT	

IS THERE A SPECIFIC JOB OR AREA YOU MIGHT BE INTERESTED IN?  
(PLEASE CHECK ANY OF THE FOLLOWING AREAS OF INTEREST)

- |  |   |
|--|---|
| <input type="checkbox"/> SCHOOL PROGRAMS             | <input type="checkbox"/> HAM RADIO OPERATIONS     |
| <input type="checkbox"/> PUBLIC INFORMATION DISPLAYS | <input type="checkbox"/> FIRE SAFETY INSPECTIONS  |
| <input type="checkbox"/> COMPUTER/CLERICAL WORK      | <input type="checkbox"/> FIRE INFORMATION CENTERS |
| <input type="checkbox"/> OTHER (PLEASE LIST)         |   |

PLEASE LIST ANY SPECIAL SKILLS, TALENTS, OR HOBBIES.

PLEASE LIST YOUR CURRENT OR PREVIOUS OCCUPATIONS.

ARE YOU WILLING TO USE YOUR PRIVATE VEHICLE WHILE PERFORMING VOLUNTEER DUTIES?

- YES    NO

HOW DID YOU HEAR ABOUT THE VOLUNTEER IN PREVENTION PROGRAM?

<p style="text-align: center;">IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT:</p>	YOUR SIGNATURE
	DATE



**CALIFORNIA DEPARTMENT OF FORESTRY  
AND FIRE PROTECTION**



**INFORMATION WORKSHEET**

CDF 670 - (Page 2)

NAME (PLEASE TYPE OR PRINT)

BIRTHDATE

**INTERESTS:**

School Programs: \_\_\_\_\_

Float Construction

County Fair \_\_\_\_\_

Office Work:

Exhibits: \_\_\_\_\_

Smokey Patrol:

Parades: \_\_\_\_\_

Fire Information:

Home Inspector: \_\_\_\_\_

Smokey Bear:

Other \_\_\_\_\_

Do you have a VIP uniform shirt? \_\_\_\_\_

Shoulder Patches? \_\_\_\_\_

Have you signed an I.D. Card?

How would you like your name listed on your nametag?

**For HAM Radio Operators:**

What is your Call Sign? \_\_\_\_\_

AVAILABILITY: Days: \_\_\_\_\_ Nights: \_\_\_\_\_ Weekends: \_\_\_\_\_

**CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION  
VOLUNTEER SERVICE AGREEMENT**

CDF 670 - (Page 3)

**VOLUNTEER**

**SUPERVISOR**

NAME		NAME	
ADDRESS		ADDRESS	
TELEPHONE #	SOCIAL SECURITY #	TELEPHONE #	

Assigned by the above named supervisor, I will comply with all policies, procedures, rules, regulations, directives and instructions provided. I will conduct myself in accordance with those standards set forth for regular Department employees. I understand and agree to the following policies and conditions.

I will be covered under State Worker's Compensation.

I may use a State Vehicle, when directed, provided that I have a valid California Driver's License. I agree to participate in the State Defensive Driver Training Program at the earliest opportunity.

I may be reimbursed for use of my private vehicle, provided it is specifically directed, and provided that I have filed a certificate of insurance with the Department.

I may use State equipment and supplies, including safety equipment, when directed.

**OATH OF ALLEGIANCE**

\_\_\_\_\_ Do solemnly swear (or affirm) that I will support and defend the Constitution of the (Print Name) United States and the Constitution of the State of California against all enemies, foreign and domestic, that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California, that I take this obligation freely, without any mental reservation or purpose of evasion, and that I will well and faithfully discharge the duties upon which I am about to enter.

Taken and subscribed before me this \_\_\_\_\_ Day of \_\_\_\_\_

SIGNATURE OF EMPLOYEE	SIGNATURE OF AUTHORIZED OFFICIAL
-----------------------	----------------------------------

(TERMS OF THIS AGREEMENT ARE FOR 2 YEARS UNLESS EXTENDED) EXTENDED TO: \_\_\_\_\_

**I CERTIFICATION**

In accordance with State Policy (S.A.M. 0754) approval is requested to use privately owned vehicles to conduct official State business. I hereby certify that whenever I drive a privately owned vehicle on State business I will have a valid driver's license in my possession, all persons in the vehicle will wear safety belts and the vehicle shall always be:

- Covered by liability insurance for the minimum amount prescribed by State law. (\$15,000 for personal injury to, death of one person; \$30,000 for injury to, or death to, two or more persons in one accident; \$5,000 property damage.)
- Adequate for the work to be performed.
- Equipped with safety belts in operating condition.
- To the best of my knowledge, in safe mechanical condition as required by law.

I further certify that while using a privately owned vehicle on official State business, all accidents will be reported on form Std. 270 within 48 hours (S.A.M. 2541).

I understand that permission to drive a privately owned vehicle on State business is a privilege which may be suspended or revoked at any time.

DRIVER'S LICENSE NUMBER	STATE	EXPIRATION DATE
EMPLOYEES' SIGNATURE	PRINT NAME	DATE

**II APPROVAL**

Use of a privately owned vehicle on State business is approved.

SIGNATURE	TITLE	DATE
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**CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION  
PARENTAL CONSENT FORM**

CDF 670 - (Page 4)

\_\_\_\_\_ Has my permission to participate in the  
MINOR's NAME

California Department of Forestry and Fire Protection's  
Volunteers in Prevention - VIP Program.

\_\_\_\_\_  
(Parent or Guardian Signature)

\_\_\_\_\_  
(Date)

If you have any questions, please feel free to contact the  
VIP Coordinator for more information.

AT: \_\_\_\_\_

**CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION  
VOLUNTEER IN FIRE PREVENTION  
PARENT/GUARDIAN FIELD TRIP PERMISSION, WAVIER  
AND MEDICAL AUTHORIZATION (MINOR)  
CDF 670 - (Page 5)**

\_\_\_\_\_ Has my permission to work the following:

Fire Prevention Program: \_\_\_\_\_

Destination: \_\_\_\_\_

Dates: \_\_\_\_\_

Departure Time \_\_\_\_\_

Return Time \_\_\_\_\_

Type of Program \_\_\_\_\_

Person in charge \_\_\_\_\_

Pickup Location \_\_\_\_\_

Drop Off Location \_\_\_\_\_

Health Needs:  NO  YES      If Yes, please explain.

In the event of illness or injury, I do hereby consent to whatever x-ray examination, anesthetic, medical, surgical or dental diagnosis or treatment and hospital care are considered necessary in the best judgement of the attending physician, surgeon, or dentist and performed by or under the supervision of a member of the medical staff of the hospital or facility furnishing medical or dental services.

I fully understand that participants are to abide by all rules and regulations governing conduct during the program.

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of V.I.P.

\_\_\_\_\_  
Date

Family Medical Insurance Carrier \_\_\_\_\_

Address \_\_\_\_\_

Policy Number \_\_\_\_\_

Emergency Contact \_\_\_\_\_

**King of Prussia Volunteer Fire Company By-Laws**

**By-Laws  
of the  
King of Prussia  
Volunteer Fire Company**

**170 Allendale Road  
King of Prussia, PA  
Revised: August 26, 2004**

# King of Prussia Volunteer Fire Company By-Laws

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# **King of Prussia Volunteer Fire Company By-Laws**

## **1. TITLE**

- 1.1 This corporation shall be known by the name style and title of **KING OF PRUSSIA VOLUNTEER FIRE COMPANY.**

## **2. PURPOSE**

- 2.1 The purpose of this corporation shall be to establish at all times a well governed fire company for the protection of the lives and property of our fellow citizens from fire, and to relieve our fellow citizens from suffering and distress in any emergency or catastrophe.

## **3. MEMBERSHIP**

- 3.a There shall be seven (7) classes of memberships: Honorary, Contributing, Active, Active Firefighter, Junior Firefighter, Life, and Auxiliary. Any US Citizen or legal alien of good character, fifteen (15) years of age or over, may apply for membership in this company.
- 3.b.1 All applicants shall have a thirty (30) day grace period from the time of application, where the applicant can participate as a member, as far as, use of the social facilities only. No applicant during this grace period may sponsor or bring a non-member into the social facility at anytime.
- 3.c The Membership Committee shall act upon all requests for transfer of membership classification. The committee shall bring before the body all requests for transfer of membership. The applicant must appear in person at a regular monthly meeting. At this time the applicant's name will appear on the bulletin board until the subsequent monthly meeting when the applicant will be voted upon, the vote shall be by ballot to guarantee any member the right to a secret vote. A two thirds (2/3) majority of those members present shall be needed for approval of a transfer. A rejected transfer may not be re-submitted for one (1) year from the date of the vote.
- 3.d Only Active, Active Firefighter, and Life Members shall have the right to vote.
- 3.e Any Contributing Member may choose to join the Auxiliary and have their dues transferred to the Auxiliary if accepted by the Auxiliary.

## **King of Prussia Volunteer Fire Company By-Laws**

- 3.1           **DEFINITION OF MEMBERSHIP CLASSES**
- 3.1.1       **HONORARY MEMBER:** Honorary Membership may be conferred upon any person who is not a member of this company, for meritorious service. The name of any person proposed for Honorary Membership shall be submitted to the company in writing and the President shall appoint a committee of three (3) members to investigate and report at the next stated meeting. A majority vote of those persons present shall be required for election to Honorary Membership. This membership is for a period of one (1) year.
- 3.1.2       **CONTRIBUTING MEMBER:** A Contributing Member must be twenty one (21) years of age and upon acceptance; can make use of the social facilities, attend meetings by request of the President, and assist at Fire Company functions on a strictly volunteer basis.
- 3.1.3       **ACTIVE MEMBER:** Any Contributing Member may apply for a transfer to the Active class by submitting a request to the Membership Committee. The committee shall judge the applicant based on the individual's interest in the good of the company, the individual's willingness to participate in company activities insofar as the individual is able. If, in the opinion of the Membership Committee a member has failed to perform to the standards set forth below, the individual may be reclassified by the Company. Any appeal from the Membership Committee's action shall be taken before the Board of Review Committee.
- 3.1.4       **ACTIVE FIREFIGHTER:** An Active Firefighter classification shall consist of those members appointed from the below requirements.
- 3.1.4.a      Any individual desiring to become an Active Firefighter or Junior Firefighter shall make application in writing to the Fire Chief and said application to be acted upon in accordance with the Firefighter's SOP/SOGs (Standard Operating Procedures/Standard Operating Guidelines hereinafter referred to as SOP/SOG) and these By-Laws.
- 3.1.4.b      There shall be no limit to the number of Active Firefighters including Officers. If any member fails to fulfill the requirements of an Active Firefighter, the individual automatically reverts back to their former status.
- 3.1.4.1     **FIRE POLICE:** Fire Police members shall be an integral part of the Active Firefighter membership class. All Fire Police, including Officers, will be subject to and under the authority of the Fire Chief at all times.

## **King of Prussia Volunteer Fire Company By-Laws**

- 3.1.5        **JUNIOR FIREFIGHTER:** Junior Firefighters are firefighters between the ages of fifteen (15) and twenty one (21) years of age and are exempt from paying membership dues. Once the Junior Firefighter reaches the age of twenty one (21), the individual will then become an Active Firefighter and then must start paying dues.
- 3.1.6        **LIFE MEMBER:** Any Active Firefighter belonging to the company for ten (10) consecutive years, meeting all eligibility requirements for voting, starting at age twenty one (21) or any Active Member with fifteen (15) years consecutive service, meeting all eligibility requirements for voting, (in any five (5) of the latest ten (10) company elections, as defined in Article 4.1.2.2) shall be declared a Life Member. Any Junior Firefighter joining the company prior to January 1, 1994 and meeting all eligibility requirements for voting and with ten (10) years consecutive service, beginning at age eighteen (18), shall be declared a Life Member.
- 3.1.7        **AUXILIARY:** This membership class shall be classified as a Contributing Member. The Auxiliary members shall constitute a separate part of this organization and such membership shall be governed and regulated not in conflict with the By-Laws of the King of Prussia Volunteer Fire Company.
- 3.2           **DUTIES OF MEMBERSHIP CLASSES**
- 3.2.1        **DUTIES OF ACTIVE MEMBERS**
- 3.2.1.1      All Active Members, excluding Charter Members, Life Members, Active Firefighters and Administrative Officers shall attend a minimum of two (2) fire company meetings per year or they shall revert to the roll of a Contributing Member. Only regularly scheduled company meetings shall be considered in meeting this requirement.
- 3.2.2        **DUTIES OF AN ACTIVE FIREFIGHTER AND JUNIOR FIREFIGHTER**
- 3.2.2.1      It shall be the responsibility of the firefighters to report immediately to the fire house on every alarm of fire or emergency, to respond with the apparatus, to remain where it is stationed or to attend to any duties to which any individual may be detailed by the Officer in Command.
- 3.2.2.2      No member under the influence of alcoholic beverages or controlled substances shall be permitted to operate or ride upon any company equipment.

## **King of Prussia Volunteer Fire Company By-Laws**

- 3.2.2.3 The conduct of all the Firefighters shall be the direct responsibility and under the supervision of the Fire Chief.
- 3.2.2.4 It shall be compulsory for all Active Firefighters and Junior Firefighters to attend at least ten (10%) percent of fire calls and/or training sessions per calendar year. Failure to attend this percentage will result in automatic review of the person's status by the Fire Chief.
- 3.2.2.5 The Active Firefighter and Junior Firefighter memberships shall vote on all King of Prussia Volunteer Fire Company Rules, Regulations, and SOP/SOGs governing the Active Firefighter and Junior Firefighter memberships as they may deem necessary, not in conflict with these By-Laws. Proposed new Rules, Regulations, and SOP/SOGs and proposed revisions to the Rules, Regulations, and SOP/SOGs shall be presented and acted upon at the January and July regularly scheduled Firefighters meetings. Any Active Firefighter and Junior Firefighter may propose a new or revised Rule, Regulation, or SOP/SOG. A simple majority vote of those present is required for adoption.
- 3.3 **DUES**
- 3.3.1 The Active Firefighter dues shall be paid by the King of Prussia Volunteer Fire Company. The fee for any Active Memberships shall be five (\$5.00) dollars paid in advance yearly. The fee for Contributing Member shall be ten (\$10.00) dollars paid in advance yearly. This shall entitle the member to a one (1) year membership card to the social room. This shall take effect 6/1/01.
- 3.3.2 All dues of the organization are due on the first (1st) of January of each year or on the date of election to membership. Any member who has not paid all dues, fines or arrears within thirty (30) days of the date on which they are payable shall be dropped from the rolls and refused any privileges of membership in the company. Any member who has been dropped from the rolls for dues in arrears shall be assessed a fine of five (\$5.00) dollars and reinstatement made through the Membership Committee.
- 3.3.3 A member delinquent in his dues cannot recommend or sponsor another person for new membership.
- 3.3.4 Any new individual petitioning for membership after November 1st, shall be given a membership card for the next calendar year upon acceptance.
- 3.3.5 Honorary and Life Membership dues shall be paid by the King of Prussia Volunteer Fire Company.

# **King of Prussia Volunteer Fire Company By-Laws**

## **4. OFFICERS**

4.a The officers of said company shall consist of a President, Vice President, Secretary, Treasurer, Nine (9) Trustees, Fire Chief, Chief Engineer, Fire Police Captain and other such officers as necessary for the good government of the company which may be provided for in the By-Laws

## **4.1 ADMINISTRATIVE OFFICERS**

### **4.1.1 DUTIES OF OFFICERS**

#### **4.1.1.1 DUTIES OF THE PRESIDENT**

4.1.1.1.1 The President shall preside at all business meetings of the company. maintain order, put all questions to a vote, when seconded, and may impose penalties for disorderly conduct.

4.1.1.1.2 The President shall sign all orders on the Treasury for all money and all bills that are properly sanctioned by the company.

4.1.1.1.3 In the determination of questions, the President shall have no vote except in the event of a tie or where two thirds (2/3) is required by the By-Laws.

4.1.1.1.4 Special meetings may be called by the President or must be called upon written request of five (5) voting members, stating the nature of business for which the meeting is to be called. At such special meetings nothing except the special matter set forth for this call may be discussed and no other business may be transacted. When special meetings are called, notice shall be posted on the bulletin board in the Social Room and Engine Room of all fire houses not less than forty-eight (48)hours preceding said meeting.

4.1.1.1.5 The President shall be the final judge of order, and the President's decision shall be final unless five (5) voting members request an appeal to the company. Said appeal shall be allowed as a matter of right. The issue shall then be decided by majority vote without debate, unless the President should deem it proper to support the President's decision, in which case none but the President and those appealing can discuss the subject.

4.1.1.1.6 The President shall appoint and be EX OFFICIO of ALL Committees.

4.1.1.1.7 The President has the right to invite and approve guests to attend meetings.

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## **4.1.1.2 DUTIES OF THE VICE PRESIDENT**

- 4.1.1.2.1 In the absence of the President, the Vice President shall preside and perform all duties of the President and exercise all powers of the President. In the event of a vacancy of the office of President, the Vice President shall succeed for the balance of the unexpired term.
- 4.1.1.2.2 The Vice President shall chair the Ways and Means Committee.
- 4.1.1.2.3 The Vice President shall provide to the Board of Trustees, at the monthly meeting a financial report that includes a profit and loss statement for year to date activities and a separate report for each function held that month.

## **4.1.1.3 DUTIES OF THE SECRETARY**

- 4.1.1.3.1 The Secretary shall be furnished with all stationary and books at the expense of the company. The Secretary shall receive a stipend of forty (\$40.00) dollars monthly.
- 4.1.1.3.2 The Secretary shall post the standing committees on the bulletin board in the social room and engine room of all firehouses.
- 4.1.1.3.3 The Secretary shall, upon leaving office, transfer to his/her successor all books and papers that may have been entrusted to the Secretary's care.
- 4.1.1.3.4 The Secretary shall be responsible for all correspondence, minutes and attendance.
- 4.1.1.3.5 The Secretary shall act as parliamentarian at all regularly scheduled and special company business meetings. All procedural questions shall be referred to the Secretary for resolution. All procedural decisions made by the Secretary shall be final.

## **4.1.1.4 RESERVED**

## **4.1.1.5 DUTIES OF THE TREASURER**

- 4.1.1.5.1 The Treasurer shall pay all authorized orders and render a statement of their account at each meeting and such other times as the company may require. The Treasurer shall take charge of all financing authorized by the company. The Treasurer shall receive a stipend of sixty (\$60.00) dollars monthly.
- 4.1.1.5.2 All moneys received shall be deposited in Financial Institutions to be chosen by the company and a receipt shall be given to the Treasurer.

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- 4.1.1.5.3 The Treasurer shall, upon leaving office, deliver to his/her successor all moneys, records, stock, etc., belonging to the company, within thirty (30) days thereafter, and upon the Treasurer's accounts being audited and found correct will be released from further responsibility. Failure to deliver same upon demand, will result in expulsion from the company and any other action as the company deem proper.
- 4.1.1.5.4 The Treasurer or his/her authorized designee shall serve on the Finance Committee of the Upper Merion Township Emergency Services Board.
- 4.1.1.5.5 The Treasurer shall instruct the Vice President and other members entrusted with Company funds, on setting up financial records and financial reporting.

### **4.1.1.6 DUTIES OF THE TRUSTEES**

- 4.1.1.6.1 It shall be the duty of the Trustees to hold and take charge of all property of the company, real and personal, not otherwise herein provided for, to report all matters pertaining to their duties at the regular meetings of the company.
- 4.1.1.6.2 They shall make all investments authorized by the company and shall have power to make all necessary repairs about the fire houses and other property in their charge provided the cost of such repairs does not exceed one thousand dollars (\$1,000) unless authorized by the company.
- 4.1.1.6.3 The Board of Trustees shall hire an Accountant. Said Accountant shall provide a monthly financial report of the Social Room to the Trustees and the President with a copy to the Social Room Manager. The Trustees shall also hire an outside CPA annually to review and audit all financial records. Said CPA shall report to the Trustees after each such audit.
- 4.1.1.6.4 The Fire Chief shall be ineligible to serve as a voting member of the Board of Trustees, but shall serve as an EX OFFICIO member of the Board of Trustees.
- 4.1.1.6.5 Any Member, except Contributing and Honorary, may attend upon written request to the Chairperson, any specified Trustees meeting.
- 4.1.1.6.6 **Officers**
- 4.1.1.6.6.a The officers of the Board of Trustees shall consist of a Chairperson, Vice Chairperson, and Recording Secretary.
- 4.1.1.6.7 **Election of Officers**

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- 4.1.1.6.7.a The officers of the Board of Trustees shall be elected at the January meeting of each year.
- 4.1.1.6.7.b The Chairperson of the Board of Trustees must have been a member of the Board of Trustees the year prior to his/her election.
- 4.1.1.6.7.c The manner and style of elections shall be determined by the Board of Trustees.
- 4.1.1.6.8 Duties of Officers
  - 4.1.1.6.8.a The Chairperson of the Board of Trustees shall preside over each meeting. He/She can make motions and vote on all matters before the Board of Trustees. The Chairperson shall appoint members to standing committees and he/she can also appoint any related sub-committee as he/she and/or the Board of Trustees deems necessary.
  - 4.1.1.6.8.b The Vice Chairperson shall preside over the Board of Trustees in the absence of the Chairperson
  - 4.1.1.6.8.c The Recording Secretary shall keep accurate minutes of each meeting and submit them to the Chairperson for presentation at the next regularly scheduled company business meeting.
- 4.1.1.6.9 Meetings
  - 4.1.1.6.9.a The Board of Trustees shall meet the Monday night prior to the regularly scheduled company business meeting. The Board of Trustees meeting shall begin at 7:00 p.m. unless otherwise agreed upon by the Board of Trustees. Upon extenuating circumstances a Board of Trustees meeting can be changed with the consensus of the Board of Trustees.
  - 4.1.1.6.9.b Five (5) Trustees shall be needed for a quorum.
  - 4.1.1.6.9.c Special meetings of the Board of Trustees can be requested by any member of the Board of Trustees, the President, the Fire Chief, or the Chief Engineer with twenty four (24) hours notice to discuss specific business. The Fire Chief and Chief Engineer can request a special meeting only in matters of emergency purchases and/or repairs. Only the specific topic of the meeting can be discussed at a special meeting. Once notified of a request, it is the responsibility of the Chairperson to contact the members of the Board of Trustees and inform them of the meeting.
  - 4.1.1.6.9.d Trustees may submit only three (3) excuses for absences per rolling twelve month period for regularly stated trustees meetings; any additional

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absences will result in removal from office unless absences are approved by the body.

### **4.1.1.6.10 Committees**

4.1.1.6.10.1 The following shall be standing committees of the Board of Trustees. Each committee shall consist of at least two (2) trustees and any other indicated person(s). Additional trustees can serve on these committees at the discretion of the Chairperson.

#### **4.1.1.6.10.1.a Building Committee (Allendale and Beidler Stations)**

The Building Committee shall consist of two (2) trustees, the President, and the Fire Chief. It shall be the responsibility of the Building Committee to;

1. Insure the maintenance and cleanliness of both fire stations.
2. Arrange for repairs at both stations.
3. Develop a three (3) year capital expenditure plan, to be submitted each January to the Board of Trustees and the Company.

#### **4.1.1.6.10.1.b Social Room Committee**

The Social Room Committee shall consist of two (2) trustees and the President. It shall be the responsibility of the Social Room Committee to work in conjunction with the Social Room Manager to insure the smooth and orderly operation of the Social Room. The Social Room Committee shall act as a liaison between the Social Room Manager and the Board of Trustees and the Company. The Social Room Committee shall also present an evaluation of the Social Room Manager's performance when questions of pay raises, bonuses, or continuation of employment are to be considered. The social room committee will assist and oversee the Social Room Manager with the membership. Any questions or problems will be taken to the Board of Trustees and then to the body if a vote is needed.

#### **4.1.1.6.10.1.c Finance Committee**

The Finance Committee shall consist of two (2) trustees, the President, and the Fire Chief. It shall be the responsibility of the Finance Committee to:

1. Prepare the yearly budget for the Emergency Services Board and present this budget to the Board of Trustees at the August meeting for discussion and approval. This budget must be approved by 1 October of each year by the Company.
2. Serve as a liaison between the Fire Chief, Chief Engineer, Building Committee, and other purchasing agents within the company and the Board of Trustees.

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## **4.1.2 ELIGIBILITY FOR ADMINISTRATIVE OFFICERS**

### **4.1.2.1 NOMINATION**

- 4.1.2.1.1 The Administrative Officers of the King of Prussia Volunteer Fire Company shall consist of a President, Vice President, Secretary, Treasurer, Nine (9) Trustees. All of whom shall be elected for two (2) years. The Nine (9) Trustees shall be elected in alternate years, four (4) in an odd numbered year and five (5) in an even numbered year. No member shall hold more than one (1) elected administrative office in the company at any one (I) time.
- 4.1.2.1.2 The President shall appoint a nominating committee at the August company business meeting. The committee shall accept nominations and verify eligibility of all proposed candidates. The committee shall post a list of all eligible candidates in the social room and engine room of all firehouses one (1) week prior to elections. All decisions regarding eligibility of candidates by the nominating committee shall be final.
- 4.1.2.1.3 Nominations for administrative officers shall be made one (1) month prior to the elections. A member need not be present to be nominated, but must verify in writing or orally to the nominating committee that he/she will accept the nomination within ten (10) days of the nomination. No nominations shall be received on the night of elections. In the best interest of the King of Prussia Volunteer Fire Company, be it resolved that eligibility for administrative office or trusteeship will be predicated on active membership for a minimum of one (1) year prior to nominations. In addition, attendance at fifty (50%) percent of the regular scheduled monthly business meetings during the previous twelve (12) month period prior to the September business meeting will be required. Attendance at specially called meetings will not qualify an individual on this percentage. Credit may be given for a meeting if not attended only with prior approval of the President with written notice or in an emergency, verbal notice. Any voting member or Junior Firefighter who is absent from any regular monthly business meeting due to authorized company business shall be given credit for attendance at said meeting. All decisions made by the President in regards to attendance credit are final. The President will read the names of the excused members at each meeting.
- 4.1.2.1.4 All voting members and Junior Firefighters must sign the attendance book to receive credit for having attended a meeting before the book is closed. All Administrative Officers of the company must answer roll call of officers to receive credit for attending meeting, but in lieu of answering roll call, may inform the Secretary of his/her presence before the attendance book is closed by the President's order. The attendance book

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shall be closed thirty (30) minutes after the call to order of the meeting. After the attendance book is closed, no member shall be given credit.

- 4.1.2.1.5 Nominations for Administrative Officers and Trustees shall be held in September and elections shall be held at the October business meeting. Newly elected officers shall begin their term January 1, at 0001 hours.
- 4.1.2.1.6 No full-time employee shall hold an administrative office in the company.
- 4.1.2.1.7 In the case a vacancy shall occur, except for President, by resignation in writing, death, or otherwise; nominations shall be made with elections held at the next regularly scheduled meeting after such vacancy shall occur. To be eligible and to vote in this election, previous eligibility requirements must have been met for the last election. In a case of extended leave of absences greater than thirty (30) days a special nomination and elections shall be held. This is a temporary position until said officer is ready to resume all of the duties of his/her position.
- 4.1.2.1.8 Administrative officers who fail to attend or receive credit for attendance for three (3) consecutive regularly stated business meetings shall be removed from office.
- 4.1.2.1.9 Administrative officers may not hold in addition to the administrative position, The position of chief, deputy chief, assistant chief, chief engineer, and fire police captain.

### **4.1.2.2 VOTING**

- 4.1.2.2.1 To be eligible to vote for administrative office a member must meet the requirements to be eligible for nominations.
- 4.1.2.2.2 The election of administrative officers shall be conducted in the following manner:  
The President shall appoint a judge of elections and two (2) tellers. The tellers shall make out a true statement of the votes cast and give same to the judge who shall announce votes for each candidate on the ballot. In the election of administrative officers, the ballot shall be in secret, and in writing, and the person receiving the highest number of votes present shall be declared elected to the office for which the individual was nominated.
- 4.1.2.2.3 In the event that an eligible voting member may be unable to attend the business meeting slated for elections of Administrative Officers, he/she can obtain and submit an absentee ballot. This absentee ballot may be obtained through the judge of elections and tellers committee one (1) week prior to elections up to the day of the elections. This absentee ballot shall be sealed in an envelope with the absentee's name on the exterior of the

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envelope and submitted to the judge of elections or the tellers prior to the election. This absentee ballot will only be opened and counted if his/her name has been approved by the President or in his/her absence his/her designee to be excused from the said business meeting.

- 4.1.2.2.4 In the elections of Administrative Offices, the President or in his/her absence his/her designee's vote shall not count unless a tie for an Administrative Office shall occur. Then and only then shall the President's or in his/her absence his/her designee's vote shall be used. This tie breaking ballot shall be marked or be of a different color to identify the ballot from all others.

### **4.2 FIREFIGHTER LINE OFFICERS**

#### **4.2.1 DUTIES OF LINE OFFICERS**

##### **4.2.1.1 DUTIES OF THE FIRE CHIEF**

- 4.2.1.1.1 The Fire Chief shall have complete operational control of the Fire Company at all times. For additional duties and responsibilities refer to Firefighter's SOP/SOGs.
- 4.2.1.1.2 At each regularly scheduled business meeting of the company, the Fire Chief shall make a report in writing of all fires, accidents and injuries.
- 4.2.1.1.3 The Fire Chief shall post and maintain all rules, regulations, and SOP/SOGs approved by the Firefighter Membership at all fire houses.
- 4.2.1.1.4 The Fire Chief shall not make any expenditure(s) of more than five hundred dollars (\$500) per month without the advice and consent of the Board of Trustees.
- 4.2.1.1.5 The Fire Chief or in his/her absence, the Officer-in-Charge shall have the authority to request emergency memberships to assist this Fire Company's efforts in the event of an emergency. This emergency membership shall have no qualifications and/or requirements to meet and shall have all the benefits as the Active Firefighter, but shall terminate once the emergency is over.
- 4.2.1.1.6 The Fire Chief shall provide a quarterly report to the Board of Trustees on his/her expected expenditures from his/her budget for that quarter to be reviewed by the Board of Trustees for cash flow purposes. This report shall be presented at the January, April, July and October Board of Trustees meeting.

##### **4.2.1.2 DUTIES OF THE CHIEF ENGINEER**

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- 4.2.1.2.1 The Chief Engineer shall be responsible for the maintenance of all vehicles and mechanical devices operated by the King of Prussia Volunteer Fire Company. For additional duties and responsibilities refer to Firefighter's SOP/SOGs.
- 4.2.1.2.2 The Chief Engineer shall report on the status of the apparatus and equipment at each regularly scheduled business meeting.
- 4.2.1.2.3 The Chief Engineer or in his/her absence his/her designee shall have the authority to have all unexpected repairs made to the apparatus in case of an emergency. An emergency is defined as any apparatus repair required because of an unexpected mechanical malfunction that causes the apparatus to become non-operational and/or allows the apparatus to become unsafe for operation. An unexpected repair is one which, has not been budgeted for or previously approved by the Board of Trustees. In the event of an emergency, the Chairperson of the Board of Trustees and Fire Chief should be notified immediately.
- 4.2.1.2.4 The Chief Engineer shall establish a set of rules and procedures as defined in the Firefighter's SOP/SOGs and post same on the bulletin board in the Engine Room at all fire houses for the efficient operation of all apparatus.
- 4.2.1.2.5 Other than emergency repairs to keep apparatus in response order, the Chief Engineer shall not make any expenditure(s) of more than five hundred dollars (\$500.00) per month without the advice and consent of the Board of Trustees.
- 4.2.1.2.6 The Chief Engineer shall provide a quarterly report to the Board of Trustees on his/her expected expenditures from his/her budget for that quarter to be reviewed by the Board of Trustees for cash flow purposes. This report shall be presented at the January, April, July and October Board of Trustees meeting.
- 4.2.1.3 DUTIES OF THE FIRE POLICE CAPTAIN**
- 4.2.1.3.1 It is the responsibility of the Fire Police Captain to assure provision of traffic control and security services as outlined in the Pennsylvania Statute Duties of "SPECIAL FIRE POLICE". For additional duties and responsibilities refer to Firefighter's SOP/SOGs.
- 4.2.1.3.2 Shall be sworn in by the proper authorities of Upper Merion Township, Montgomery County, Pennsylvania.
- 4.2.2 ELIGIBILITY FOR FIREFIGHTER LINE OFFICERS**

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### **4.2.2.1 NOMINATION**

- 4.2.2.1.1 The Line Officers shall consist of Fire Chief, Chief Engineer, Fire Police Captain, all of whom shall be elected for two (2) years and such other elected officers as required in the Firefighter's SOP/SOGs. No member shall hold more than one (1) elected line office in any Volunteer Fire Company at any one (1) time.
- 4.2.2.1.2 Nominations for elected line officers shall be made one (1) month previous to the elections. No nominations shall be received on the night of elections. For the best interest of the King of Prussia Volunteer Fire Company, eligibility for any line office will be predicated in accordance with the Firefighter's SOP/SOGs, effective September 1993. Eligibility for active firefighters who joined prior to September 1993 shall be predicated on three (3) years of firefighting experience with a minimum of two (2) years of active membership with the King of Prussia Volunteer Fire Company. In addition, attendance at fifty (50%) percent of the regularly scheduled monthly business meetings and fifty (50%) percent of the regularly scheduled monthly firefighter meetings per year during the previous two (2) year period prior to the September meetings will be required. Attendance at specially called meetings will not quality an individual on this percentage. Credit may be given for a meeting if not attended only with prior approval of the Fire Chief with written notice or in an emergency, verbal notice. The Fire Chief will read the names of the excused members at each meeting.
- 4.2.2.1.3 Only Active Firefighters and Junior Firefighters may vote for Active Firefighter Line Officers and Active Fire Police Officers.
- 4.2.2.1.4 Nominations for Line Officers shall be held in September and elections held in October. Newly elected line officers shall begin their term January 1, at 0001 hours.
- 4.2.2.1.5 The Chief and Deputy Chief shall be residents of Upper Merion Township, Montgomery County, Pennsylvania to be eligible to be nominated, elected and serve. All other Line Officers shall maintain their primary residences within 2.5 miles (as the crow flies) from the King of Prussia Volunteer Fire Company's Allendale Road Station to be eligible to be nominated, elected, appointed and serve.
- 4.2.2.1.6 A member need not be present to be nominated, but must verify either by writing or orally to the nomination committee that he/she will accept the nomination within ten (10) days of the nomination.
- 4.2.2.1.7 In the case a vacancy shall occur by resignation in writing, death, or otherwise, nominations shall be made with elections held at the next stated

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meeting after such vacancy shall occur. To be eligible and to vote in this election, previous eligibility requirements must have been met for the last election. In a case of extended leave of absences greater than thirty (30) days a special nomination and elections shall be held. This is a temporary position until said officer is ready to resume all of the duties of his/her position.

4.2.2.1.8 Line Officers who fail to meet any of the following requirements during a rolling six (6) month consecutive period shall be automatically removed from office;

- Failure to maintain twenty (20%) percent of alarms
- Failure to receive credit for fifty (50%) percent of regularly scheduled firefighters meetings
- Failure to attend one (1) scheduled training session or an authorized company business function per month

Notification in writing by the Fire Chief or his/her designee shall be sent by Certified Mail within ten (10) days prior to the special election.

### **4.2.2.2 VOTING**

4.2.2.2.1 Active Firefighter and Junior Firefighter members who have attended ten (10%) percent of the fire calls and fifty (50%) percent of the monthly Business meetings and Firefighter's meetings per year during the previous two (2) year period will be eligible to vote for Line Officers at the Firefighter's meeting.

4.2.2.2.2 The election of Line Officers shall be conducted in the following manner: The Fire Chief shall appoint a judge of elections and two (2) tellers. The tellers shall make out a true statement of the votes cast and give same to the judge who shall announce votes for each candidate on the ballot. In the election of Line Officers, the ballot shall be in secret and in writing and the person receiving the highest number of votes present shall be declared elected to the office for which the individual was nominated.

4.2.2.2.3 In the event that an eligible voting Firefighter or Junior Firefighter may be unable to attend the firefighter meeting slated for elections of Firefighter Line Officers, he/she can obtain and submit an absentee ballot. This absentee ballot may be obtained through the judge of elections and tellers committee one (1) week prior to elections up to the day of the elections. This absentee ballot shall be sealed in an envelope with the absentee's name on the exterior of the envelope and submitted to the judge of elections or the tellers prior to the election. This absentee ballot will only be opened and counted if his/her name has been approved by the Fire Chief or in his/her absence his/her designee to be excused from the said firefighter meeting.

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4.2.2.2.4 In the elections of Firefighter Line Officers, the Fire Chief or in his/her absence his/her designee's vote shall not count unless a tie for a Firefighter Line Officer shall occur. Then and only then shall the Fire Chief's or in his/her absence his/her designee's vote shall be used. This tie breaking ballot shall be marked or be of a different color to identify the ballot from all others.

## **5. MEETINGS**

### **5.1 SCHEDULE**

#### **5.1.1 BUSINESS MEETING**

5.1.1.1 The regularly scheduled company business meeting shall be held on the last Thursday of every month at 7 P.M. in the King of Prussia Volunteer Fire Company Meeting Room located at 170 Allendale Rd., King of Prussia, PA 19406. Only at the discretion of the majority of members present at a previous meeting, may the date and/or location of the regularly scheduled company business meeting be changed.

#### **5.1.2 FIREFIGHTERS MEETING**

5.1.2.1 The regularly scheduled firefighters meeting shall be held on the first Tuesday of every month at 7 P.M. in the King of Prussia Volunteer Fire Company Meeting Room located at 170 Allendale Rd., King of Prussia, PA 19406. Only at the discretion of the majority of members present at a previous meeting, may the date and/or location regularly scheduled firefighters meeting be changed.

## **5.2 RULES**

### **5.2.1 GENERAL**

5.2.1.1 Unless otherwise stated within these By-Laws, all meetings of the company shall be governed by "ROBERT'S RULE OF ORDER".

5.2.1.2 At no time will these stated By-Laws here within be waived.

5.2.1.3 Any Active Member, Active Firefighter, or Junior Firefighter taking a leave of absence greater than thirty (30) days will be required to submit in writing to the President and the Fire Chief (where applicable), in advance, stating the rationale for the leave of absence, to be credited with the minimum requirements to maintain his/her eligibility requirements for membership classifications, nominations and voting. Approved leave of

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absences shall consist of the following; temporary assignments for work, attending college, drafted into the armed services (enlistment does not apply), reserve unit activation, illness (hospitalized or bed ridden), or physical disabilities (firefighting activities only unless bed ridden). Approval of leave of absences will be given by the President and the Fire Chief (where applicable), all decisions are final.

5.2.1.4 At no time will these By-Laws here within be in conflict with Federal, State, or Local laws.

### **5.2.2 QUORUM**

5.2.2.1 Eleven (11) members shall constitute a quorum and a majority of these assembled shall govern, except where otherwise stated in these By-Laws.

### **5.2.3 CANCELLATION OF MEETINGS**

5.2.3.1 The President may cancel meetings without notice for an emergency situation, i.e.. Fire, Death of Member and Weather.

## **5.3 AGENDA**

### **5.3.1 BUSINESS**

5.3.1.1 The order of business shall be as follows, EXCEPT in cases of special meetings when the business ONLY for which the meeting was convened shall be acted upon.

1. Call to order, salute to the flag and roll call of officers.
2. Reading of minutes of previous meetings.
3. Nomination and Election of Officers.
4. Reading of correspondence.
5. Reports of Officers & Committees:
  - (A) Fire Chief
  - (B) Chief Engineer
  - (C) Board of Trustees
  - (D) Treasurer
    - Payment of Bills
  - (E) Membership Committee
    - Proposition and Election of Members
  - (F) Delegates of Association
  - (G) Emergency Services Board

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(H) All other Committees

6. Social Room Manager
7. Old business.
8. New business.
9. Financial Motions
10. Adjournment.

## **5.3.2 FIREFIGHTER**

5.3.2.1 The order of business shall be as follows, EXCEPT in cases of special meetings when the business ONLY for which the meeting was convened shall be acted upon.

1. Call to order and salute to the flag.
2. Reading of minutes of previous meetings.
3. Nomination and Election of Officers.
4. Reading of correspondence.
5. Reports of Officers & Committees
6. Old business.
7. New business.
8. Adjournment

## **6 SOCIAL ROOM OPERATION & MANAGEMENT**

### **6.1 MANAGEMENT**

6.1.1 It shall be the responsibility of the President and Board of Trustees to hire a Social Room Manager. The Social Room Manager will maintain full control at all times over the Social Room.

6.1.2 The Social Room Manager will construct the rules and regulations governing the proper and efficient operation of said room and shall be responsible for the enforcement thereof. Said rules shall not be in conflict

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with existing By-Laws of this company and shall be posted in a conspicuous place at all times. All decisions made by the Social Room Manager regarding the social room rules and regulations shall be final.

- 6.1.3 The Social Room Manager shall, at all times, be held responsible to the Board of Trustees and the President.
- 6.1.4 The Social Room Manager may be terminated by a majority vote of the Board of Trustees and the President. Termination of the Social Room Manager shall be decided at a special meeting of the Board of Trustees and the President. Decisions regarding termination shall be decided by a roll call vote with ALL members of the Board of Trustees and the President voting either in person or by written proxy.
- 6.1.5 All employees of the social room shall be hired, suspended, and/or terminated from employment by the Social Room Manager with the approval of the Board of Trustees and the President.
- 6.1.6 The Social Room Manager will handle all membership responsibilities including funds received and disbursed. The Social Room Manager will be responsible for all new and current member's membership status. The Social Room Manager will generate a separate financial report and present it to the company at each scheduled monthly meeting. All incoming funds will be turned over to the fire company's Treasurer and the Treasurer will deposit all funds from the membership into the company's general fund. The Social Room Committee of the Board of Trustees will assist and oversee the Social Room Manager with the membership. The Social Room Committee will act as a liaison between the Trustees and the Social Room Manager. The Social Room Manager will not receive any extra money or bonuses for handling the membership. The Social Room Manager will report to the Board of Trustees and give a year end financial report to the body on the membership.

## **7 DISCIPLINE**

### **7.1 DISCIPLINARY REGULATIONS**

- 7.1.1 Any member who shall take the apparatus from fire company property without the permission of the Fire Chief, Elected Line Officers, Chief Engineer, or Engineers, except in an alarm of fire or other emergency, will be suspended immediately and may be expelled from the company and possible criminal charges will be filed by the King of Prussia Volunteer Fire Company and/or Upper Merion Township.

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- 7.1.2 A member withholding any money, property, books, or papers of value from the company shall be expelled and legal proceedings be instituted against him/her.
- 7.1.3 A member who shall willfully break, deface, and/or destroy any of the company's property or equipment entrusted to the company shall at once be charged with the cost of repairing/replacing same. Failure to do so being punished by expulsion from the company and possible legal action taken against him/her.
- 7.1.4 All charges preferred against an Officer or Member of this company shall be submitted to the company through the President or Fire Chief in writing and a copy thereof shall be furnished to the accused member. A Board of Review shall review the charges, giving the accused notice and full opportunity to be present at the review. The Board of Review shall state their opinion as to the guilt or innocence of the member of each charge in writing and report on the same at the next regularly scheduled meeting with recommendations of penalties and/or punishments. These recommendations shall be put to a vote without discussion and accepted by a popularity vote. No member shall be allowed to vote on questions concerning his own conduct.
- 7.1.5 Any member preferring a charge against another member and neglecting or refusing to appear before the Board of Review, or refusing to testify in any case when summoned as a witness before the Board of Review, will result in all charges being dismissed.
- 7.1.6 Depending on the seriousness of the charges against the accused, members may be expelled on the first offense.
- 7.1.7 For additional Disciplinary Regulations, see the Firefighter's SOP/SOGs and the Social Room Rules and Regulations.

### **7.2 BOARD OF REVIEW**

- 7.2.a The Board of Review's objective is to review all appeals, all charges against officers and other members, and all suspensions greater than thirty (30) days, except for suspensions from operating/riding upon company equipment while under the influence of alcoholic beverages or controlled substances.
- 7.2.1 The President shall appoint a standing committee for a one (1) year term starting in January comprised of five (5) Members and two (2) alternate Members, all from the Active, Active Firefighter and Life Membership roles, to hear and judge on all suspensions greater than thirty (30) days and

## **King of Prussia Volunteer Fire Company By-Laws**

all appeals of the King of Prussia Volunteer Fire Company. No member or alternate member may serve on this board for two (2) consecutive years.

- 7.2.1.a The Board of Review will NOT convene on suspensions thirty (30) days or less unless appealed by the individual(s) being suspended.
- 7.2.2 The Five (5) Board of Review Members must convene within seventy two (72) hours of the suspension/appeal. If the Five (5) Board of Review Members can not convene within this time frame, the individual(s) suspension shall be waived until the Five (5) Board of Review Members can convene.
- 7.2.3 If the action is against one of the primary members of the Board of Review, one (1) of the alternates will fill in for that person.
- 7.2.4 The Board of Review's decision shall be final with the exception of an expulsion. In the event of an expulsion, the individual(s) may appeal in writing to the President within thirty (30) days to petition their case before the Active Membership present at the next regularly scheduled meeting to have their case heard and voted upon via a two thirds (2/3) vote.
- 7.2.5 In the event that a suspension was levied against a firefighter(s) at the scene of an alarm or during a firefighter activity, the individual(s) may appeal that decision in accordance with the Firefighter's SOP/SOGs.

### **8 EMERGENCY SERVICES BOARD DELEGATE**

#### **8.1 DUTIES OF THE EMERGENCY SERVICES BOARD DELEGATE**

- 8.1.1 The delegate to the Emergency Services Board shall attend all scheduled Township Emergency Services Board meetings. He/She shall represent this fire company's interest at such meetings and report on such meetings at the regularly scheduled monthly meeting.

#### **8.2 DELEGATE**

- 8.2.1 The King of Prussia Volunteer Fire Company Fire Chief is the primary delegate to the Upper Merion Township Emergency Services Board. The Fire Chief may appoint an alternate delegate to attend said meetings in his/her absence and submit a letter to the Emergency Services Board in January of each calendar year stating who the alternate member will be for that year.

# **King of Prussia Volunteer Fire Company By-Laws**

## **9 MISCELLANEOUS**

### **9.1 PROPERTY**

9.1.1 The Company shall be capable in law to acquire and hold real estate in personal property to their use and benefit absolutely. They shall also have the power to dispose of any of their property, real or personal, or choose an action from time to time as their interests may require, or said company may determine.

9.1.2 Any article given for any affair for the benefit of the fire company, if not disposed of, shall be retained and held by the Board of Trustees as the property of the King of Prussia Volunteer Fire Company.

9.1.3 All Company contracts, contract proposals, financial or banking statements are to be mailed, hand carried, or delivered by any other means to 170 Allendale Road, King of Prussia, PA 19406.

### **9.2 BORROWING POWER**

9.2.1 The company shall have the power to borrow money for the purpose of purchasing the necessary buildings, etc. to carry on the true intent, meaning and object for which said company was organized.

### **9.3 CONTRACT WORK**

9.3.1 Any work over one thousand dollars (\$1,000) that is to be done must first be given to the lowest responsible bid from at least three (3) bidders. All bids must be presented in writing, specifying the work to be completed. Committees on contracts are to be governed by this section of the By-Laws. If unable to get three (3) bids, the membership can vote on the most responsible bidder and award the job.

### **9.4 DEATH OF A MEMBER**

9.4.1 Upon the death of an Active Member, Firefighter Member, Junior Firefighter, Life Member, or Auxiliary Member, the front of the engine houses shall be dressed appropriately during the time of preparation for interment of the deceased.

### **9.5 REPRESENTING THE KING OF PRUSSIA VOLUNTEER FIRE COMPANY**

9.5.1 Any member or group of members of the King of Prussia Volunteer Fire Company attending a meeting of a Fire Association, attending drills,

## **King of Prussia Volunteer Fire Company By-Laws**

demonstrations, or anything pertaining to fire activities in and outside the Commonwealth of Pennsylvania are doing so for the betterment of the fire service of the company and the name of Upper Merion Township, Montgomery County, Pennsylvania. They are doing so as representatives of this company and must have the express permission of said fire company to act in this capacity.

- 9.5.2 Any member or group of members of the King of Prussia Volunteer Fire Company wishing to represent the King of Prussia Volunteer Fire Company via writings or presentations shall receive appropriate approvals from the Fire Chief for operations issues, and the President for administrative issues; prior to submitting said writing/presentation for consideration by the organization communicating the information.

### **9.6 BY-LAW ALTERATIONS**

- 9.6.1 Alterations, additions or amendments to the By-Laws can only be made at the January and July regularly scheduled business meetings in the form of a motion under new business.
- 9.6.2 The motion shall be read again at the next scheduled meeting under Old Business and then voted on at that meeting and passed by a majority vote of those members present. The approved By-Law change shall be handed to the By-Law Committee and incorporated.
- 9.6.3 The By-Law Committee shall furnish a copy of the amended By-Law at the next regularly scheduled company meeting to all Active Members, Life Members, Active Firefighter Members, and Junior Firefighter Members.
- 9.6.4 The By-Laws of the company shall be equally binding with the Charter, and no laws or resolutions inconsistent with the principles herein declared shall be valid. Others (when enacted) shall be obligatory.

### **9.7 DISSOLUTION OF CORPORATION**

- 9.7.1 In the event of a dissolution of the Corporation or the winding up of its affairs, or other liquidation of its assets, the Corporation's property shall not be conveyed to any organization created or operated for profit or to any individual for less than the fair market value of such property, all assets remaining after all debts and expenses of the corporation have been paid provided for shall be conveyed or distributed by the Board of Trustees to one or more organizations qualifying for the exemption afforded by Section 501 (c) (3) of the Code. Any assets not so distributed shall be disposed of by a Court of Common Pleas of competent jurisdiction exclusively for such purposes or to such organization or organizations, as

## **King of Prussia Volunteer Fire Company By-Laws**

said court shall determine which are organized and operated exclusively for such purposes.

No part of the net earnings of the Corporation shall inure to the benefit of any Trustee of the Corporation, Officer of the Corporation or any private individual (except that reasonable compensation may be paid for services rendered to or for the Corporation affecting one or more of its purposes), and no Trustee or Officer of the Corporation shall be entitled to share in the distribution of any of the Corporate assets upon dissolution of the Corporation. No substantial part of the activities of the Corporation shall be the carrying on of propaganda, or otherwise attempting to influence legislation, (including the publication or distribution of statements), any political campaign on behalf of any candidate of public office.

### **9.8 CREDIT CARD PROCEDURES**

- 9.8.1 Credit Cards are for fire company business.
- 9.8.2 Credit cards may be used for emergency expenses/repairs encountered on approved/official fire company business/event.
- 9.8.3 All potential charges for a company event or for official business (e.g.: room reservations, plane tickets) must be approved by the Board of Trustees if less than \$1000.00 and the fire company if over \$1000.00.
- 9.8.4 The Fire Chief, Chief Engineer, and Communications Director shall have a credit card.
- 9.8.5 Other approved credit cards for specialty stores (e.g.: Home Depot) may be assigned to a person by the Board of Trustees.

# Organization

## **Who are we?**

The Russell Auxiliary Force is a volunteer force composed of residents of Russell and nearby communities. We are a division of the Russell Fire-Rescue Department that comes under the direct supervision of the Russell Fire Chief.

## **What do we do?**

The mission of the Russell Auxiliary Force is to support the Russell Fire-Rescue Department in helping Russell residents prepare for, cope with and recover from emergencies and disasters. To do this, we take responsibility for

- Providing disaster education and emergency preparedness information to Russell residents
- Assisting the Russell Fire-Rescue Department in responding to emergencies by helping with communication, evacuation, water distribution and any other nonprofessional activity that the Fire Chief deems necessary
- Developing and implementing a system for responding to community needs during a bioterrorist or other public health emergency, such as mass inoculation
- Establishing emergency shelters
- Following an emergency or disaster, providing recovery services under the direction of the Fire-Rescue Department
- Make every effort to assist others in replicating our work, because the safer they are, the safer we all are.

## **Who's in charge of what?**

*The Russell Fire Chief*, or his/her representative, supervises all activities of the Russell Auxiliary Force in both administrative functions and operations.

## **Administration**

- *The Russell Auxiliary Force Planning Committee* plans, organizes, directs, reviews and tracks all regular activities, such as recruitment, training, practice drills, public education, and the Help Out program.
- *The Help Out Chairperson* oversees the Help Out program, which identifies residents who are homebound, ill, elderly and/or have other medical concerns which could require extra assistance during community emergencies. He or she supervises the Help Out Registrar, who maintains current records on enrollees.
- *The Communications Chairperson* maintains a working knowledge of all key communications systems (phones, radios, faxes, etc.) at the Fire Station and is responsible for training RAF members in communications and advanced communications.
- *The Community Relations Chairperson* handles all public education, including brochures, press releases and public speaking; all media relations; and sharing information and materials with other communities interested in replicating the RAF or any of its activities.
- *The Data Manager* is responsible for all data collection and reporting, including registering new members, maintaining membership rosters, and issuing badges.
- *The Treasurer* maintains financial records of all moneys received and expended, processes purchase orders/reimbursement requests, and furnishes financial reports to the RAF.

## **Operations**

In emergency situations, the Russell Fire Chief or his/her designated representative initiates activation of the Russell Auxiliary Force by notifying the Auxiliary Commander, a position which rotates on a monthly basis. (See job description below).

- *The Incident Commander* determines when there is a need for RAF support and communicates this to the Fire Chief, who is back at the station or in a mobile command center.
- *The Fire Chief* pages the Auxiliary Commander and initiates a request for RAF support.
- *The Auxiliary Commander* receives direction from the Fire Chief and coordinates all emergency-response activities of the Auxiliary Force. In a major emergency, an Emergency Operations Center (EOC) will be formed and the Auxiliary Commander will be part of the EOC. In a less extensive emergency, in which there is no need for a full EOC but members of the Auxiliary Force are needed for specific tasks, the Auxiliary Commander will work directly with the Fire-Rescue Department's Incident Commander, according to the Incident Command System. (See the section below, What is the Incident Command System?) The Auxiliary Commander maintains keys to the Fire-Rescue Station.
- *The Planning Committee* members maintain keys to the Fire-Rescue Station and may be called upon to admit members of the RAF to the station in the event the Auxiliary Commander is unavailable.

The following Auxiliary Force members report to the Auxiliary Commander:

- *The Volunteer Coordinator* mobilizes members of the Auxiliary Force as needed, maintains a list of which members are not available due to being out of town, and writes up an Activation Report following activations and drills.
- *The Communications Coordinator* handles phone calls from residents and other radio and telephone communications at the Fire-Rescue Station; he or she may have one or more Communications Assistants.

- *The Help Out Coordinator*, who may be either the Help Out Chair or the Help Out Registrar, contacts all Help Out enrollees who may be affected by the incident. If neither the Help Out Chair nor the Registrar are available, the Auxiliary Commander will designate an RAF member to initiate contact with enrollees. If any enrollees need special assistance, or cannot be reached by telephone, this is considered an emergency and reported to 9-1-1 dispatch or the Russell Fire-Rescue Department according to standard protocols.
- *The Information Coordinator* tracks key information at the EOC and maintains the Emergency Status Board; he or she may have one or more Information Assistants.
- *The Shelter Coordinator* sets up and manages a shelter when needed. He or she will have at least two Shelter Assistants, and will generally work with a Security Officer and Medical Officer (paramedic/EMT), and may oversee other, non-Auxiliary Force volunteers. In large-scale emergencies, there may be multiple shelters, each with its own Shelter Coordinator and Shelter Assistants.
- *The Supplies Coordinator* obtains supplies needed by Auxiliary Force members in the field (e.g., flashlights, coffee), by residents in shelters (food, blankets), by firefighters or others involved in emergency response activities.

There is another position that does not report directly to the Auxiliary Commander but remains in close communication with him/her.

- *The Field Coordinator* leads the Field Assistants, who are Auxiliary Force members working on scene, for instance assisting firefighters in evacuating residents. The Field Coordinator reports directly to the Incident Commander (or his/her designated representative). The Field Coordinator oversees the work of the Field Assistants and maintains radio or telephone contact with the Auxiliary Commander.

Each of these positions is explained in more detail in the job descriptions below. The structure of the Auxiliary Force organization is shown in a chart on the following page. All activities of the Russell Auxiliary Force are designed to dovetail with the Incident Command System used by the Russell Fire-Rescue Department.

### **What is the Incident Command System?**

The Fire-Rescue Department's response to an emergency is organized according to the Incident Command System, which was developed by the National Fire Protection Association and is now used by Fire Departments and Police Departments throughout the country. In this system, the on-scene Incident Commander is in charge of the overall incident, with ultimate authority and responsibility for all response activities. In most cases the Incident Commander will be a member of the Russell Fire-Rescue Department, but in certain kinds of incidents (such as the threat of a terrorist activity) may be a member of the Russell Police Department. Reporting to the Incident Commander are the command staff (Safety Officer, Liaison Officer and on-site Information Officer) and the response team, which is organized into Operations, Planning, Logistics and Finance/Administration. The Emergency Operations Center provides the Incident Commander with information and resources as needed. See the Emergency Plan for details on the Incident Command System.

# Membership Policies

## **Who qualifies for membership?**

The RAF is open to all residents and employees of Russell Township, and to residents of nearby communities with needed skills, on a case by case basis. All applicants must possess a valid Ohio driver's license.

## **What is the registration process?**

Each applicant must fill out an RAF registration form, a Russell Fire-Rescue Department volunteer "employee questionnaire" form, and a confidentiality statement (described below) and return them to the Data Coordinator. In addition, applicants must visit the Russell Police Department to be fingerprinted for a background check, in accordance with current legal requirements for those working with the public.

## **What is the confidentiality policy?**

Members will maintain strict confidentiality relating to documents, records, reports and information that may be observed and/or heard during their work with the RAF and the Russell Fire-Rescue Department, especially information relating to medical conditions, juveniles or law enforcement.

## **What kind of training is involved?**

The Russell Auxiliary Force provides a Basic Training course, which is mandatory for all members, plus additional courses in various RAF functions, such as communications, field work and shelter management. The RAF conducts emergency response drills, often in conjunction with the Fire-Rescue Department, and arranges opportunities for members of the Force to assist firefighters in nonprofessional capacities. The Auxiliary Force and Russell Fire-Rescue Department work together to provide some courses, such as CPR and First Aid, which are open to both RAF members and the general public.

## **Who is certified for active service?**

Upon completion of Basic Training and passing the background check, new members are issued a Russell Auxiliary Force ID badge that is valid for two years from the date of issue. This certifies that the individual is qualified for active service, and may participate in emergency response activities when called upon by the RAF under the direction of

the Russell Fire-Rescue Department. When their RAF badge expires, members will be re-certified in Basic Training. Additional training is required to serve as Auxiliary Commander or as one of the Coordinators.

### **What is required to maintain membership?**

Each member must complete Basic Training and is encouraged to attend as many training sessions and drills as possible.

Members who participate in an actual emergency response are expected to act in a responsible and professional manner, to obey direction from the person to whom they report, to provide clear and accurate information, and to seek appropriate guidance and authorization as needed. Following activation, members are expected to provide complete and accurate information to the Volunteer Coordinator who is preparing the follow-up report.

When a member leaves the RAF for any reason, he or she is required to notify the Volunteer Coordinator and turn in his/her RAF badge to the Data Manager, even if that badge has expired.

Members are responsible for notifying the Data Manager of any changes in contact information or other factors that could affect their ability to function, such as major medical conditions or loss of valid driver's license.

### **How is the RAF activated?**

The Incident Commander (senior person on scene) conveys a request for RAF support to the Fire Chief (senior person at the station), who will ask the Auxiliary Commander to deploy personnel. The Auxiliary Commander then calls the Volunteer Coordinator, who is responsible for contacting members who have the needed skills for specific tasks required.

### **How are RAF members notified in an emergency?**

The Volunteer Coordinator or his/her designated representative calls each member with information about the emergency, telling the member where and to whom he or she should report. The Volunteer Coordinator may pass on additional information, such as type of work, weather conditions, and appropriate dress, at this time.

Members are required to keep themselves readily available by

- Having a cell phone or a non-electric telephone that will function during a power outage
- Advising the Volunteer Coordinator when they will be out of town or otherwise unavailable for more than a few days
- Keeping the Data Coordinator updated on any changes in contact information, such as a new cell phone or work number.

If there is a community emergency and phones are not working, all available RAF members go directly to the Fire-Rescue Station and report to the Auxiliary Commander. If the Auxiliary Commander is not available, members should report to the most senior RAF member at the station, or to the Fire Chief. If told there is no need for them to remain at the station, RAF members should leave promptly.

RAF members should never report to the scene of an incident unless specifically directed to do so by the Auxiliary Commander.

### **What is the dress code?**

Members of the RAF reporting for active service must wear an RAF T-shirt or black shirt, long pants, sturdy shoes or boots (never sandals or open-toed shoes), and weather-appropriate outer wear. When orange Emergency Services vests are available, these should be worn whenever RAF members are working on the scene of an incident with other emergency workers, or at the discretion of the Auxiliary Commander or, in shelter situations, the Shelter Coordinator. Vests will be kept at the Fire Station in both the main RAF Box and the Emergency Shelter Box.

RAF shirts are paid for by the individual member, and may be ordered at cost by contacting the RAF Treasurer. In addition to wearing RAF shirts during drills and activations, members are encouraged to wear shirts to all meetings or community activities, and at any other time they choose, to promote awareness of the RAF.

### **What about ID?**

All members will be issued a Russell Auxiliary Force photo ID badge upon completion of Basic Training. This ID badge must be worn at all times while on active duty.

ID badges are valid for two years. Before they expire, members must re-certify in Basic Training, have a new photo taken and get a new ID badge.

When a member leaves or fails to renew Basic Training after the badge expires, the old badge must be turned in to the Data Chairperson. If member does not turn in badge, it is the responsibility of the Data Chairperson to contact the former member and retrieve the badge.

# Job Descriptions: Administrative Functions

## Planning Committee

### Overall job function

Plans, coordinates, assesses and supervises all Auxiliary Force general operations

### Specific duties

- Meets monthly or more often as needed to plan training sessions and to review reports from various Coordinators, teams and task forces and identify needed actions.
- Prepares an annual budget and authorizes all major expenditures.
- Provides the Trustees with an annual report about the RAF's activities that is submitted with the budget.
- Sets policies, procedures, guidelines for conduct, and all other operating parameters for the RAF.
- Evaluates all requests made by other communities interested in replicating RAF activities.
- Maintains keys and key cards to the Fire-Rescue Station to enable RAF members to enter the EOC section of the station during emergency situations, should the Auxiliary Commander and RFD personnel not be available to open the station.

### Reports to

The Fire Chief

### Authority

Provides direction and coordination of all administrative functions and committees. Oversees the Auxiliary Commander and Volunteer Coordinator

in their non-operational functions (e.g., ensures the positions are filled and that Volunteer Coordinator has contacted all members prior to start of month to check availability).

### **Structure**

- There are four to six members.
- Chairperson rotates on a quarterly basis. Chairperson leads all planning committee meetings (including scheduling and setting agenda) and prepares the agenda for all group meetings, training sessions and drills. Is responsible for sending out group meeting announcements.
- Decisions are made on a consensus basis.

### **Qualifications**

- Extensive RAF experience, including having participated in numerous training sessions and drills
- Commitment to meeting at least once a month, usually one week prior to the next group training session, and at other times as needed
- Willingness and ability to take on a leadership role

### **Term**

Open-ended; members recommit on annual basis.

## **Help Out Chairperson**

### **Overall job function**

Oversees program's registration and outreach activities; develops policies, procedures and forms; supervises the Help Out Registrar; ensures proper records are kept. Protects the confidentiality of all Help Out materials.

### **Specific duties**

- Maintains binder of completed Help Out Activation Forms recording who access the confidential member list, what services are provided and by whom.
- Is responsible for producing copies of Help Out Starter Kit materials as needed and providing these to the Help Out Registrar for distribution to new members.
- May serve as Help Out Coordinator during activation (see description below)

**Reports to**

Planning Committee

**Authority**

Directly oversees Help Out Registrar

**Qualifications**

Must have completed Basic Training and be familiar with the Help Out program.

**Term**

Open-ended; recommits on annual basis.

## **Help Out Registrar**

**Overall job function**

Maintains program's records and keeps in regular contact with all enrollees. Protects the confidentiality of all Help Out materials.

**Specific duties**

- Obtains detailed information from enrollees using the Help Out Member Registration Form.
- Maintains the Member Registration Forms in a special binder kept in a secure place, to be accessed only by the Help Out Chairperson and Help Out Registrar
- Maintains a second set of completed Help Out Member Registration Forms in a binder in the Communications Room of the Fire-Rescue Station.
- Maintains a third set of Help Out Registration Forms in a sealed envelope, which is held by the Auxiliary Commander.
- Distributes a Help Out Starter Kit to every new member.
- Arranges a home visit to new members if requested; visits are generally made by a member of the RFD accompanied by Help Out Chair and/or Registrar.
- Follows up every six months to check on members and update their information.
- Provides updated Registration Forms to the sets held by the Fire Chief and Auxiliary Commander as needed to keep member information current.
- May serve as Help Out Coordinator during activation

**Reports to**

Help Out Chairperson

**Qualifications**

Must have completed Basic Training and have good organizational and phone skills

**Term**

Open-ended, recommits on an annual basis

**Communications Chairperson**

**Overall job function**

Maintains working knowledge of all RFD communications systems and procedures and trains RAF personnel in their use

**Specific duties**

- Works with RFD personnel to obtain update information on communications systems
- Trains RAF personnel in use of communications systems
- Sets up advanced training sessions for those who volunteer for it
- Reviews and updates communications sections of RAF manual and township Emergency Plan

**Reports to**

Planning Committee

**Committee Structure**

Four to six RAF members, all trained in Basic Communications and most or all trained in Advanced Communications

**Qualifications**

Trained in Advanced Communications

**Term**

Open ended; recommits on an annual basis

**Community Relations Chairperson****Overall job function**

- Responsible for all external communications, including public education, media relations, public relations and recruitment

- Responsible for all internal communications, including RAF manual, RAF badges, Russell Emergency Plan, and RAF social gatherings
- Works with Community Relations Committee as well as other RAF members to ensure these responsibilities are fulfilled

### **Specific duties**

- Updates Emergency Plan every two years
- Updates RAF Manual every two years
- Provides public education materials, such as brochures and fliers
- Leads recruitment effort to enroll new members in RAF
- Issues press releases and works with media to promote recruitment and public awareness of RAF and public safety issues
- Creates badges for all members, including taking photos

### **Reports to**

Planning Committee

### **Committee Structure**

Four to six people, including Data Manager (described below)

### **Qualifications**

Must have completed Basic Training and be familiar with all phases of RAF training; preferably has experience in public relations, media relations, writing, graphic design and desktop publishing.

### **Term**

Open ended; recommits on an annual basis

## **Data Manager**

## **Overall job function**

Collects and updates data relating to RAF members, and organizes it into reports; issues badges.

## **Specific duties**

- Registers all new members, including
  - Brings registration packet (registration form, employee questionnaire, confidentiality agreement) to group meetings (or sends with someone)
  - Collects completed registration form and employee questionnaire, processes the information (see below) and keeps originals on file. Members are responsible for notifying Data Manager of any changes (e.g., address, valid driver's license)
  - Confidentiality Statements are taken to Fire-Rescue Station by the individual member or by Data Manager.
  - Processes completed forms, inputting all information into database using the following categories: members' last name, first name, spouse, address, phone numbers, e-mail address, fax, social security number, emergency contacts, skills, interests, date of birth, physical restrictions, Ohio driver's license, committees interested in, date of fingerprinting, completion of questionnaire, completion of confidentiality agreement, possession of valid RAF badge. Current data base uses Microsoft Access.
- Takes roll call at all meetings and activations, or designates someone to do so. Tracks member participation by noting on database what meetings each attended and what training each completed.
- Produces the following reports on a monthly basis, distributes at group meeting, or if there is no meeting that month, sends via e-mail, hand delivery or mail. (See attached samples.)

1. Membership Roster, including A) member information: last name, first name, (spouse), home phone, cell phone, work phone, address, and e-mail address, B) additional key contact numbers: fire chief, police chief, Fire-Rescue Station, Road Department, Auxiliary Commander's pager, Geauga County Humane Society's Rescue Village, C) calendar of auxiliary commanders and volunteer coordinators for next few months, D) note Planning Committee members. Membership Roster is distributed to the next month's Auxiliary Commander and Volunteer Coordinator; if new members are listed, copies are distributed to all members at the group meeting.
  2. Current Training Roster, including last name, first name, (spouse), event (date), meeting (date); distributed to next month's Auxiliary Commander and Volunteer Coordinator.
  3. Emergency contact list, including last name, first name, (spouse), emergency contact name and number(s), physical restrictions; distributed to next month's Auxiliary Commander and Volunteer Coordinator.
  4. Completed forms, including last name, first name, (spouse), fingerprinted (date), registration (date), questionnaire (date), confidentiality agreement (date), badge (date); distributed to next month's Auxiliary Commander and Volunteer Coordinator.
  5. Mailing labels, used for sending monthly meeting announcements, also additional sets of labels as needed for announcing events or calling for volunteers e.g. for drills; distributed to designated person.
- Issues badges
    6. Notifies Community Relations Chair that a new badge is needed when a new member has completed Basic Training
    7. Distributes badges to new members; badges are valid for 2 years.

8. As badges expire, notifies Community Relations Chair that new photos will need to be taken and badges will need to be reissued.
9. When a member leaves the RAF, collects badge and destroys it.
10. Notes any lost badges which are reissued.

**Reports to**

Community Relations Chairperson

**Qualifications**

Must have completed Basic Training and have good organizational and computer skills.

**Term**

Ongoing; recommits on an annual basis

**Treasurer****Overall job function**

Maintains all financial records of the Russell Auxiliary Force and processes all expenditures of funds in the RAF account held in trust, as part of the Russell Fire-Rescue Department budget, with the administration of the Township of Russell.

**Specific duties**

- Maintains a balance sheet of all RAF assets.
- Maintains a profit-and-loss statement of all RAF revenues and expenditures.
- Maintains copies of receipts of all RAF expenditures.
- Processes requisitions for reimbursement/payment as follows:  
For minor expenditures (under \$50)

11. Prior to purchase, expenditure is authorized by a Planning Committee member.
12. Following purchase, the RAF member fills out a Russell Fire Department Requisition Form, attach copies of receipt(s), and submits the form to the Planning Committee.
13. The Planning Committee authorizes or rejects the requisition.
14. The Planning Committee forwards authorized requisition form to the RAF treasurer.
15. The Treasurer submits the requisition to the Fire Chief for approval.
16. When approved and signed by the Fire Chief, the Treasurer submits the requisition form to the Clerk.
17. The Clerk issues a check and forwards it to the Treasurer for recording and distribution.

For major expenditures (over \$50)

18. Prior to purchase, the RAF member obtains an estimate, fills out a Russell Fire Department Requisition Form, attaches the estimate and forwards the form to the RAF Planning Committee.
19. The Planning Committee authorizes or rejects the requisition.
20. The Planning Committee forwards authorized requisition form to the RAF treasurer.
21. The Treasurer submits the requisition to the Fire Chief for approval.
22. When approved and signed by the Fire Chief, the Treasurer submits the requisition form to the Clerk.
23. The Clerk issues a check and forwards it to the Treasurer for recording and distribution.

### **Reports to**

The Planning Committee

### **Qualifications**

A background in bookkeeping and current RAF membership.

**Term**

Ongoing; recommits on an annual basis

## Job Descriptions: Operational Functions

*The following job descriptions outline the roles and responsibilities involved in specific RAF positions during activation.*

### **Auxiliary Commander**

#### **Overall job function**

Coordinates, assesses and supervises all Auxiliary Force functions throughout the incident.

#### **Specific duties**

- Wears the pager supplied by the Fire Chief and responds to all pages directed to the RAF; must temporarily turn over pager to another qualified member of the RAF if he/she will be unavailable for more than a brief period of time (1 to 2 hours); must find a replacement if going out of town, and report this replacement to the Volunteer Coordinator.

- Keeps a set of keys to the Fire-Rescue Station and is familiar with the RAF supplies kept in boxes in the closet next to the training/EOC room.
- Keeps the sealed Help Out envelope. Opens the envelope only when the sets kept by the Registrar and the Fire Chief cannot be accessed during activation. If the Help Out Chairperson and Registrar are not available, assigns one or more RAF members to call all Help Out enrollees in the affected area(s), and ensures that all appropriate forms are kept during activation (see Help Out Coordinator section below).
- When notified by RFD that the RAF is needed, contacts the Volunteer Coordinator to begin deployment. Provides Volunteer Coordinator with brief description of the incident and the RAF members (number, specific skills) needed.
- Evaluates staffing needs and available members, and identifies those who may potentially serve in the following positions, as needed:
  - Communications Coordinator
  - Help Out Coordinator
  - Water Distribution Coordinator
  - Shelter Coordinator
  - Information Coordinator
  - Field Coordinator
- In non-EOC situations, coordinates RAF functions on scene or at the Fire-Rescue Station, as directed by the Incident Commander. May function as Field Coordinator or any other type of Coordinator except Volunteer Coordinator.
- In EOC situations, remains at the EOC throughout the incident and maintains constant contact with Auxiliary Force members at other locations, such as on scene or at a shelter.
- Upon Shelter activation, immediately requests that a Medical Officer and a Security Officer be dispatched to the Shelter.

- Maintains records of how RAF is deployed during an incident or drill, usually on a wall board at the Fire Station. In EOC situations, this responsibility will be assigned to the Information Coordinator.
- After an incident or drill, ensures that the RAF box at the Fire Station is resupplied with forms, and that all items (manual, clip boards, etc.) are returned to box. May perform this task personally or assign to another RAF member.
- When shift is over, passes on the pager, Help Out packet and station keys to the next Auxiliary Commander.

### **Reports to**

- In non-EOC situations, reports to the Incident Commander.
- In EOC situations, reports to the Fire Chief, who is a member of the EOC Executive Group.

### **Authority**

Directly oversees the Volunteer Coordinator, Help Out Coordinator, Communication Coordinator, Shelter Coordinator and other key RAF personnel; maintains close contact with Field Coordinator. May reassign or replace RAF personnel at any level. With the approval of the EOC Executive group, may commit Township funds, for instance for supplies needed in the field.

### **Responsibilities**

- Following consultation with the EOC Executive Group (or, in non-EOC incidents, following consultation with the Incident Commander) works with Volunteer Coordinator to assign personnel to appropriate RAF functions.
- Keeps the Fire Chief (or, in non-EOC incidents, the Incident Commander) informed of all RAF activities.

- Maintains communications with the Volunteer Coordinator to insure that appropriate staffing levels are maintained throughout the incident, and that replacement and relief volunteers are available when needed.
- Maintains communications with the Help Out Coordinator to ensure that appropriate enrollees are contacted and that information about emergencies is provided to 9-1-1 dispatch.
- Maintains ongoing communications with the Shelter Coordinator to insure the shelter has what it needs throughout the incident in terms of volunteers, supplies, a Security Officer and a paramedic/EMT. Periodically obtains a list of shelter occupants to enable Communications Coordinator to provide information to families seeking missing members. Evaluates with the Shelter Coordinator the volume of occupants and potential need to open additional shelters.
- Ensures that the various Auxiliary Force Coordinators are kept informed about the changing status of the emergency.
- Recommends to the Fire Chief when additional resources need to be mobilized, for example, to open additional shelters.

### **Training**

Must have attended or taught most or all of the major training sessions offered by the Auxiliary Force, including Basic Training, Communications, Help Our, Information, Shelters and Field Work; must have participated in at least one Russell disaster drill.

### **Shift**

On call in a 30-day rotation. On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

## **Volunteer Coordinator**

### **Overall job function**

Mobilizes members of the Russell Auxiliary Force to serve in community emergencies and RAF drills.

### **Specific duties**

- Contacts each RAF member via phone or e-mail prior to start of his/her rotation to determine if there are any days the member will not be available for activation during that month.
- During activation, goes to Fire-Rescue Station to coordinate personnel needs.
- Remains in contact with the Auxiliary Commander to assess need for additional, replacement and relief personnel, including follow-up activities such as shelter cleanup.
- If the Auxiliary Commander is not available during an emergency, the Volunteer Coordinator contacts a member of the Planning Committee to serve as Auxiliary Commander or, if necessary, may take on the role of Auxiliary Commander and assign another qualified RAF member to serve as Volunteer Coordinator.
- Creates and maintains a detailed list of the arrival time, type and location of deployment, and departure time of each RAF member.
- Following an incident or drill, interviews each participant for feedback and comments; writes detailed follow-up report that includes essential facts of incident (what, when, where, RAF participants, shifts and shift replacements, etc.) plus what worked well and what could be improved.

### **Reports to**

The Auxiliary Commander

### **Authority**

Directs all volunteers to report for specific duties at specific locations.

### **Training**

Must have attended Basic Training and at least two major training sessions offered by the Auxiliary Force (Communications, Information and Shelters and Field Work); ideally will have participated in at least one Russell disaster drill. Must have cell phone or non-electric land line phone that will work during power outages.

### **Shift**

On call in a 30-day rotation. Keeps current list of Auxiliary Members with training information and all current contact information. On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

## **Help Out Coordinator**

### **Overall job function**

Checks on Help Out enrollees and ensures that any needed help (emergency or non-emergency) is communicated to 9-1-1 dispatch or the Russell Fire Department, according to protocol.

### **Specific duties**

- Contacts each enrollee in the area(s) of Russell affected by the incident. In larger incidents, will generally do this at the Fire-Rescue Station.
- Contacts enrollees again at intervals as specified by the Auxiliary Commander, usually 8 am and 6 pm in a long term emergency.
- Notifies 9-1-1 dispatch of any emergencies and notifies the Russell Fire-Rescue Department of non-emergency checkup calls.
- Maintains Help Out Activation Form
- Maintains Non-Emergency Pending Form
- Forwards the completed Activation Form and Non-Emergency Pending Form to the Help Out Chair promptly after each activation.

- Notifies the Help Out Registrar promptly of all changes or revisions to membership registration information.

**Reports to**

The Auxiliary Commander

**Training**

Must have completed Basic Training and be familiar with the Help Out program.

**Authority**

Oversees, assigns and may re-assign all Auxiliary Force members serving as Help Out Assistants.

**Shift**

During ordinary, day-to-day operations, works on an as-needed basis. On duty throughout an activation; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

## **Communications Coordinator**

**Overall job function**

Provides telephone communications for the Fire-Rescue Station or EOC.

**Specific duties**

Ensures that sufficient Auxiliary Force members are assigned to respond to all incoming calls from the general public. Passes vital information to the Fire Chief or his/her designated representative. At the direction of the Auxiliary Commander, contacts local agencies, suppliers or individuals to obtain information, goods or services.

**Reports to**

The Auxiliary Commander

**Authority**

Oversees, assigns and may reassign all Auxiliary Force members serving as Communications Assistants in the Fire-Rescue Station or EOC.

**Training**

Must have completed Basic Training and the basic and advanced Communications courses.

**Shift**

Works four hours, or until relieved by a qualified member of the Auxiliary Force.

**Field Coordinator**

**Overall job function**

Provides support services to Fire-Rescue Department or other township personnel in the field.

**Specific duties**

Assists as needed with Help Out, evacuation, water distribution and other emergency services. Oversees the Field Assistants. Keeps Auxiliary Commander informed regarding work undertaken and completed by Field Assistants at that site, and informs Auxiliary Commander of the need for replacement personnel or supplies.

**Reports to**

The Incident Commander or his/her designated representative, or to other township personnel, such as a senior member of the Maintenance Department for water distribution.

**Authority**

Supervises the Field Assistants to ensure proper compliance with all instructions from the Incident Commander. Has the authority to reassign or replace any Field Assistant at that site.

**Training**

Must have completed Basic Training and the Field Work course.

### **Shift**

Works four hours, or until relieved by a qualified member of the Auxiliary Force. In severe weather, Field personnel working outside should work shorter shifts, generally two hours.

## **Information Coordinator**

### **Overall job function**

In EOC situations, obtains, records and updates vital information about the emergency, conditions affecting the emergency and response activities. Keeps Trustees and other members of EOC Executive Group informed of changing conditions.

### **Specific duties**

- Regularly updates the Emergency Status Board and the Evaluation of Local Conditions form. Contacts outside agencies as needed to obtain current information.
- In EOC situations, maintains the emergency call board, a hand-written quick reference of all emergency calls kept on the wallboard in the training/EOC room at the Fire-Rescue Station.
- If additional personnel is needed to complete these tasks, requests assistants from Auxiliary Commander, who contacts Volunteer Coordinator to obtain them. Oversees any Information Assistants on duty.
- Facilitates any requests made by the Trustees or other members of the EOC Executive Group.

### **Reports to**

The Auxiliary Commander

### **Authority**

Oversees and may reassign all Information Assistants on duty in the EOC.

**Training**

Must have completed Basic Training plus the Information course.

**Shift**

Works four hours, or until relieved by a qualified member of the Auxiliary Force.

**Shelter Coordinator****Overall job function**

Sets up and operates an emergency shelter

**Specific duties**

Insures that shelter is properly staffed and equipped, that unaccompanied minors have adequate supervision, that the ill or injured are transferred to an appropriate medical facility, that complete registration information is kept, that only appropriate information is released over the phone, that the media are kept out of the shelter, that the facility is treated with respect, that a cleanup crew leaves the place in good order and that the proper site contact person is on hand to open the shelter and to lock up when the shelter is vacated.

**Reports to**

The Auxiliary Commander

**Authority**

Oversees, assigns and may reassign Shelter Assistants. Also coordinates the work of the shelter's Security Officer and Medical Officer. May obtain needed supplies from the Supplies Coordinator; from other individuals or organizations, such as church groups; or by purchasing them, with EOC authorization, using township funds.

**Training**

Must have completed Basic Training and Shelter Management; ideally will have participated in a drill involving a shelter.

**Shift**

On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

**Supplies Coordinator****Overall job function**

Obtains and transports needed supplies, including working supplies (e.g., flashlights, bottled water, coffee) needed by Auxiliary Force members on the scene; food, clothing, bedding and other materials needed at shelters; and any other supplies needed by Auxiliary Force members or other emergency workers.

**Reports to**

The Auxiliary Commander

**Authority**

May obtain needed supplies from other Auxiliary Force members; from other individuals or organizations, such as church groups; or by purchasing them, with EOC authorization, using township funds.

**Training**

Must have completed at least one training course in addition to Basic Training.

**Shift**

On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

# Activation Procedures

*The following procedures are to be used during emergency response activations and drills. They are intended to provide a structure in which to obtain information, make good decisions, and support the Fire-Rescue Department and the community.*

## **All RAF Members**

- Unless specifically directed to report elsewhere, all activated RAF members report first to the Fire-Rescue Station in the EOC/training room where RAF meetings are normally held. If RAF members are to be used for Field Work or other tasks at a remote location, transport from the Fire-Rescue Station to the site will normally be provided by the RFD.
- If phones lines are jammed or not functioning, all available RAF members go directly to the Fire-Rescue Station and report to the Auxiliary Commander. If the Auxiliary Commander is not available, members should report to the most senior

RAF member at the station, or to the Fire Chief. If told there is no need for them to remain at the station, RAF members should leave promptly.

## **Auxiliary Commander**

- Receives notification of the emergency via pager from the Fire-Rescue Department.
- Telephones the Volunteer Coordinator to begin mobilizing volunteers.
- Reports to the Fire-Rescue Station.
- Secures the RAF Box located at the Fire-Rescue Station.
- Maintains the emergency call board, a hand-written quick reference of all emergency calls kept on the wallboard in the training/EOC room at the Fire-Rescue Station. In EOC situations this function is carried out by the Information Coordinator.
- If Help Out is activated, provides direction and information to the Help Out Coordinator, indicating which areas of the township are affected, whether only enrollees in those areas or enrollees in the entire township are to be called, and at what intervals the Coordinator should recheck on Help Out members (generally 8 am or 0800 hours and 6 pm or 1800 hours) during longer incidents.

### **In EOC incidents only**

- Initiates the Emergency Procedures Checklist (found in the RAF Box).
- Works with the Information Coordinator to initiate the Emergency Status Board and the Evaluation of Local Conditions form (found in the RAF Box).
- Works with the EOC Executive Group to determine the class of the emergency.

- Works with the EOC Executive Group (in EOC incidents) or with the Incident Commander (in non-EOC incidents) to determine the services that Auxiliary Force members will provide.
- Works with the Communications Coordinator to establish the needed telephone lines and initiate incoming and outgoing telephone procedures (described below).
- Maintains contact with the Volunteer Coordinator, providing updated/more detailed information about the number of Auxiliary Force members needed, the jobs to which they will be assigned and the locations to which they will report. Requests additional or replacement RAF personnel throughout the event as needed.
- Monitors the work of the Communications Coordinator and, if activated, Information Coordinator.
- If shelters or Field Group(s) are activated, works with Communications Coordinator to insure that radios are available for their use (see Communications Coordinator procedures below).
- If shelters are established, maintains communication with Shelter Coordinator(s) on an hourly basis or more frequently as needed. Is prepared to initiate setup of additional shelter(s) if needed. Monitors shift changes of Security Officer and Paramedic/EMT and secures replacements as needed. Obtains EOC permission for expenditure of fund for supplies if needed.
- If Field Group(s) are established, maintains communication with Field Coordinator(s) on an hourly basis or more frequently as needed.
- Contacts Supply Coordinator to obtain any needed supplies.
- Evaluates all members of the Auxiliary Force and works with the Volunteer Coordinator on a continuous basis to ensure that replacements are available when shifts are over.

## **Volunteer Coordinator**

- Receives notification from the Auxiliary Commander to mobilize Auxiliary Force members. Immediately makes initial calls to alert members, then proceeds to Fire-Rescue Station, unless otherwise directed by the Auxiliary Commander.
- Asks Auxiliary Commander 1) how many people are needed, 2) with what qualifications, and 3) where they are to be sent. Also obtains a brief description of the emergency.
- Initiates calls to RAF personnel who are qualified to serve as Coordinators in the required areas, then to those able to serve Assistants in the needed areas. In large-scale incident, may request that others assist in calling out the members, for instance asking Coordinators call their own Assistants. If so, members must call back to inform Volunteer Coordinator what personnel has been mustered.
- Keeps track of all personnel called, including those who could not be reached and why.
- When personnel are in place, calls Auxiliary Commander to provide list of names and functions.
- Checks with Auxiliary Commander hourly or as needed to determine if additional or replacement personnel are needed.
- Two to three hours into the first shift, confirms with Auxiliary Commander whether second shift is needed and, if so, begins to line up replacement personnel for all Assistant positions, and for Coordinators as needed. Note: in severe weather situations, Field Coordinators and Assistants may need to work shorter shifts, e.g. two hours, so replacements should be lined up earlier.
- If shelters have been set up, arranges for a cleanup crew to arrive half an hour before shelter is due to close.
- After incident, calls all volunteers, thanks them for participating, and obtains information needed to fill out Time Sheet/Incident Evaluation form, which is then given to the Planning Committee.

## Help Out Coordinator

- Receives notification from Volunteer Coordinator; in non-EOC situations may receive notification from Auxiliary Commander.
- In EOC situations, proceeds to Fire-Rescue Station; in non-EOC situations work from home or proceed to Fire-Rescue Station, at the discretion of the Auxiliary Commander.
- Accesses Help Out forms and green call tags from the RAF box, which is located in the training room/EOC at the Fire-Rescue Station.
- Accesses binder of completed Help Out forms located in the Fire-Rescue Station dispatch room (east wall bookshelf).
- Calls enrollees in the area(s) of Russell affected by the incident or as indicated by the Auxiliary Commander, and takes the following steps:
  24. If an emergency need is identified, contacts 9-1-1 dispatch according to emergency protocols.
  25. If unable to contact a Help Out member, contacts 9-1-1 dispatch according to emergency protocols.
  26. If a non-emergency need is identified, fills out a Green Call Tag and forwards it to the Fire-Rescue Station Communications Room, and records the same information on the Non-Emergency Services Pending Form.
- In longer emergencies, re-checks the status of enrollees at intervals specified by the Auxiliary Commander (generally 8 am or 0800 hours and 6 pm or 1800 hours).
- Maintains Help Out Activation Form throughout the duration of the incident.
- Notifies the Help Out Registrar of any changes or revisions to member registration information at the end of each completed phone check.
- Forwards the completed Help Out Activation Form and Non-Emergency Services Pending Form to the Help Out Chairperson at the end of each activation.

- Maintains the following policies:
  27. In emergency situations, the RFD and RAF have many demands on our time and resources. However Help Out members are eligible for extra assistance during community emergencies and disasters, and we will make every effort to provide the following services:
    - Ensuring that members have sufficient water during a power outage
    - Calling designated neighbors or others to alert them that the member has need for food or comfort measures.
    - Providing water and/or ice to meet medical and/or sanitary requirements
    - Helping switch from electric medical devices to battery-powered backups
    - providing special transport and assistance to the transport vehicle.
    - Contacting relatives, neighbors, friends or support services at the member's request.

2. All Help Out assistance is provide by Russell Fire-Rescue Department personnel, who may be assisted by members of the Russell Auxiliary Force.

## **Supplies Coordinator**

- Receives notification by the Auxiliary Commander that he/she will need to obtain supplies to support emergency workers and, if necessary, shelter occupants. Auxiliary Commander indicates what supplies are needed, where they are needed, and in general terms how they are to be obtained; if any expenditures will be needed, Auxiliary Commander verifies that Township authorization has been obtained.
- Using the Resource Directory in the Emergency Plan, and other local resources, obtains needed supplies.
- If necessary, works with Volunteer Coordinator to mobilize members of the Auxiliary Force to distribute supplies.

- Keeps detailed records of all supplies obtained and distributed, and any costs incurred. Notes any new suppliers or resources, new phone numbers or addresses, and any listed suppliers that were not able to provide needed resources, so that the Resource Directory of the Emergency Plan can be updated.

## Communication Coordinator

**The 9-1-1 System:** The sheriff's department in Geauga County operates the 9-1-1 dispatch system. Normally all dispatches for police and fire are made through this system. There are occasions when the 9-1-1 telephone line becomes inoperable. When this happens, people calling 9-1-1 for emergency assistance hear a busy signal. Callers may then try the (440) 338-1212 telephone line, the old emergency assistance number which is now listed in township literature as the line to call for emergency information. Normally this line is answered by the sheriff's department, who then dispatch police and fire in the normal manner. However, there are times where the 338-1212 line is transferred to the Russell Fire-Rescue Station--for instance, when there is a public emergency in Russell and the sheriff's department is flooded with calls from Russell residents.

To take over the 338-1212 and the roll-over 338-1213 from the Sheriff's Dispatch Center, completes the following steps: *(Note: All phones are located in the upper left cabinet on the north wall of the EOC. A copy of these instructions is posted on the west wall next to the phone storage cabinet.)*

28. Plug in the Master Phone in the EOC into the corresponding numerical outlet located on the west wall of the EOC. Wait for the automatic diagnostic self check.
29. Pick up the hand set and dial **804**, listen for the dial tone, and dial **\*73**. There will be stutter tone to notify you that the line 338-1212 will now ring in the Russell Fire Department. (It will only ring in the EOC.)
30. Pick up the hand set and dial **805**, listen for the dial tone, and dial **\*73**. There will be stutter tone to notify you that the line 338-1213 will now ring in the Russell Fire Department. (It will only ring in the EOC.)

31. Answer all calls that ring on phone lines 4 or 5 as potential **EMERGENCY CALLS**. If both lines are busy, incoming calls will roll over to the Sheriffs Center as a fail safe.

To forward the emergency numbers back to the Sheriff's Dispatch Center, completes the following steps:

1. Use the Master Phone in the EOC.
2. Pick up the hand set and dial **804**, listen for a dial tone, dial **\*72** then **285-3162**, letting the phone ring thorough to the Sheriff's Dispatch Center. Advise them, "The 338-1212 line is ringing back to the Sheriff's Dispatch Center." If the line is busy or no answer, repeat this step until you reach the Dispatch Center.
3. Pick up the hand set and dial **805**, listen for a dial tone, dial **\*72** then **285-3162**, letting the phone ring thorough to the Sheriff's Dispatch Center. Advise them, "The 338-1213 roll-over line is ringing back to the Sheriff's Dispatch Center." If the line is busy or does not answer, repeat this step until you reach the Dispatch Center.
4. The Sheriff's Dispatch center will now answer all calls placed to the 338-1212 line.

In cases where the 9-1-1 line is out, and the 1212 line has been transferred to the Russell Fire-Rescue Station, RAF communications personnel at the Russell station need to establish communications with the sheriff's department on one of the alternative phone lines shown on page \_\_\_\_\_. Each of these lines should be tried, in the order shown, until one is found to be operable. If none of these lines function, RAF communication volunteers must dispatch emergency calls for Russell fire and police.

### **Non-dispatch situations**

In most cases, the Russell Auxiliary Force communications team will be asked to staff telephone lines 338-6161 and 338-1212 at the Russell Fire-Rescue Station

with no responsibility for dispatching Russell police or fire. In this situation, the Communications Coordinator

- Receives notification by the Volunteer Coordinator to report to the Fire-Rescue Station, along with one or more other Auxiliary Force members who will serve as Communications Assistants. Staffing the station lines requires a minimum of two members of the Auxiliary Force.
- Allocates responsibility among Communications personnel for staffing the incoming telephone lines (338-1212) and roll-over line 338-1213 (lines 3 & 4 on the phone) and the outgoing telephone lines (any available). Incoming lines will be used by the general public to obtain information about the incident. Outgoing lines will be used to obtain information and request services. In EOC situations, all information about the emergency released to the public will be authorized by the EOC Executive Group and written by the Public Information Officer. Public statements will be updated to reflect changing conditions.
- Uses the Phone Log to maintain records of all incoming and outgoing phone calls. (See Phone Log on page \_\_\_\_). All times should be in military time, i.e., 1403 instead of 2:03 pm. A conversion chart of standard time to military time is shown on page \_\_\_\_ .
- If someone calls one of the telephones lines at the fire station with a true emergency, the Communications person obtains detailed information according to protocols found on page \_\_\_\_ ; records that information in the telephone log; and immediately calls in that information to 9-1-1 (sheriff's dispatch).
- Directs a Communications Assistant to record emergency call information on the Communications Status Board on the north wall of the EOC. A detailed schematic of the board is located on page\_\_\_\_.
- If the 9-1-1 sheriff's dispatch line is down, telephone communications with sheriff's dispatch may be possible via other telephone numbers, which are shown on page \_\_\_\_\_. If one of these lines is operable, the

Communications person follows same procedure as above, obtaining and recording detailed information, and immediately forwarding that information to sheriff's dispatch via one of the operational phone numbers.

- In the event that the Sheriff's Dispatch Center cannot be contacted, copies information about each call from the Phone Log onto a Yellow Call Tag and physically taken to the Fire-Rescue Station communication office for dispatch.
- Receives reports of downed power lines or electrical outage; completes the appropriate "wires down" or "lights out/power off" form and faxes it to the Illuminating Company; (the current phone number is located on the desk in the Fire-Rescue Station communication office), and enters this in the Phone Log. If an injury or other emergency is involved, calls sheriff's dispatch at 9-1-1.
- Secures radios from the Fire-Rescue Department to be handed out to the Shelter Coordinator(s) and Field Group Coordinator(s). Insures that radios are tuned to the correct frequency authorized by the Fire Chief (channel 2A) and that radio has a fully charged battery.

### **Dispatch Situations**

If the 9-1-1 system is inoperable, or the Fire Chief or his/her designated representatives direct the Communications team to dispatch from the fire station, the Communications Coordinator will take over dispatch responsibilities as outlined the steps shown below. **Only those individuals trained in advanced communications will be allowed to dispatch.** When dispatching, the Communications Coordinator

- Receives notification by the Volunteer Coordinator to report to the Fire-Rescue Station, along with one or more Auxiliary Force members who will serve as Communications Assistants.
- Upon arrival at the Fire-Rescue Station is notified by the Fire Chief or his/her representative that Communications personnel will be dispatching

Russell fire and/or police calls that come in via the telephone line 338-1212.

- Retrieves the RAF box from the closet next to the EOC and takes out Phone Log, Yellow Call Tags and utility outage information forms.
- Transfers the 338-1212 and the 338-1213 roll-over lines to the Russell Fire-Rescue Station per procedures on page \_\_\_\_.
- Allocates responsibility among Communications personnel for staffing the incoming telephone lines (338-1212 lines 3 & 4) and the outgoing telephone lines (any available). Incoming lines will be used by the general public to obtain information about the incident or report an emergency. Outgoing lines will be used to obtain information and request services. In EOC situations, all information about the emergency released to the public will be authorized by the EOC Executive Group and written by the Public Information Officer. Public statements will be updated to reflect changing conditions.
  - Assigns advanced communication trained volunteer personnel to the Communications Room of the Fire Department
  - Uses the telephone log in the EOC to maintain records of all incoming and outgoing phone calls. (See telephone log on page \_\_\_\_.) All times should be in military time, i.e., 1403 instead of 2:03 pm.
  - Copies information about each call from the Phone Log onto a Yellow Call Tag and physically takes it to the Fire-Rescue Station communication office for dispatch.
  - In addition all incoming information will be recorded on the white wall board located on the north wall of the EOC. A detailed schematic of the board is located on page \_\_\_\_.
  - In the event of an emergency call, follows telephone protocols as outlined on page \_\_\_\_ of this manual.

- For dispatch, follows procedures described on the Emergency Dispatch Protocol shown on page \_\_\_\_ of this manual.
- For fire, accident, or ambulance calls, contacts firefighters in the following order:
  32. Always pages all firefighters who may be out of range of the radios on the alpha paging system in the communication office at the fire station; then immediately proceeds to page them via low band per step #2.
  33. Pages all firefighters on the low band system on the wall in the communications office
  34. Contacts firefighters who are in the field on the 800 MHz system (channel 3H) in the communications office.
  35. If the 800 MHz line is not operational, contacts firefighters who are in the field on the low band line in the communication office.
- For police calls (such as break-ins, accidents, domestic disturbances), Communications personnel contact the police on the 800 MHz line on (channel 1F). If the 800 MHz is not working, they contact the police on the police low band radio located in the communications office of the fire station. (Be advised that the police low band is located only in the police station and the patrol vehicles. The police station is not staffed at night; however there are two police patrol cars on duty at all times. If an officer is away from his/her vehicle when the call comes, he/she will not hear it.) It is best practice to keep a hand held 800 MHz tuned to the police channel for immediate access to a police officer.
- Receives reports of downed power lines or electrical outage (the current phone number is located on the desk in the Communications Office of the Fire Station.), and completes the appropriate “wires down” or “lights out/power off” form and faxes it to the Illuminating Company. Pages firefighters if there is an injury or hazard present.

- Secures radios from the Fire-Rescue Station to be handed out to the Shelter Coordinator(s) and Field Group Coordinator(s). Insures that radios are tuned to the correct frequency authorized by the Fire Chief (channel 2A) and that radio has a fully charged battery.

### **Alarm Drops**

Many homes have burglar and/or smoke alarms that are connected to a security company that may not be located in the Cleveland area. In these cases, should there be a loss of electricity, alarms will be communicated to these security companies. These companies do not have access to local 9-1-1 systems, and therefore they will always call (440) 338-1212. In the event of a power outage, the first alarm drop call will be treated as an emergency and referred to the 9-1-1 system or dispatched from the fire station. Subsequent calls will be referred to the “in field” firefighters via the 800 MHz radio. These calls will be dealt with on a sequential basis.

## **Sheriff Department 9-1-1 Alternative Telephone Lines** (Call in the following order)

Auburn, Russell, So. Russell,  
Bainbridge, Chesterland, Newbury

(440) 564-2291

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Munson, Thompson

(440) 286-1234

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Burton, Claridon, Huntsburg, Middlefield, Parkman, Troy	(440) 635-1234
Auburn	(440) 543-1771
Burton	(440) 834-8111
Chardon Twp.	(440) 285-3131
Hambdon	(440) 286-7187
Montville	(440) 568-3331
Munson	(440) 286-7171
Newbury	(440) 564-5411
Parkman	(440) 548-5021
Thompson	(440) 298-3211
Troy	(440) 834-1818

## Field Coordinator

- Receives notification from the Volunteer Coordinator to report to the Fire-Rescue Station.
- Proceeds to the Fire-Rescue Station and reports to Auxiliary Commander for instructions.
- Takes charge of Field Assistants, picks up a radio, then proceeds to the designated location. Transportation will generally be provided by RFD.
- If sent to scene of an incident, reports to the Incident Commander. If sent to perform other duties, such as water distribution, reports to the township official or firefighter in charge of the site.

- Organizes work of Field Assistants at that location; any Field Assistants who arrive prior to the Field Coordinator are to wait until the Field Coordinator arrives before commencing any tasks.
- Insures that Field Assistants follow directives in an efficient, appropriate and professional manner.
- If supplies (such as flashlights) are needed, requests these supplies on scene; if they are not available on scene, requests from the Auxiliary Commander.
- Requests additional Field Assistants be sent to that location if needed.
- Works with Auxiliary Commander to determine length of shift (generally four hours, but in severe weather, generally two hours) and to ensure replacements are sent out when needed.
- Insures that appropriate support is provided to township personnel by the Field Assistants for the duration of the shift or incident.

### **Evacuation Assistance**

- When picking up the radio at the EOC, also picks up Evacuation Notice forms before proceeding to the designated location.
- Reports to the Incident Commander or his/her designated representative on site.
- Provides all Field Assistants with Evacuation Notice forms.
- Checks to see that all Field Assistants are carrying proper identification (Russell Auxiliary Force ID badge). NO ONE will be allowed to assist with evacuations without Auxiliary Force ID.

### **Water Distribution**

- Reports to the Supervisor of the Maintenance Department or the most senior firefighter at the Russell Fire Station, as directed by the Auxiliary Coordinator.
- Retrieves hoses approved for human consumption and hose bibs located in the closet adjacent to the training/EOC room.
- Runs hoses from spigots located on the east and south walls of the Fire Station to the parking lot of the old Russell School located adjacent to the Fire Station. Residents will be expected to bring their own containers.
- Retrieves and posts signs from closet adjacent to the training/EOC room. Signs will be orange with black letters, as follows:
  1. Street sign to place in front of Fire Station on Route 306 reading: “Emergency Water Distribution at the Fire Station”
  2. Two directional signs for driveway reading: “Emergency Water Distribution” with an arrow
  3. Liability sign reading: “Residents are responsible for the cleanliness of their own containers. If in doubt, boil water before consumption.” If asked, water distribution personnel may inform residents that the well from which this water is drawn is tested quarterly and has been deemed safe for human consumption.
- Distributes water to Russell residents in amounts requested. However, if demand is high, may use own discretion to limit amount of water distributed; see water rationing guidelines below. The decision to ration water should be communicated to the Auxiliary Commander, who may want to assign additional RAF personnel to the distribution site.
- In the event that water storage is deemed necessary, the Maintenance Department will use a mobile water storage tank stored in the Maintenance/Road Department building for water storage and distribution.
- If additional mobile water storage tanks or bottled water should be needed, resources are listed in the Emergency Plan’s Resource Directory.

- The EOC or the Fire Department will notify dispatch, residents and businesses that water is available; notification will be done via telephone, the reverse 911 system, public announcements on the radio and a sign at the corner of Routes 87 and 306.
- In the event that water needs to be rationed, each resident will receive 10 gallons of water at a time. (FEMA and Red Cross emergency guidelines suggest that people can survive on as little as one gallon per person per day, in case further rationing is required. Cats and small dogs need half a gallon per day, large dogs need one gallon per day, and a horse needs 5 gallons per day. )
- Distributes ice if available. Ice will be rationed based on medical need (see the Emergency Plan's Resource Directory for contact information). The RFD now maintains an ice machine which can be used during emergency ice distribution.
- Following an event, makes sure all signs are returned to the appropriate storage place.

## **Information Coordinator**

- In EOC incidents, receives notification by the Volunteer Coordinator to report to the EOC at the Fire-Rescue Station.
- Directs the work of one or more other Auxiliary Force members who will serve as Information Assistants.
- Initiates the Emergency Status Board and Evaluation of Local Conditions form. Information on the Emergency Status Board will be received from the EOC Executive Group via the Auxiliary Commander, and from the Evaluation of Local Conditions form, which contains information gathered from outside sources (such as the National Weather Service).
- Provides updated information to the Trustees and others in the EOC Executive Group as available. Immediately notifies the EOC Executive Group of any significant change in the Emergency Status Board.

- Tracks each emergency call on the white wall board (see diagram on page \_\_\_\_\_).
- Updates the Emergency Status Board every hour or as new information becomes available.
- Updates the Evaluation of Local Conditions form every hour or as new information becomes available.
- Keeps all prior Emergency Status Boards and Evaluation of Local Conditions forms as a record of the incident.
- Keeps detailed notes of all information sources, so information can be re-checked and verified if necessary. Useful phone numbers should be noted to add to the Emergency Plan's Resource Directory.

## **Shelter Coordinator**

### **Setup**

- Receives notification from the Volunteer Coordinator to set up a particular site as a shelter; Volunteer Coordinator will designate at least two Assistant Coordinators and send them to the site.
- Calls the site's designated contact person to arrange for the building to be opened. The current shelter site is the Federated Church's Family Life Center on Route 306 in Bainbridge. Contacts are, in this order:

John Bourisseau, Director of Family Life Center

home 440-247-0722

cell 440-821-3630

Maureen Corrigan, Assistant Director of Family Life Center

home 440-338-3570

cell 216-849-6378

Larry Trace, Federated Church's Head of Buildings

cell 440-463-2817

- Stops at the Fire-Rescue Station to pick up a radio and the Shelter Box (see description later in this section) then proceeds to the site.
- Evaluates staffing needs. The minimum staffing necessary for operating a shelter is three people: the Shelter Coordinator and two Shelter Assistants, all of whom are members of the Russell Auxiliary Force. A Security Officer and Medical Officer will be requested by the Auxiliary Commander as soon as the decision is made to open a shelter; they will be directed to proceed to the shelter as rapidly as possible. Additional staff may be added at the discretion of the Shelter Coordinator and may include Russell Auxiliary Force members and/or other volunteers from the community (for instance, members local civic or church groups). Additional staff functions include traffic control in registration area, a designated registrar for the medical area, working with the Security Officer in supervising unaccompanied minors, and providing food and other comfort measures in the main area.
- Staffing needs, including the need for a Security Officer and/or Medical Officer, are communicated to the Auxiliary Commander, who will ensure that appropriate personnel are mobilized.
- Determines the number of tables, chairs, etc., belonging to the Family Life Center which will be used, and informs the Family Life Center contact person. Copies of the Family Life Center's Equipment Requisition Form, already filled out for this purpose and kept in Shelter Box #1, are shown to the Family Life Center contact person, who will retrieve designated items and begin set up according to the layout on the form.
- Organizes the space, setting up a registration desk by the door, an office/administration area, a children's area if needed, and other areas as deemed necessary.
- Assigns one of the Assistant Coordinators to serve as the registrar. (See registration procedures below.)
- Makes sure that all RAF shelter staff are wearing badges. At the discretion of the Shelter Coordinator, orange "Emergency Worker" vests may be issued to shelter staff.

- When the shelter is appropriately staffed and organized, calls the Auxiliary Commander to confirm the shelter is open and ready to receive residents.
- Evaluates the need for supplies, such as food, beverages, dry clothing, blankets and pillows, and requests those supplies from the Auxiliary Commander.

### **Ongoing Duties**

- Supervises registration area, and all other areas of shelter.
- Assesses registrants for possible illness or injury by observing shelter occupants for obvious wounds, difficulty breathing, complaints of chest pains, poor color, unsteady or wobbly standing or walking. Anyone exhibiting these signs will be sent to the Medical Officer.
- Determines when additional resources need to be obtained and contacts the Auxiliary Commander to provide them. For instance, if the shelter is occupied many hours, residents may need meals, toys for kids, reading material or TVs to occupy adults, etc.
- Insures all staff members (including him or herself) get adequate food and rest.
- Calls the Auxiliary Commander to request replacements or additional staff as needed, and to request cleanup crew approximately one hour before shelter will close down.

### **Closing Down**

- Receives authorization to shut down shelter from the EOC's Executive Group via the Auxiliary Commander.
- Supervises cleanup crew sent by the Volunteer Coordinator. Verifies the removal of any remaining food, materials or equipment.

- Notifies the site contact that the use of the facility as an emergency shelter has ended. Confirms with the site contact that facility is being vacated in good order.

## **Shelter Registrar**

Depending on the size of the incident, there may be one or more registrars; one person is designated Shelter Registrar, all others are Registration Assistants. One Registration Assistant will be designated the Medical Registrar (see job description below) and will work in the Medical Officer's area to register shelter occupants who are in need of medical evaluation or treatment. The Shelter Registrar is responsible for coordinating the activities of the Registration area and of the Medical Registrar, and will work closely with the Shelter Coordinator at all times.

### **Incoming**

- Occupants are not strictly limited to Russell residents; for instance, house guests or people in nearby areas also affected by the emergency will be admitted. However, if the registrar has reason to suspect that someone trying to enter the shelter is there for some opportunistic reason (e.g., a member of the media, someone stalking an ex-girlfriend), the Security Officer will be called upon to question and, if necessary, remove that individual from the shelter.
- Fills out registration form for each occupant that includes their name, address, phone, any urgent medical concerns and, if minors, their age and names of those accompanying them. The form will ask them to list any persons they are hoping to hear from and request permission to confirm their presence at the shelter to family or friends who may call (no names will be released to the media).
- Creates and maintains (or designates someone to create and maintain) a master list of all persons at the shelter, in alphabetical order; also sublists (in alphabetical order) identifying who is in each area (medical, unaccompanied minors, main) and who has left (voluntarily, transferred to health facility, removed by security officer, etc.).
- Assesses registrants for possible illness or injury by observing them for obvious wounds, difficulty breathing, complaints of chest pains, poor color, unsteady or

wobbly standing or walking. Anyone exhibiting these signs will be sent to the Medical Officer.

### **Outgoing**

- Notes the time of departure on the individual's registration form.
- Offers departing adults the opportunity include on their form information about their destination, along with permission to give this information to family and friends who may be seeking them.
- Records complete information about the departure of an unaccompanied minor, or an individual of any age transferred for medical reasons; this includes noting who they were released to, the time of departure, destination, mode of transportation, transporting personnel and reason for transfer.

### **Medical Registrar**

- Works at medical station, filling out registration forms for the ill/injured and tracking transfers to medical facilities in the Outgoing section of the registration form. (See registration procedures in Shelter Registrar section above.)
- Keeps Shelter Coordinator informed of all departures and of any persons remaining in the shelter whose condition may need to be monitored or who may have special needs, such as a cot or medications that must be obtained.

### **Medical Officer**

- Sets up medical station at the shelter, using own disaster forms and, if available, medical equipment/supplies from own department's ambulance. Shelter will provide table, chairs and signage. Shelter will have minimal, if any, first aid supplies.
- Shelter staff will assess registrants for possible illness or injury by observing shelter occupants for obvious wounds, difficulty breathing, complaints of chest pains, poor color, unsteady or wobbly standing or walking. Staff will send any people exhibiting these signs to the Medical Officer.

- Shelter staff will provide a dedicated Medical Registrar to process the ill/injured at the medical station, using the shelter's standard registration form.
- Medical officer will evaluate selected registrants, provide first aid or other urgently needed services or advice. The shelter is not intended to serve as a medical facility; any shelter occupant requiring more than comfort measures or basic first aid will be sent to an appropriate medical facility. Shelter staff or Medical Officer will arrange for transport. The Medical Registrar will ensure that all necessary information is filled in on the Outgoing section of registration form.
- At times when there are no registrants needing immediate medical attention, Medical Officer may choose to assist shelter staff in assessing new arrivals, or visit the main area and/or unaccompanied minors' area to monitor any developing medical needs.

## **Security Officer**

- Maintains security at the shelter, including keeping order, facilitating any disputes that may become heated and handling any questionable calls seeking information about occupants of the shelter.
- Ensures the safety of any unaccompanied minors at the shelter. Unaccompanied minors will be kept in a separate area, and a Shelter Assistant will be assigned to assist the Security Officer in ensuring these minors are monitored at all times. The Security Officer will meet each parent or guardian attempting to retrieve their children; the Security Officer will review their identification and sign the child out to the custody of the parent/guardian. Shelter Assistant will ensure that the rest of the Outgoing section of the registration form is complete before parents/guardians assume custody of their children.
- Ensures that no one enters the facility who is with the media or who is suspected of trying to enter for opportunistic reasons.

## **Shelter Policies**

## **Residents with Medical Conditions**

The shelters are not intended to provide medical care. If someone arrives at a shelter who is ill or injured, the staff or Medical Officer will call 9-1-1 to have the individual transferred to an appropriate medical facility. The shelter's Medical Officer will provide first aid and comfort measures for minor injuries or illnesses.

## **Shelter Communications**

The Shelter Coordinator will establish external communications via a land line telephone, a cell phone, radio provided by the Russell Fire-Rescue Department and/or, if necessary, messengers to drive back and forth to the EOC and elsewhere. If phone lines are operational, one line will be kept available at all times for communications with the Auxiliary Commander at the EOC. Additional phone lines may be placed at the disposal of shelter occupants so that they can contact family members, arrange for alternative housing, etc. All calls made by shelter occupants will be local, collect, or via credit card.

## **Confidentiality**

- **Media:** No information about shelter occupants will be given to the press. Members of the media will not be allowed inside the shelter; they will be directed to the EOC.
- **Friends and family:** If relatives or friends call seeking an individual, the shelter staff may confirm that the individual is in the shelter, or was in the shelter but has left, unless that individual has requested confidentiality on their registration form. If the shelter staff has any concerns about a particular caller, the call will be turned over to the Security Officer.

## **Unaccompanied Minors**

Children under the age of 18 who are not accompanied by an adult will remain under the supervision of a Security Officer and a shelter volunteer. A parent or guardian arriving at the shelter who wishes to remove a child must show photo ID to the Security Officer and be recorded by the registrar. If for any reason the shelter staff or Security Officer has concerns about releasing a child to an alleged parent or guardian, the child may be required to stay at the shelter until the situation is resolved. If a minor leaves the shelter without a parent or guardian--for instance, if an unaccompanied minor becomes

ill and must be hospitalized--the Medical Registrar will keep complete records of the minor's time of departure, who he or she was released to, destination, mode of transportation, transporting personnel and reason for transfer.

## **Shelter Box**

Supplies for the shelter are kept in the EOC/training room at the Fire-Rescue Station. Although collectively referred to as the Shelter Box, in fact these supplies are contained in two boxes, plus a case of water. Boxes are marked with the RAF logo and the title "Shelter Box" plus the designation "1 of 2" or "2 of 2." Water is also marked as designated for the RAF Shelter. Contents are as follows:

### **Box #1: Organization Materials**

- Copy of this manual
- Copy of the Russell Emergency Plan
- 7 orange "Emergency Worker" vests
- Equipment Request Form
- Family Life Center Floorplans (1 full and 1 detail of main shelter area)
- Registration forms (150)
- Laminated signs
  - Registration
  - Unaccompanied Minors
  - Main Area
- Pens, pencils, markers, highlighters, red pens
- Yellow pads
- Tape: scotch, adhesive for hanging signs on walls
- Paper clips
- Stapler, staples, staple remover
- Accordion file

### **Box #2: Food Supplies, etc.**

- Coffee, tea, sugar, creamer
- 2 large cans of fruit juice
- 1 bag each pretzels, cookies, peanut butter crackers
- Hot/cold cups

- Paper napkins
- Kleenex
- 1 roll paper towels
- Garbage bags
- Infant formula (regular and hypoallergenic)
- 2 sets disposable bottles with liners
- Disposable diapers in several sizes

**Water**

- 1 case (24 half-liter bottles)

# Activation Staffing

	EOC	Shelter (per shelter)	Evacuation	On-scene Support	Water Distribution
Auxiliary Commander	1				
Volunteer Coordinator	1				
Communications	2				
Shelter		3+			
Field Work			4	2	2
Information	1				
Help Out	1				

# Training

*The following courses are offered by the Russell Auxiliary Force Planning Committee. Presenters may include RAF members, firefighters, other emergency responders, county health officials, the FBI, animal protection agencies, and others from the community.*

## **Basic Training**

- Overview of Emergency Plan
- Highlights of Russell Auxiliary Manual
- Tour of the Fire-Rescue Station

## **Communications Management**

- Understanding the telephone system at Fire-Rescue Station
- Switching lines for EOC use
- Fire-Rescue Department radios
- Telephone etiquette and public relations
- Transferring calls to 9-1-1

## **Advanced Communications** (small group of volunteer specialists)

- Dispatching firefighters when 9-1-1 is not functioning

## **Help Out**

- Outreach and enrollment
- Records maintenance
- Contact and assistance during emergencies

## **Field Work**

- Supporting the Fire-Rescue Department during fire, evacuation, etc.
- Water distribution during power outages

## **Information Management**

- Emergency Procedures Checklist

Emergency Status Board  
Evaluation of Local Conditions form  
Information resources

### **Shelter Management**

Setup and management  
Registration procedures and crowd control  
Policies and problem solving  
Working with Security Officer, Medical Officer  
Cleanup and closing down  
Tour of shelter site

### **Weapons of Mass Destruction**

Recognizing and understanding an event  
Self-protection  
Supporting the experts  
Assisting the community

### **Mass Inoculation Program**

Medical aspects  
Processing and crowd control  
Transportation logistics  
Data tracking

### **Drills**

Communications; handling phones at station (in conjunction with RFD drill)  
Shelter intake (RAF only)  
Full-scale EOC emergency (RAF, RFD, RPD, trustees, other communities)  
    including communications, evacuation, shelter, EOC  
Burndown; support firefighters during training exercise

### **Emergency Skills**

CPR  
First Aid

Search and rescue; finding lost children and others

### **Working with the Press and Public**

Coping with stressful situations

Rights, responsibilities and parameters of the press

Telephone etiquette

### **Pets and Emergencies**

Preparing for emergency (cage and supplies)

Handling and transporting pets during and after emergencies

Local resources for food, shelter

### **Meet Your Firefighters**

Ride along opportunities - Any Friday 10 am, two or four hour shifts

Call Captain Ken Russell at the Fire Department 338-6161 in advance to arrange.

Wear RAF or black shirt, dark pants (black or navy, no jeans), sturdy shoes or boots (no sneakers) and weather-appropriate outerwear. Bring ID badge.

## **Legal Issues and Employment Status**

### **Establishment**

The Russell Auxiliary Force was established in 2002 by the Russell Township Trustees and is under the guidance and control of the Russell Fire-Rescue Department. RAF personnel are subject to the provisions of the Personnel Policy Procedure Manual for Russell Township (copies of which are available for viewing at the Russell Township Hall). The manual is a guide utilized by Fire-Rescue Department Management to ensure uniformity and nondiscriminatory application of the conditions of employment.

## **Employment Status**

Russell Auxiliary Force Personnel will be classified as Intermittent Employees and specifically “Regular Volunteers” under Section 3.1:4 of the Russell Township Personnel Policy Procedure Manual.

Auxiliary Force members are included in Liability Insurance Coverage provided by Russell Township when Auxiliary Force members are acting in the scope of their employment as defined in the Russell Auxiliary Force Manual.

## **Liability for Emergency Care**

Auxiliary Force members providing medical care in emergencies can apply the following statute;

*Ohio Revised Code Section 2305.23 Liability for Emergency Care, commonly known as the “Good Samaritan Law”*

“No person shall be liable in civil damages for administering emergency care or treatment at the scene of an emergency outside of a hospital, doctor’s office, or other place having proper medical equipment, for acts performed at the scene of such emergency, unless such acts constitute willful or wanton misconduct.”

Additionally, New Ohio HB 717 provides civil and criminal immunity for anyone using an automated external defibrillator (AED) to resuscitate a person in cardiac arrest in an emergency situation.

## **Workers Compensation**

Auxiliary Force members will be covered by Worker’s Compensation protecting both Russell Township and the auxiliary volunteer in the event of a work related accident as provided in Section 2.1.2:C of the Russell Township Personnel Policy Procedure Manual. Auxiliary Force members will NOT be designated as firefighters under Ohio Worker’s Compensation regulations and therefore NOT participate in any firefighting and/or other hazardous duty activities.

## **Driving Status**

Auxiliary Force members are required to possess and maintain a valid Ohio Driver License and vehicle insurance as required by Ohio Law during their entire term of membership. Auxiliary Force members are required to abide by all Ohio Motor Vehicle

Laws under the Ohio Revised Code (including speed and traffic control devices) and do NOT qualify as Public Safety or Emergency Vehicles as defined by the Ohio Revised Code. Russell Township does NOT provide insurance coverage on personal vehicles, their operators or passengers at any time. Volunteer vehicles parked on Russell Township property are excluded from the policy provisions of Russell Township for any claims.

### **Confidentiality**

Members of the Russell Auxiliary Force are required to maintain strict confidentiality related to the following documents, reports, records and information that may be either observed and/or heard in the course of their participation with the Russell Fire-Rescue Department and Russell Auxiliary Force;

36. Medical Information and Records: any document or combination of documents or information related to medical history, diagnosis, prognosis, or medical condition of a patient and that is generated and maintained in the process of medical treatment by the Russell Fire-Rescue Department, Russell Auxiliary Force or their designates.
  
1. Any information related to juveniles--medical, criminal or otherwise.
  
2. Confidential law enforcement investigatory records and trial preparation records generated by Russell Fire-Rescue Department, Russell Police Department, Russell Township or any designates.

**CITY OF LAS VEGAS  
DEPARTMENT OF FIRE & RESCUE**

**AGREEMENT ASSUMING RISK OF INJURY OR DAMAGE, WAIVER  
AND RELEASE OF CLAIMS AND INDEMNITY AGREEMENT**

WHEREAS, I \_\_\_\_\_, being over the age of eighteen and not being a member of the City of Las Vegas Department of Fire & Rescue have made a voluntary request to ride as a guest in a vehicle assigned to Las Vegas Fire & Rescue and to accompany a member or members of the Fire Department during the performance of their official duties, and...

WHEREAS, the City of Las Vegas Department of Fire & Rescue is willing to allow me to ride as a guest in or on a vehicle assigned to that department and to accompany a member or members of the department during the performance of their duties on the conditions herein stated.

1. That I am aware that the work of the Fire Department is inherently dangerous and that I may be subjected to the risk of death, personal injury or damage to my property by accompanying a member or members of the Fire Department during the performance of their official duties and that I freely, voluntarily and with such knowledge assume the risk of death, personal injury, property damage or any other risk which I may encounter connected with the use of weapons, unlawful acts or forcible breach of the peace, fire, explosion, gas, electrocution, the escape of radioactive substances or any other cause whatsoever while accompanying a member or members of the Fire Department during the performance of their official duties.
2. That the City of Las Vegas, Fire Chief of the Las Vegas Department of Fire & Rescue, his sureties, all members of the Fire Department of the City of Las Vegas, their sureties, and each of them, shall not be responsible or liable for any injury, damage, loss or expense whatsoever either to me or my property, incurred while riding in or on any vehicle assigned to the Las Vegas Department of Fire & Rescue or while accompanying any member or members of said department during the performance of their official duties and resulting from any act or omission negligent or otherwise on the part of any member of the Las Vegas Department of Fire & Rescue.
3. That I myself, my heirs, executors, administrators and assigns will defend and indemnify the City of Las Vegas, David L Washington, Chief of the Las Vegas Department of Fire & Rescue, all members of the Las Vegas Fire & Rescue, their sureties and each of them, against any and all manner of actions, causes of actions, suits, debts, claims, demands, or damages or liability or expense of every kind and nature incurred or arising by reason of any actual or claimed negligent or wrongful act or omission of mine while riding in or on any vehicle assigned to the Las Vegas Department of Fire & Rescue or while accompanying any member or members of said Fire Department during the performance of their official duties.

I hereby represent that I have carefully read and understand the contents of this document and sign the same of my own free will.

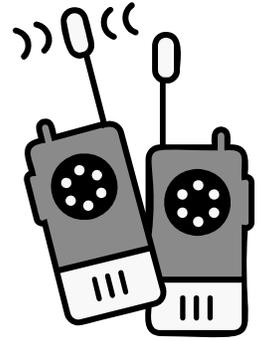
Dated: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Signature of Parent or Guardian  
(If applicant is a minor)

Renton, Washington  
August, 2005



**Reminders:**

- August 15 Steering Committee Meeting 4:30 p.m. station 41 training room
- August 18, Meeting 7:00 p.m. station 41 training room

Got barbeque?? We are thinking having a barbeque in September for the ARSG team, family members and FD40 personnel. If you are a party planning person, please contact me. Lynne KE7COE

### *Message from the Chairperson* By Lynne Robillard

Well, the hot days of summer are upon us. Many of the FD40 ARSG members are enjoying the weather and taking well deserved vacations. In July we conducted our second ride along with the firefighters testing our radio equipment. The July general meeting was very educational. I would like to thank BC White for taking the time to hold a question and answer session out at one of the rigs. I think the ARSG team is getting a better idea on how they could assist the department when called upon. I hope we can continue these opportunities to communicate with department personnel in the future. Bob W7LRD and David KD7OTV showed the team how to make antennas for field operations. It's amazing what a couple of metal coat hangers and some solder can do to boost the transmission of your HT. Fall will be bringing another CERT class for FD40 so if you hadn't taken the opportunity for this training, I would encourage you to do so.

### *A Message from the Chief* By Chief Paul Witt

July 28, 2005 the Board of Fire Commissioners passed Resolution No. 410, authorizing the placement of a ballot title on the November 8 General Election regarding capital financing.

If approved, the voters would authorize the Fire District to issue up to 9,000,000 in bonds. This amount includes the ability to use voter approved bonds to refund/ defease all or part of the 2003 bonds we current have, finance the new headquarters fire station, conduct engineering and design studies regarding the upgrade of the Fairwood Station and other capital projects throughout the District.

We will be rapidly working on our public education program for the citizens on this topic. We want to make sure that factual information is provided. We hope to have some standardized facts sheets together soon that will be available to all of you so that you both are knowledgeable on this and can answer questions that may be asked of you.

We'll keep you posted.  
Be well and safe.  
Thanks

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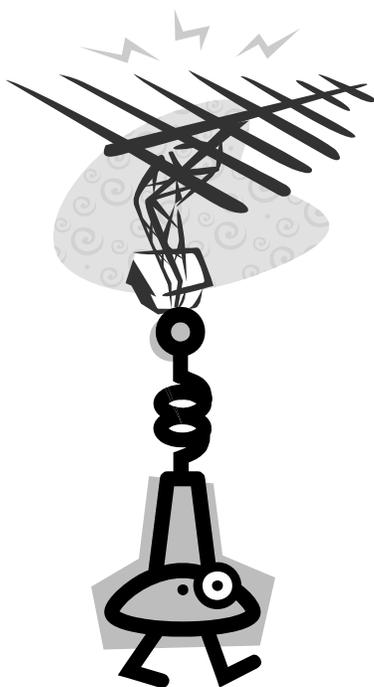
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## *Field Antennas* By Bob W7LRD

Following up on the show and tell about antennas:

As was demonstrated you can make, an antenna with a simple piece of wire. Antennas have fascinated me for over 40 years. I have tried, bought, made and destroyed many antennas. I have developed a philosophy (that works for me) regarding what works and what works best. I have always liked full sized antennas, which means ones that don't use traps (coils). Traps can be lossey and reduce the operational band-

width of the antenna. For limited space applications they can be ideal. There is usually a trade off or compromise no matter what we put up. There's a fellow in California who has four six element twenty meter yagi's on a 150 foot tower. On my little corner of real estate I have been able to squeeze in what works given space limitations. Fortunately there are no covenants here. I can not over emphasize enough to own a copy the ARRL An-

tenna Handbook, as Dave recommended. I have worn out some older copies as well as some specialized books. I have spent hours with a calculator and design ideas. Satellite communications has opened a huge area for more experimentation. The more I try to learn the more I discover just how much more there is to learn. I am available to help any one who wants to make or buy that better antenna, as well as show and tell what I have done.



*Elmer Bob AK7S*

## *Ask an Elmer*

### **QUESTION?**

I would love to see several Elmer's make a list of possible options or features of handhelds, then rank them in importance to our roles in emergency communication. Even though manufacturer's specs list their equipment capabilities, we still don't

know how important each is to our practical needs.

### **ANSWER**

And with respect to Dennis Wood's request for information on handhelds, that will require a little research, but can be done. Stay tuned for future issues of the newsletter for the answer.

# FD40 ARSG Drill Topics 2005

- August 18** Proper Use of the Formal Message Form
- September 15** Pacific Northwest Weather Hazards and Map Drill
- October 20** Power line and Road Safety
- November 17** What Is Triage and How And When To Do It And Map Drill
- December 15** Outside Agencies We Need To Know

## *Fall CERT Class Schedule for 2005*

For more information call (206) 276-4908

**Tuesday, September 13: Introduction/Incident Command**

**Tuesday, September 20: Disaster Preparedness**

**Tuesday, September 27: Fire Extinguisher Training**

**Tuesday, October 4: Disaster Medical Operations**

**Tuesday October 11: Disaster First Aid**

**Tuesday October 18: Search and Rescue**

**Tuesday, October 25 : Terrorism and Disaster Psychology**

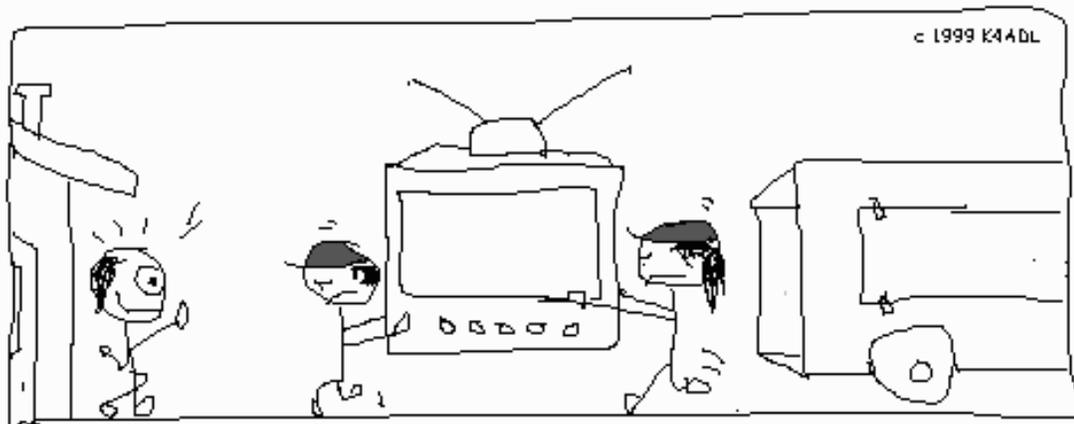
**Saturday, October 29 : Final Exercise/Disaster Simulation**

## *Trivia Corner*

How do you defend yourself against a mountain lion?

For the answer to this question go to the ARSG website and look under References:

- A. Roll into a ball on the ground with your face covered and "play dead".
- B. Fight back by hitting the mountain lion in the head and protecting your own neck and throat.
- C. Maintain eye contact and sing "The Lion Sleeps Tonight" while backing away from the mountain lion.



UNAWARE THERE ARE 14 HAMS IN THE NEIGHBORHOOD OPERATING ON 6 METERS, VICTOR TAKES DELIVERY OF A 60 INCH TV, COMPLETE WITH RABBIT EARS.

# August 2005

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 Communica- tions Check 7:00 p.m.	5	6
7	8	9	10	11 Communica- tions Check 7:00 p.m.	12	13
14	15 Monthly ARSG Steering Meeting 4:30 p.m. FS41	16	17	18 Monthly ARSG Meeting 7:00 p.m. FS41	19	20
21	22	23	24	25 Communica- tions Check 7:00 p.m.	26	27
28	29	30	31			

## Steering and Committee Heads

POSITION	NAME	CALL	E-MAIL ADDRESS
Co-Chair	John Wruble	AC7VL	<a href="mailto:AC7VL@comcast.net">AC7VL@comcast.net</a>
Chairperson	Lynne Robillard	KE7COE	<a href="mailto:KE7COE@comcast.net">KE7COE@comcast.net</a>
Facilities & Training	David Cromer	KD7OTV	<a href="mailto:KD7OTV@aol.com">KD7OTV@aol.com</a>
Newsletter Editor/Website	Tom McCullough	KE7COG	<a href="mailto:KE7COG@comcast.net">KE7COG@comcast.net</a>
Secretary & Membership	Mindi Mattson	KE7ANG	<a href="mailto:CERT@kcf40.co.king.wa.us">CERT@kcf40.co.king.wa.us</a>
FD40 & CERT Liaison	Mindi Mattson	KE7ANG	<a href="mailto:CERT@kcf40.co.king.wa.us">CERT@kcf40.co.king.wa.us</a>
Net Coordinator	Doreen Bentz	KE7CNS	<a href="mailto:BENSONBUDY@aol.com">BENSONBUDY@aol.com</a>
Elmer Pos #1	Bob Harlan	AK7S	<a href="mailto:AK7S@comcast.net">AK7S@comcast.net</a>
Elmer Pos #2	David Strahan	N7LSD	<a href="mailto:N7LSD@arri.net">N7LSD@arri.net</a>
Elmer Pos #3	Bob Johnson	W7LRD	<a href="mailto:W7LRD@juno.com">W7LRD@juno.com</a>
Packet Radio	Open		
Librarian	Lee Cummings	KE7CNU	<a href="mailto:disastergold@comcast.net">disastergold@comcast.net</a>
ARES Liaison	Lee Cummings	KE7CNU	<a href="mailto:disastergold@comcast.net">disastergold@comcast.net</a>

**Fire District 40 Amateur Radio Support Group (K7FDF)**

*Fire District #40  
10828 SE 176th Street  
Renton, Washington 98055*

*Phone: 425-255-0931  
Fax: 206-296-7742  
E-mail [info@fd40.com](mailto:info@fd40.com)*

**You can find FD40 on the web at [www.FD40.com](http://www.FD40.com)**

FD40 ARSG (K7FDF) HAM Frequency's  
Primary 2M band 147.48 Mhz Simplex  
Alternate 70 cm band 446.175 Mhz Simplex

**Submissions to ARSG Bulletin:**

If you would like to submit an article for possible inclusion in future newsletters, please submit your article via e-mail to [KE7COG@comcast.net](mailto:KE7COG@comcast.net). All submissions must be received by the editor no later than the last day of each month.

**ARSG Mission Statement**

Under the direction of FD40, to use our amateur radio skills to gather information and provide communication during an event that overwhelms existing FD40 emergency service resources.

*Simplex Communication Check Nets*



*Ham's use radio's to talk on the air*

Simplex nets are Thursdays at 7:00 p.m. on 147.48 MHz.			July ARSG and <b>ARES</b> Check-ins:								
			Call Sign	Name	7/7	7/14	7/28	7/10	7/17	7/24	7/31
Net Control Operators:			AC7VL	John							
			AK7S	Bob			X	A	A		
August	4	David C	K7KCS	Tracy	X						
		Dennis W	KB7MPH	Sandra							
August	11	Bob H	KC7FSR	David		X					
		Tim H	KC7GZO	Gene	X	X	X		A	A	
			KD7OTV	David	X	X		A	A	A	
August	25	Lynne R	KE6IJR	George	X	X	X				
		Tom M	KE7ANG	Mindi		X					
			KE7CNS	Doreen		X	X	A		A	A
Sept	1	Doreen B	KE7CNU	Lee	X	X	X		A	A	A
		Chris M	KE7COA	Sharon	X	X			A		
			KE7COB	Gail		X					
Sept	8	Lee C	KE7COE	Lynne	X	X	X				
		Open	KE7COF	Mike		X					
			KE7COG	Tom	X	X	X				
Sept	22	Mike M	KE7COH	Chris	X	X	X	A		A	A
		Open	KE7COJ	Maureen							A
			KE7COM	Dennis	X	X					
Sept	29	Lee C	KK7JL	Tim		X					
		David C	N7LSD	David		X	X				
			N7PAA	Ricardo		X	X				
Oct	6	Lee C	N7OLU	Steve			X				
		Open	N7RVF	Stu							
			N7YKH	Gary							
			W7LRD	Bob	X	X	X				

# Johnson County RFD #1



## Fire Prevention Division



**“Prevention  
through  
Education”**



According to the United States Fire Administration, Arkansas has one of the highest numbers of fire related deaths in the U.S. with most of those being young children and the elderly.



Johnson County Rural Fire District #1's Fire Prevention Division goals are to reduce fire deaths, civilian injuries and economic losses as well as increase fire safety awareness to the public. Through funding from three FEMA Fire Act Grants, two awards from the Arkansas Fire Prevention Commission and sponsors totaling almost \$200,000, the department has built a strong fire safety program.

## DEPARTMENT BACKGROUND

In August 2002, Johnson County RFD #1 was about to embark on a magnificent journey. Until that time, the department's efforts were completely suppression oriented. Prior to that time, fire prevention activities averaged *30 minutes* a year and the department had *zero* budget for fire prevention activities.



With a vision in mind, the department has since added fire prevention to its mission statement, formed a Fire Prevention Division and Fire Safety Team focused on providing the citizens of Johnson County Rural Fire District #1, Johnson County and surrounding counties with an environment that is safer from fires, environmental hazards and life threatening medical emergencies through educational and fire prevention activities.

Johnson County RFD #1's Fire Safety Program is not only recognized at the local and state level, but at the national level as well. According to Craig Christiansen, (Chairman of the Arkansas Fire Prevention Commission) in his year end report to Arkansas Governor Mike Huckabee in 2004, "Johnson County RFD #1 program's have grown to include all of Johnson County and has taken a leadership role in this type of effort. The emphasis here is on education of all age groups, and serves as a model for others around the state."



The department's goals are to:

- 1) Reduce loss in fire deaths, burn related injuries and property loss
- 2) Reach more of the target populations (children under the age of 14 and elderly over 65)
- 3) Improve and increase fire safety activities already in place
- 4) Improve methods of reporting
- 5) Improve evaluation methods
- 6) Develop and implement more of a variety of fire safety programs
- 7) Provide public education training for department and county's firefighters
- 8) Provide support and programming for fire departments in and outside of county
- 9) Expand volunteer base through Firecorps program to keep up with increase in programming

From June 2004-June 2005, the department met or exceeded the following goals:

- 1) *Zero* burn injuries compared to two the year before. We have experienced an *80 percent decrease* in property losses.
- 2) The department was able to document that *66 percent* of the target population of children in the county under the age of 19 since January 2003 have received fire safety programming from RFD #1's Fire Safety Team.

- 3) The department had a **335% increase** in the number of direct fire safety programs and a **287% increase** in fire safety awareness activities (June 2004-2005) over the same time period the year before (June 2003-June 2004).
- 4) Several new methods of reporting were improved upon and many new forms developed to help the departments Fire and Life Safety Educator (FLSE) keep track of populations reached and programming implemented.
- 5) Evaluation methods improved drastically with the development and implementation of several new methods, including Impact Evaluations (Fire Safety House Surveys and Smoke Alarm Installation Surveys) and Formative Evaluations (Teacher Surveys for Fire Prevention Week, Consumer Evaluation of Program). Quantitative and qualitative data were gathered for the first time in the Fire Prevention Division's history. University of the Ozarks Business students assisted in this effort through statistically analyzing the data.

An evaluation method in Spanish was also conducted for the first time this year since the primary school has shown a **600% increase** in its Hispanic population since 2003.

- 6) Many new fire safety programs were developed, including those for the safety house, safety room, puppet program, Freddie and Pluggie the robots, Fire Safety with Sparkles Program, Reading with Sparkles Program, Sparkles Fan Club, Project S.A.F.E. Home (Smoke Alarms for Every Home), Fire Safety Board Contest, the Traveling Trunk, Jr. Firefighter Challenge, and the "Don't Burn It, Recycle It" Program.

- 7) The department brought in an educator from Florida who conducted three classes: one for the department's firefighters, one for the county firefighters and one for state's firefighters. Through these classes, **23 different counties** from the state of Arkansas were in attendance.



**That's 30% of the counties in the state! Many firefighters made positive comments as a result of these classes, some stating "I was afraid to start a program, now I can't wait to get back to get one started", "This class had so many different ideas that I have taken and am planning on using in my county's education efforts", "Before attending, I thought that I would never be interested in adding puppets to my educational activities, but now, after this class, I have already purchased four" and "I plan on using a lot of the information that I was taught for future programs for our fire department. I wish all classes were this interesting."**

**Two more educators will be brought to the state in June for classes. One class will be held in Johnson County and another in Northwest Arkansas. A workshop will be co-sponsored by Arkansas Children's Hospital and the Arkansas Fire Prevention Commission.**

**The department's FLSE has been working with the Oklahoma State University Fire Service Training to learn more about its Fire and Life Safety Educator I program. The department's FLSE is working with Jimmy Parks and Charles Maxwell of Arkansas Children's Hospital to create a FLSE program through the Arkansas Fire Academy.**

- 8) The department has provided support and programming for departments not only in the county, but outside the county as well. From assisting with grant writing, to helping with developing lessons plans specific for other departments, to providing training, to providing support materials such as the robots or Sparkles, the department has gone and will continue to go the "extra mile" to help others. Coalition numbers have increased and more agencies, businesses and individuals are involved in helping promote fire safety in and outside of the county.**
- 9) The department has worked hard to recruit and retain volunteers to help with the increase of fire safety programming. One of the ways that we were able to accomplish this was through starting a Firecorps program. In 2004, volunteers donated over 100 hours of their time. This year, volunteer time has already surpassed that mark. The University of the Ozarks Phi Beta Lambda group has agreed to help the department and take on fire safety programming for the next school year as a community service project. The department's FLSE has assisted the PBL**

organization with developing a their strategic plan for the next school year. This plan will provide the department with hundreds of volunteer hours and will enable the department to increase its fire safety efforts.

#### **Other projects:**

##### **\* Fire Safety Signage**

- **The fire safety sign outside of the station has been erected and displays fire safety messages daily**



##### **\* Freddie the Firetruck Robot**

- **Purchased and has been used at several different fire safety events in the county.**

##### **\* Making of Fire Safety Videos**

- **Project is underway. With the new digital video camera and computer, the department is in process of making fire safety videos which will be distributed as soon as the project is completed. DVD's will be available to movie rental stores in the area to be rented free of charge. They will also be available to schools and individuals who request them.**

##### **\* Fire Safety with Sparkles and Spanner Program**

- **Sparkles Fan Club is underway. Newsletters have been completed, membership cards printed and promotion is underway.**
- **Trading cards ordered, received and have been passed out to thousands of children. Trading cards have also been produced and distributed in Spanish.**
- **Training of Dalmatians began in January with a dog trainer. Spanner is able to "Dial" 911 on a telephone display and is learning to tell the difference between a tool and a toy and pick up the toy. Sparkles has learned how to get in bed, get covered by a blanket, pretend to be sleeping, and when the smoke alarm goes off, get out of bed, crawl low, go to the door to "test" it, then take another way out through the window, then go to the meeting place.**



**\* Fire Safety Newsletter**

- Was developed and mailed to 1000 homes in the district.

**\* Fire Safety Billboards**

- Held our second Annual Fire Safety Billboard Contest. Billboards on display in November and December and seen by over 13,500 cars daily.

**\* Department Developed Handouts Project**

- "Sparkles Fire Safety Activity Books" were developed and distributed to almost 1000 children in and outside of county. They have been a big hit and include the most up to date fire safety messages. Other handouts have been developed and distributed in both English and Spanish.

**\* Fire Safety Awareness Parade and Kidsfest**

- Fire Safety Awareness Parade included 37 apparatus from 13 departments in two counties and Kidsfest included 22 different agencies from three counties



**\* Jr. FF Challenge**

- Designed to promote fire safety, the Jr. Firefighter Challenge made its debut at Kidsfest. Sixty-six children went through the challenge which included fire safety activities, such as stop, drop and roll, crawl low under smoke and other fire safety related themes.

**\* Training**

- The department's firefighters received over 260 hours in public education training. The department's FLSE attended two public education courses at NFA (for a total of three weeks in 2004), the NFPA Fall Conference in Miami and NFPA World Safety Conference in Las Vegas.

**In 2004, RFD #1 firefighters donated over 1570 hours toward fire safety activities and received over 204 hours in fire safety training. Volunteers from University of the Ozarks and other individuals volunteered 115 hours of their time.**





**In order to implement such an aggressive fire safety program, the department relies on the help of Firecorps, a program that supports and supplements fire departments through the use of citizen advocates for non-operational activities. Since August of 2002, the students at the University of the Ozarks have helped with the department's fire safety program. In 2004, when the department was awarded its second fire prevention and safety grant, the members**

**realized that RFD #1 needed students from the University of the Ozarks even more. Phi Beta Lambda came through with helping fill "goody bags" for Fire Prevention Week, working with the department's smoke alarm installation program, and assisting with "Kidsfest"**



**the county's fire and life safety fair held in October. In addition the PBL members assisted the department in their evaluation methods by performing critical data entry and data analysis tasks. Without this help, the department would have not been able to reach its goals or the number of target risk groups, that of children and the elderly.**

**RFD #1 has formed a more formal partnership with the University of the Ozarks Phi Beta Lambda and will continue with the Firecorps program during the 2005 -2006 school year. PBL uses this opportunity to provide service to the community, to promote social responsibility among its members and at the same time, help keep those in our community stay fire safe.**

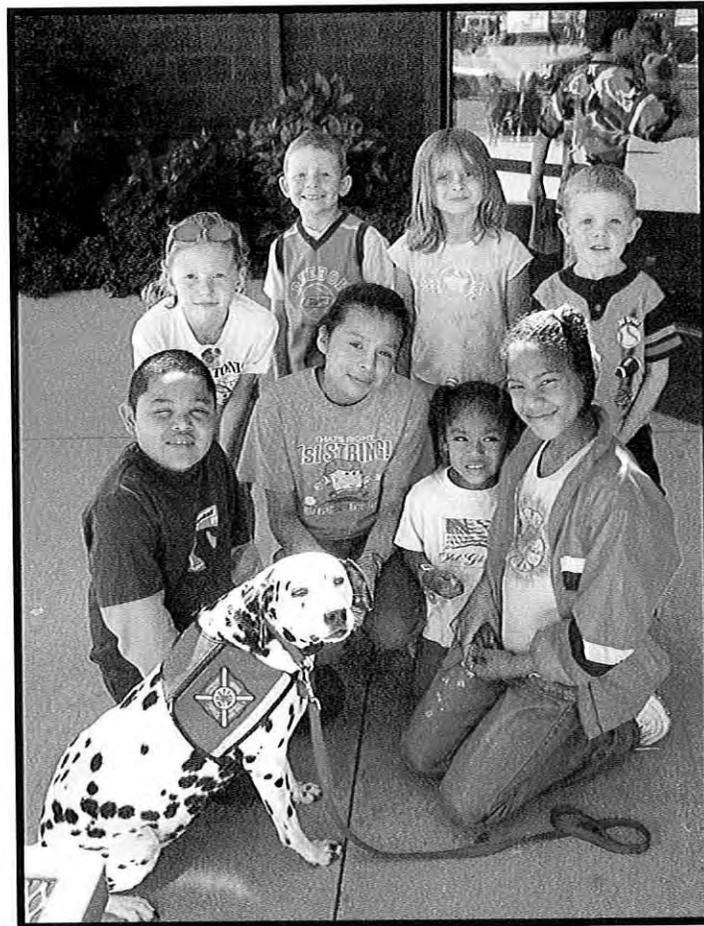
**The Firecorps group will be assisting the Fire Prevention Division in:**

- **Devising marketing ideas and assist with the implementation of the Sparkles Fan Club**
- **Create marketing ideas for Kidsfest Safety Fair and Third Annual Fire Safety Awareness Parade**
- **Develop and help implement the Fire Safety Calendar contest involving all schools in the county. U of O PBL logo will be on calendar along with other sponsors**
- **Will participate in the Third Annual Fire safety Awareness Parade and Kidsfest Safety Fair**
- **Help at various fire safety events and activities**
- **Present fire safety programs to other university students during Campus Fire Safety Month**
- **Fill goody bags for Fire Prevention Week**
- **Project S.A.F.E. Home program (smoke alarm installation program)**
- **Do fire safety related skits at various fire safety activities**
- **Perform data entry of department's evaluation methods**
- **Participate in the Johnson County Peach Festival and Christmas Parades**
- **Form and implement a Fire Safety Puppet Troupe**
- **Develop and maintain a Firecorps webpage complete with chapter fire safety activities and fire safety tips**
- **Develop Power Point presentations**
- **With the help of a editing program, assist with minimizing photos for inclusion on webpage. This will be done throughout the year.**
- **Be responsible for documenting activities (have Firecorps sheets signed noting "time in" and "time out" time at EVERY activity).**
- **Inspire others to join Firecorps from PBL who might not be actively involved.**



**Johnson County RFD #1 will be doing the following in return:**

- **Put a PBL/Firecorps logo on Safety House**
- **Include a photo and story in the fire safety newsletter**
- **Have a Firecorps trading card with group photo of active PBL members that participate**
- **PBL/Firecorps webpage link on homepage of [www.rfd1.com](http://www.rfd1.com)**
- **T-shirts for members that actively participate in events involving Firecorps**
- **Have a Firecorps banner made**



**'Prevention through Education'**



**B.C.F.D.**

**VOLUNTEER SECTION**

**STEERING COMMITTEE MEMBERS**

**Mike Jaffa – Volunteer Section Chief**  
**Gary Williams – Volunteer Captain**  
**Michael Strosinski – Volunteer Captain**  
**James (Todd) Lerke – Volunteer Lieutenant**  
**Carol Morgan – Volunteer Coordinator**  
**Eric Hawton – Volunteer Firefighter (District)**  
**Victor Cano – Volunteer Firefighter (Shift)**  
**Vance Ervin – Support Volunteer**

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## **SECTION MISSION STATEMENT**

To serve our community and department by providing volunteer resources in support of the Department's overall mission of protecting lives and property through proactive education, prevention and response.

## **SECTION VISION STATEMENTS**

### ***We will be:***

- A positive image of BCFD within our community.
- Dedicated to meeting the needs of our department and community.
- A team motivated to improve our working relationships with each other, career members of our department, department management staff, Bernalillo County officials, and other members of the Fire Service.
- A proactive team, which promotes, anticipates, influences and embraces change.

## **SECTION VALUES**

### ***We share in the department's values, thereby:***

We covet the public's and each other's trust and endeavor to maintain it through **valor**, **excellence** and **selflessness**.

### **VALOR**

Courageously encountering adversity, accepting responsibility of ones actions, and providing respectful and obedient conduct due the public and our peers.

### **EXCELLENCE**

We strive for constant improvement to better serve the community and each other.

### **SELFLESSNESS**

Delivering service without recklessness, we put the consideration of others above and before ourselves.

## **TYPES OF MEMBERSHIP**

The Volunteer Section utilizes members of our community in four (4) general categories. Each category shall have a minimum initial training standard, ongoing refresher training standards as well as minimum participation (time) requirements (addressed later in this document). The categories in which a member may serve are as follows:

- 1) Fire Explorer – Under the supervision of an adult adviser, young people ages 14 to 21 who are exploring a career in the fire service.
- 2) Fire Corps – Under the direction of an assigned supervisor, assists fire department personnel in a support function, primarily within the following areas; Administration/Clerical, FD Photographer, Emergency Management, Fire Ground Support, Rehabilitation, Public Education, Training and other duties as assigned.
- 3) Volunteer Firefighter (SHIFT) – Under the direction of an assigned supervisor, performs fire suppression and emergency medical services in response to emergency calls while working an assigned shift from an assigned Station. This position may also function in any of the roles associated with Fire Corps membership.
- 4) Volunteer Firefighter (DISTRICT) – Under the direction of an assigned supervisor, performs fire suppression and emergency medical services in response to emergency calls, responding from home/work by POV or while working a shift at an assigned Station. This position may also function in any of the roles associated with Fire Corps membership.

## **ENTRANCE REQUIREMENTS**

Following are the requirements for acceptance into one of the BCFD Academies.

- 1) Fire Explorer – Age 14 to 21, maintain at least a “C” average in school and have completed the 8<sup>th</sup> grade. Must provide 3 personal references.
- 2) Fire Corps – 18 years of age or older, High School Diploma or GED, pass background check.
- 3) Volunteer Firefighter (SHIFT) – 18 years of age or older, High School Diploma or GED, NM EMT-B license, pass background check, pass physical agility test, OSHA Physical, successful completion of the BCFD Fire Corps Academy, and 24 documented hours of Fire Corps service.
- 4) Volunteer Firefighter (DISTRICT) – 18 years of age or older, High School Diploma or GED, NM EMT-B license, pass background check, OSHA Physical, successful completion of BCFD Volunteer Firefighter Academy, IFSAC Firefighter I certification, and 1 year of documented experience (meeting minimum participation standards) as a BCFD Shift Volunteer. The volunteer must petition the Volunteer Management Team and either live within the District boundaries or have a maximum 10 minute response time to the Station for acceptance. (Following all traffic laws.)

## **ACADEMY REQUIREMENTS**

### 1) BCFD FIRE CORPS ACACEMY – This phase of training includes:

- BCFD Orientation
- Bernalillo County mandated training, including but not limited to:  
Blood-Bourne Pathogens, Bernalillo County Loss Control Policy,  
Bernalillo County Zero Tolerance Sexual Harassment Policy,  
Respiratory Protection
- Introduction to Fire
- Emergency Services Unit (ESU), Air-truck, & other support apparatus
- Fire Prevention / Education
- Wildland Firefighter I (S-130/190, I-100 & L-180)
- Hazardous Materials (HazMat) Awareness
- Confined Space Awareness
- Coaching the Emergency Vehicle Operator (CEVO)
- Basic Life Support (BLS) for healthcare providers
- Firehouse Etiquette

### 2) BCFD FIREFIGHTER ACADEMY - This phase of training includes:

- IFSAC Firefighter I
- Successful completion of New Member Task Book

## **PARTICIPATION REQUIREMENTS**

In order to maintain “Active” status the following participation requirements must be met. A member may request (in writing) a leave of absence for up to six months per calendar year based on their needs due to personal circumstances (long term illness, work assignments or family matters) and will be reclassified as “temporarily inactive”. Once returning to “Active” status the member will be required to update any required training prior to returning to the field.

### 1) Fire Corps Member

- a) Attendance at a minimum of 6 of 12 volunteer section meetings, held once a month.
- b) 12 hours per month, documented time in any support function, primarily within the following areas: Administration/Clerical, Emergency Management, FD Photographer, Fire Ground Support, Rehabilitation, Public Education, Training, and other duties as assigned. These hours include time spent attending monthly meetings and/or refresher training. Long term members will be given a Longevity Credit based on their years of service to BCFD as follows:
  - 0 – 5 years of service = 0 credits
  - 5 – 10 years of service = 1 hr of credit per month
  - 10 – 15 years of service = 2 hrs of credit per month
  - 15 – 20 years of service = 3 hrs of credit per month
  - 20 + years of service = 4 hrs of credit per month
- c) Attend required refresher training in the following subjects
  - Blood-Bourne Pathogens
  - Bernalillo County Loss Control / Sexual Harassment Policy
  - HazMat Awareness
  - Confined Space Awareness
  - CEVO (as required)
  - BLS for Healthcare Providers (as required)

Fire Corp members who are unable to meet these requirements will be moved to inactive status and must return all equipment issued to them. Should the member request reinstatement to active status all training requirements must be met prior to returning to duty.

**ANY MEMBER WHO DOES NOT PROVIDE MONTHLY DOCUMENTATION (IN THE FORM OF A DUTY LOG) OF THEIR PARTICIPATION TO THEIR VOLUNTEER FIRE CORPS LIEUTENANT WILL NOT RECEIVE CREDIT.**

## 2) Volunteer Firefighter (SHIFT)

- a) Attendance at a minimum of 6 of 12 volunteer section meetings, held monthly.
- b) 24 hours per month total, with 8 hours of documented time performing fire suppression and emergency medical services in response to emergency calls while working an assigned shift from an assigned Station. Remaining hours may be in a support capacity including: Administration/Clerical, Emergency Management, FD Photographer, Fire Ground Support, Rehabilitation, Public Education and Training. These hours include time spent attending monthly meetings and/or refresher training. Long term members will be given a Longevity Credit based on their years of service to BCFD as follows:
  - 0 – 5 years of service = 0 credits
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  - 15 – 20 years of service = 3 hrs of credit per month
  - 20 + years of service = 4 hrs of credit per month
- c) Attend required refresher training in the following subjects
  - Blood-Bourne Pathogens
  - Bernalillo County Loss Control / Sexual Harassment Policy
  - HazMat Awareness
  - Confined Space Awareness
  - CEVO (as required)
  - BLS for Healthcare Providers (as required)
  - Wildland
  - Respiratory Protection (incl. Annual fit testing)
  - EMT-B, EMT-I or EMT-P (as required)
  - OSHA Physical (as required)

Volunteer Firefighters who are unable to meet these requirements will be reclassified as a Fire Corp Member and must return all equipment issued to them. For reinstatement to Firefighter status the volunteer must petition (in writing) the Volunteer Management Team and all training requirements must be met.

**ANY MEMBER WHO DOES NOT PROVIDE MONTHLY DOCUMENTATION (IN THE FORM OF A DUTY LOG) OF THEIR PARTICIPATION TO THEIR VOLUNTEER SQUAD LIEUTENANT WILL NOT RECEIVE CREDIT.**

### 3) Volunteer Firefighter (DISTRICT)

- a) Attendance at a minimum of 6 of 12 volunteer meetings, held monthly.
- b) 24 hours per month total, with 8 hours of documented time performing fire suppression and emergency medical services in response to emergency calls while working within their District or an assigned shift from an assigned Station. Remaining hours may be in a support capacity including:  
Administration/Clerical, Emergency Management, FD Photographer, Fire Ground Support, Rehabilitation, Public Education and Training. These hours include time spent attending monthly meetings and/or refresher training. Long term members will be given a Longevity Credit based on their years of service to BCFD as follows:
  - 0 – 5 years of service = 0 credits
  - 5 – 10 years of service = 1 hr of credit per month
  - 10 – 15 years of service = 2 hrs of credit per month
  - 15 – 20 years of service = 3 hrs of credit per month
  - 20 + years of service = 4 hrs of credit per month
- c) Attend required refresher training in the following subjects
  - Blood-Bourne Pathogens
  - Bernalillo County Loss Control / Sexual Harassment Policy
  - HazMat Awareness
  - Confined Space Awareness
  - CEVO (as required)
  - BLS for Healthcare Providers (as required)
  - Wildland
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  - EMT-B, EMT-I or EMT-P (as required)
  - OSHA Physical (as required)

Volunteer Firefighters who are unable to meet these requirements will be reclassified as a Fire Corp Member and must return all equipment issued to them. For reinstatement to Firefighter status the volunteer must meet all training requirements prior to petitioning (in writing) the Volunteer Management Team requesting said reinstatement.

**ANY MEMBER WHO DOES NOT PROVIDE MONTHLY DOCUMENTATION (IN THE FORM OF A DUTY LOG) OF THEIR PARTICIPATION TO THEIR VOLUNTEER SQUAD LIEUTENANT WILL NOT RECEIVE CREDIT.**

## **DOCUMENTATION OF PARTICIPATION**

All volunteer service performed representing Bernalillo County Fire and Rescue Department (i.e. shifts, training, PT, etc.) must be documented. The Volunteer Section shall use a Duty Log (attached) for this purpose.

The duty log shall be completed at the end of each calendar month and submitted either in person, by fax or electronically to the Volunteer Squad Lieutenant by the 10<sup>th</sup> of the following month to receive credit for hours worked and avoid status reclassification. The Squad Lieutenant will submit the Duty Logs to the Volunteer Coordinator at the monthly Volunteer Management Team meeting.

Once a member has been reclassified he/she will remain in the new position for a minimum of 90 days. At the end of which the Volunteer Management Team will review the member's work performance and determine future status of the member.

## **LEAVES OF ABSENCE**

A member may request a Leave of Absence (in writing) for up to 6 months per calendar year at any time. Written requests shall be given to the Volunteer Squad Lieutenant who will submit them for review at the monthly Volunteer Management Team meeting.

Upon requesting a Leave of Absence the member shall return any and all issued equipment to the Department (Logistics Division) where it will be held until the end of the Leave of Absence. Once the Leave of Absence has ended and the member has shown evidence that their training is current, the equipment will be re-issued to the member.

Extended Leaves (more than six months per calendar year) shall be considered by the Volunteer Management Team on an individual basis where extenuating circumstances exist.

## **ISSUED EQUIPMENT**

**All equipment issued remains the property of BCFD and shall be returned to the Volunteer Coordinator upon reclassification, release from the department or upon demand by any member of BCFD Command Staff.**

*Equipment will be issued as follows:*

### **1) Fire Explorers**

- **2 sets of uniforms (pants & shirts)**
- **1 set of Bunker Gear (pants, coat, boots, hood, gloves, blue – wildland type helmet & gear bag) (non-OSHA compliant)**

### **2) Fire Corp Members**

- **2 sets of uniforms (pants & shirts)**
- **1 jacket**
- **1 digital pager**

### **3) Volunteer Firefighter (Shift)**

- **2 sets of uniforms (pants & shirts)**
- **1 Badge**
- **1 jacket**
- **1 digital pager**
- **EMS Fanny Pack**
- **Traffic Vest**
- **1 complete set of Structural Bunker Gear with gear bag**
- **1 complete set of Wildland PPE with gear bag**
- **Wildland Boots**

### **4) Volunteer Firefighter (District)**

**In addition to the items listed above a District Volunteer will be issued:**

- **1 Handheld radio with charger and spare battery**
- **Cover-alls (optional)**

## **VOLUNTEER RANK STRUCTURE**

**The Volunteer Section shall consist of the following rank structure.**

- 1) Volunteer Section Chief – 4 gold crossed bugles  
One position which oversees the Volunteer Section.**
- 2) Volunteer Area Commander – 2 gold crossed bugles  
Two positions assigned one to a region (area). East & West.**
- 3) Volunteer Squad Lieutenant – 1 silver bugle**
- 4) Fire Corps Lieutenant – 1 silver bugle**
- 5) Explorer Adviser – no bugles**

**Following are the job descriptions and requirements for each of these positions.**

# VOLUNTEER SECTION CHIEF

## POSITION DESCRIPTION



**Department: Fire Department**  
**Reports to: Chief of Fire and Rescue**  
**Date Originated: April 2005**

**Grade: Volunteer**  
**Pay Status: Volunteer**  
**EEOC Code: N/A**

### **POSITION SUMMARY**

Under the general direction of the Chief of Fire and Rescue perform professional and technical duties pertaining to the administration and operations of the Volunteer Section consistent with County and Departmental goals, objectives, and performance standards.

### **MAJOR DUTIES AND RESPONSIBILITIES SUMMARY**

1. Assist the Chief of Fire and Rescue with the general coordination and supervision of daily volunteer operations and activities of volunteer fire and rescue personnel.
2. Direct, assign, and evaluate the work of Volunteer Fire and Rescue officers as delegated by the Chief.
3. Establish and monitor volunteer staffing trends and prepares work schedules for Volunteer personnel.
4. Assist the Chief and administrative staff in the preparation of the annual budget. Monitor the budget on an ongoing basis.
5. Prepare, plan, schedule and develop efficiency and performance strategies in consultation with the Chief of Fire and Rescue.
6. Oversees entire operations of the Volunteer Section.
7. Ensure that policies and procedural operations are provided to affected staff and that they are followed.
8. Implements new procedures and policies of the department within the volunteer section.
9. Responds to emergency situations. Assume command of incidents when required and until relieved by the Chief of Fire and Rescue.
10. Oversee development programs for volunteer personnel.
11. Represents (or designates a representative) BCFD Volunteer Section in meetings with other volunteer groups or agencies.
12. Conducts monthly Volunteer Section Meetings.
13. Communicates information regarding the Volunteer Section with field personnel via Commander briefings. (may assign a representative)
14. Participates in budgeting process for Volunteer Section.

15. Assist in the development, communication, training and implementation of the Department's Emergency Operations Plan (EOP). Communicate the Department's EOP to all Volunteer Section Staff. Train all levels of Section personnel on the EOP. Ensure full participation of all employees and that roles have been established and delegated to lower management. Direct and execute the Emergency Management Procedure for the Section ensuring the safety of all residents and employees.

*The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all employees assigned to this job.*

### **MINIMUM QUALIFICATIONS**

1. Must have a minimum of ten (10) years of current continuous time as a Career/Volunteer Firefighter, Paramedic, with the Bernalillo County Fire & Rescue Department.
2. Background in administration is preferred.
3. Knowledge of emergency incident command procedures.
4. Knowledge of controlling laws, ordinances, codes, standards and applicable state and federal regulations.
5. Knowledge of the activities and functions in fire stations.
6. Ability to command subordinates and to direct their activities in a manner, which provides for efficiency of operations, and stresses professionalism in the workplace.
7. Ability to develop productive working relationships with other members to maintain a cooperative and meaningful rapport within the department.
8. Ability to understand and effectively communicate, through both oral and written means, all operational and administrative aspects of the assigned divisions, programs and activities.

### **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Must comply with the Loss Control Policy and safety guidelines of the County.
2. Must possess a valid New Mexico Class E driver's license, or equivalent upon going active as a volunteer firefighter and retain a valid NM Class E driver's license while serving in this position.
3. May be required to respond nights, weekends and holidays.
4. Must comply with New Mexico OSHA requirements concerning medical examinations for firefighters, and must pass a background investigation.

### **WORKING CONDITIONS**

1. Indoor duties are performed in a temperature-controlled environment.
2. Worker is exposed to natural weather conditions when performing or assisting in emergency situations.
3. Outdoor surfaces include natural ground, concrete, asphalt, ramps, stairs or wood decks.

4. Work hazards or potential work hazards include the use of vehicles, ladders, stairs, solvents, chemical fire retardants, asbestos and electricity; hazards associated with treating patients in emergency medical situations.

**EQUIPMENT, TOOLS AND MATERIALS**

1. Equipment used in performing duties includes: computer, camera, typewriter, recording equipment, telephone, calculator, facsimile machine, and photocopy machine.
2. Materials and products handled in performance of duties include: logs, spreadsheet, graphs, writing utensils, fire safety manual, rules and regulations, and various office forms.
3. Uses all safety aids related to EMS, rescue, and firefighting during emergency situations.

**FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE: You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the Department to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.**

**MENTAL FUNCTIONS**

YES	NO	
___	___	1. Must be able to communicate orally and in writing in English.
—	—	
___	___	2. Must be able to correctly judge situations and determine appropriate actions to be taken.
—	—	
___	___	3. Must be able to write reports and documentation in proper format, using correct punctuation, spelling and grammar.
—	—	
___	___	4. Must be knowledgeable of the principals, practices and techniques of fire safety.
—	—	
___	___	5. Must possess the ability to research, interpret and apply rules, regulations, policies and procedures and make recommendations for the resolution of fire safety problems.
—	—	
___	___	6. Must possess the ability to analyze data; present ideas effectively; communicate policies and procedures to department directors, employees and the general public; and obtain and maintain the confidence and cooperation of others.
—	—	
___	___	7. Must be able to organize and prioritize own tasks as well as the tasks of subordinates.
—	—	
___	___	8. Must remain current on innovations on fire prevention and fire safety.
—	—	
___	___	9. Must be able to train others in firefighting, fire investigations and inspections, and emergency medical procedures.
—	—	

**PHYSICAL FUNCTIONS**

YES NO

- |     |     |    |   |
|-----|-----|----|---|
| ___ | ___ | 1. | Work is frequently physical, with periods of extreme exertion in climbing ladders and hills while wearing heavy protective equipment and gear, sometimes in rain, snow, mud and temperature extremes. |
| -   | -   |    |   |
| ___ | ___ | 2. | Must be able to stoop, kneel and crouch as needed.  |
| -   | -   |    |   |
| ___ | ___ | 3. | Must be able to carry 50-75 pounds above the waist- level, work with up to 50 pounds of weight suspended from shoulders and bend at the waist and twist/rotate at the waist as needed.                |
| -   | -   |    |   |
| ___ | ___ | 4. | Must be able to work with arms extended when performing essential duties.   |
| -   | -   |    |   |
| ___ | ___ | 5. | Must meet the requirements of NM OSHA including the ability to use and work while wearing Self-Contained Breathing Apparatus (SCBA).  |
| -   | -   |    |   |
| ___ | ___ | 6. | Must be able to use finger dexterity in the use of necessary machines, hand tools and equipment.  |
| -   | -   |    |   |
| ___ | ___ | 7. | Must be able to coordinate the use of hands and eyes in the performance of essential duties.  |
| -   | -   |    |   |
| ___ | ___ | 8. | Must have eyesight sufficient to perform duties described above and have hearing within normal ranges.  |
| -   | -   |    |   |
| ___ | ___ | 9. | Must be able to use legs and feet to drive, walk, climb, and descend stairs.  |
| -   | -   |    |   |

**DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_

Date:

\_\_\_\_\_

APPROVED:

DEPARTMENT: \_\_\_\_\_

# **VOLUNTEER AREA COMMANDER**

## **POSITION DESCRIPTION**



**Department: Fire Department**  
**Reports to: Volunteer Section Chief**  
**Date Originated: March 2001**

**Grade: Volunteer**  
**Pay Status: Volunteer**  
**EEOC Code: N/A**

### **POSITION SUMMARY**

Under the general direction of the appropriate Officer of the division, performs the duties of the commanding officer of the section to which assigned.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Responsible for the recruitment and retention of volunteer personnel.
2. Coordinates the work of the division or function to which assigned.
3. Makes work assignments, supervises, and evaluates work performance and training of immediate subordinates and new probationary volunteer firefighters.
4. Consults regularly with the Volunteer Section Chief, Deputy Chief and Chief of Fire and Rescue on the development and review of plans, programs and procedures in the interest of improving efficiency and effectiveness.
5. Responsible for communicating and explaining general orders and decisions of the Department's Management Team to subordinate personnel as directed by the Chief.
6. Participate in fire prevention activities, to include inspection of buildings and development of pre-fire plans.
7. Participates in budgeting process for Volunteer Section.
8. Provides oversight and/or may organize and participate in regional training programs.
9. Performs administrative duties as directed by the supervisor.
10. Keeps such records as are necessary to insure efficient operation of his/her command.
11. Responds with his/her command to alarms and other emergency calls as dispatched, and institutes incident command until relieved.
12. May serve as representative of the department at various meetings as directed.
13. May be required to perform the activities of subordinates.
14. Approves duty logs and training requests form volunteers.

15. Assist in the development, communication, training and implementation of the Department's Emergency Operations Plan (EOP). Communicate the Department's EOP to all Volunteer Section Staff. Train all levels of Section personnel on the EOP. Ensure full participation of all employees and that roles have been established and delegated to lower management. Direct and execute the Emergency Management Procedure for the Section ensuring the safety of all residents and employees.

*The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all employees assigned to this job.*

### **MINIMUM QUALIFICATIONS**

1. Must have a minimum of six (6) years of current continuous time, as a Career/Volunteer Firefighter, Paramedic with the Bernalillo County Fire Department. At least two of those years at the rank of Volunteer Lieutenant within BCFD or 4 years experience with another department at the rank of Lieutenant or higher.
2. Comprehensive knowledge of operating instructions, manuals, local policies and regulations, standard instructional methods and techniques.
3. Ability to plan, organize, direct and control activities of fire and/or rescue personnel.
4. Ability to communicate effectively in both oral and written English.
5. Ability to maintain effective working relationships with career and volunteer personnel, supervisors, department heads, elected officials and the public.
6. Ability to respond quickly, calmly, and with good judgment under emergency conditions.
7. Basic knowledge of fire suppression, incident command systems, fire behavior and chemistry, and basic knowledge and procedures for Emergency Medical Technician-Basic.

### **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Must comply with the safety guidelines of the County.
2. Must possess a valid New Mexico Class E driver's license, or equivalent upon going active as a volunteer firefighter and retain a valid NM Class E driver's license while serving in this position.
3. May be required to respond nights, weekends and holidays.
4. Appropriate certification as required for division assigned including EMT-B.
5. Must comply with New Mexico OSHA requirements concerning medical examinations for firefighters, and must pass a background investigation.

### **WORKING CONDITIONS**

1. Performs work indoors and outdoors as the situation dictates. Indoor duties are performed in a temperature-controlled environment on an even and dry surface, which may be carpeted or tiled.
2. Works outdoors during emergency situations and/or fire fighting activities.

3. May be exposed to temperature extremes depending on weather conditions and fire hazard conditions.
4. Exposed to intermittent high noise levels such as sirens, engines and loud voices.
5. May be exposed to vibration of the body on an intermittent basis from vehicle rides, off road travel.
6. May be exposed to the following hazards: driving hazards, rescue attempts and difficult terrain, possibility of hazardous material spills and hazards inherent in fire fighting. May be exposed to exhaust fumes, heat, smoke, water, dusts, fire retardant chemicals, and toxic fumes.
7. Works on uneven, natural ground surfaces, asphalt, cement, stairs, ladders, scaffolding.
8. Works with a select team without direct supervision, and at times may work with a large group of people.
9. May be required to work nights, weekends, and holidays.

**EQUIPMENT, TOOLS AND MATERIALS**

1. Utilizes the following tools and equipment: computer, telephone, radio, emergency vehicle, fire fighting vehicle, calculator, camera, copy machine, flashlight, first aid kit, fire extinguisher, fire hoses, axes, pike poles, circular saws, sledge hammers, pry bars, salvage covers, slim jims, ground ladders, jaws of life, spreader, air bags, blood pressure cuff, EKG monitor, defibrillator, oxygen regulator and valves, medical anti-shock trousers and foot pump, splints, back boards, extrication collars, forceps, portable suction devices, I.V's, syringes, bandages, ropes and stokes basket, ladders.
2. Handles paperwork, bandages, I.V. solutions, medications, oxygen, and other medical supplies needed for emergency situations. Utilizes protective clothing and devices (bio-medical and fire), as needed, flares, reflective vests, hearing and eye protection.
3. May be exposed to pathogenic bodily fluids and air during rescue attempts and emergency situations. May be exposed to high-pressure water, fire retardant during fire fighting efforts.

**FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE: You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the Department to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.**

**MENTAL FUNCTIONS**

YES	NO	
—	—	1. Must be able to quickly and accurately assess emergency situations and act appropriately.
—	—	

- |     |     |     |  |
|-----|-----|-----|--|
| ___ | ___ | 2.  | Must be able to maintain composure, concentration and attention when under extremely stressful situations while performing essential duties.   |
| -   | -   |     |  |
| ___ | ___ | 3.  | Must be able to apply principles of statistics, scientific or medical thinking to define the problems, collect data, establish facts and draw valid conclusions.                                     |
| -   | -   |     |  |
| ___ | ___ | 4.  | Must possess the ability to perform a variety of duties, often changing from one task to another task of a different nature without loss of efficiency or composure.                                 |
| -   | -   |     |  |
| ___ | ___ | 5.  | Must possess the ability to deal with people beyond giving and receiving instructions including the ability to influence people in their opinions, attitudes or judgments about ideas or situations. |
| -   | -   |     |  |
| ___ | ___ | 6.  | Must possess the ability to synthesize information gathered from safety manuals, first aid training, medical personnel, and a variety of other sources when performing the essential duties.         |
| -   | -   |     |  |
| ___ | ___ | 7.  | Must possess the ability to learn and retain information regarding safety, emergency medical procedures, and laws and regulations regarding safety and health.                                       |
| -   | -   |     |  |
| ___ | ___ | 8.  | Must be able to apply sound reasoning and judgment in the performance of all essential functions.  |
| -   | -   |     |  |
| ___ | ___ | 9.  | Must be able to apply theories of hydraulics, recognize hazardous or toxic materials.  |
| -   | -   |     |  |
| ___ | ___ | 10. | Must be able to write detailed reports and accurately record statistical data obtained from EKG monitor strips, blood pressure cuffs and other medical equipment.                                    |
| -   | -   |     |  |
| ___ | ___ | 11. | Must be able to speak before a group of people using correct English.  |
| -   | -   |     |  |
| ___ | ___ | 12. | Must be able to accurately read all gauges on tools and equipment and make correct judgment in the operation of said equipment.  |
| -   | -   |     |  |
| ___ | ___ | 13. | Ability to work as a member of a team in stressful situations.   |
| -   | -   |     |  |
| ___ | ___ | 14. | Must be able to prioritize own tasks as well as the tasks of subordinates.   |
| -   | -   |     |  |

**PHYSICAL FUNCTIONS**

- | YES | NO  |    |  |
|-----|-----|----|--|
| ___ | ___ | 1. | Ability to climb, crawl, crouch, kneel, bend and rotate waist and remain in a prone position during emergency situations.  |
| -   | -   |    |  |
| ___ | ___ | 2. | Ability to wear 70 pounds of equipment including a 35-pound air pack for extended periods during rescue or fire fighting duties.   |
| -   | -   |    |  |
| ___ | ___ | 3. | Ability to carry and/or move 250-pound fire hoses, utilizing a two-person team.  |
| -   | -   |    |  |
| ___ | ___ | 4. | Ability to work with arms bent up to eight hours and arms extended up to one-third of workday. May be required to work with arms extended for a longer period of time during an emergency situation. |
| -   | -   |    |  |
| ___ | ___ | 5. | Ability to push and pull with arms with a force up to 50+ pounds during an emergency situation. In addition, must be able to twist and rotate arms and waist during emergency rescue situations.     |
| -   | -   |    |  |

- |     |     |     |   |
|-----|-----|-----|---|
| ___ | ___ | 6.  | Ability to lift and pull such items first aid kits, fire extinguishers, medical equipment to and from a vehicle.  |
| -   | -   |     |   |
| ___ | ___ | 7.  | May be expected to lift and carry other heavy items, objects or people in an emergency situation.   |
| -   | -   |     |   |
| ___ | ___ | 8.  | Must be able to use legs in operating a vehicle. May be expected to balance, twist/rotate or push/pull with legs during an emergency situation.   |
| -   | -   |     |   |
| ___ | ___ | 9.  | Ability to grasp and manipulate objects with hands during entire shift and perform fine finger dexterity movements up to one-third of the workday. Such handwork requires accurate eye-hand coordination and at times may require bilateral coordination. |
| -   | -   |     |   |
| ___ | ___ | 10. | Must be able to stand/walk for an entire shift as needed.   |
| -   | -   |     |   |

**DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_  
\_\_\_\_\_

Date:

APPROVED:  
DEPARTMENT: \_\_\_\_\_

# VOLUNTEER SQUAD LIEUTENANT POSITION DESCRIPTION



**Department: Fire Department**  
**Reports to: Volunteer Area**  
**Commander**  
**Date Originated: January 2002**

**Grade: Volunteer**  
**Pay Status: Volunteer**  
**EEOC Code: N/A**

## **POSITION SUMMARY**

Under the direction of the Captain or assigned division supervisor, perform the administrative duties of the first line supervisor and be responsible for developing programs appropriate to the division assigned.

## **MAJOR DUTIES AND RESPONSIBILITIES SUMMARY**

1. Lead and direct the activities of Volunteers .
2. Respond to emergency calls as dispatched and administers emergency medical treatment at level of licensure according to approved protocols and standard of care, assist in patient transport when needed, control and extinguish fire and protect life and property
3. Brief subordinates regularly on policy, procedures, bulletins, and other relevant information.
4. Prepare, review and forward reports, records, statistics and other data gathered to the Area Commander as required.
5. Prepare and compile necessary documentation to support duties and responsibilities.
6. Enforce training and participation requirements for volunteers assigned to squad.
7. Participate in fire prevention activities, to include inspection of buildings and development of pre-fire plans.
8. Collect and approve monthly duty logs from volunteers assigned to squad.
9. Develop and maintain proficiency in hydraulics/pump operation and aerial operations.
10. May drive apparatus to scene of emergencies.

*The above information on this job description has been designed to indicate the general nature and level of work performed by persons within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all employees assigned to this job.*

## **MINIMUM QUALIFICATIONS**

1. Must have a minimum of four (4) years of current continuous service as a Career/Volunteer firefighter, fire inspector/investigator, and/or paramedic with the Bernalillo County Fire Department or 2 years with BCFD and 2 years with another department at a rank of Lieutenant or higher.
2. Must pass a Fire Department administered written exam before he/she is eligible to apply for this position.
3. Comprehensive knowledge of operating instructions, manuals, local and state policies and regulations.
4. Ability to plan, organize, direct and control activities of fire and/or rescue personnel.
5. Ability to communicate effectively in both oral and written English.
6. Ability to maintain effective working relationships with co-workers, supervisors, and the public.
7. Ability to respond quickly, calmly, and with good judgment under emergency conditions.
8. Basic knowledge of fire suppression, incident command systems, fire behavior and chemistry, and basic knowledge and procedures for Emergency Medical Technician-Basic.
9. Must have and maintain a valid certification as an Emergency Medical Technician-Basic, Intermediate, or Paramedic and be duly licensed by the State of New Mexico while serving in this position.
10. Ability to administer appropriate emergency medical services according to techniques and procedures approved by the State of New Mexico.
11. Ability to ascertain the best means of fire suppression.
12. Ability to maintain and operate all fire equipment.
13. Ability to develop productive working relationships with chiefs, other supervisors, volunteer and career firefighters, emergency medical services personnel, law enforcement officers and the general public.
14. Ability to work as a member of a team in stressful situations.
15. Ability to effectively respond to the needs of those affected by the fire or emergency.

## **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Employee must comply with the safety guidelines of the County.
2. Must possess a valid New Mexico Class E driver's license or equivalent and retain the valid NM Class E driver's license while serving in this position.
3. May be required to work nights, weekends and holidays.
4. Appropriate certification as required for division assigned.
5. Must comply with New Mexico OSHA requirements concerning medical examinations for firefighters and pass a background investigation and an oral board examination.
6. Must provide certification that he/she has passed the written examination for lieutenant.

## **WORKING CONDITIONS**

1. Performs work indoors and outdoors as the situation dictates. Indoor duties are performed in a temperature-controlled environment on an even and dry surface, which may be carpeted or tiled.
2. Works outdoors during emergency situations and/or fire fighting activities.
3. Employee may be exposed to temperature extremes depending on weather conditions and fire hazard conditions.
4. May be exposed to intermittent high noise levels such as sirens, engines and loud voices.
5. May be exposed to vibration of the body on an intermittent basis from vehicle rides, off road travel.
6. May be exposed to the following hazards: driving hazards, rescue attempts and difficult terrain, possibility of hazardous material spills and hazards inherent in fire fighting. May be exposed to exhaust fumes, heat, smoke, water, dusts, fire retardant chemicals, and toxic fumes.
7. Works on uneven, natural ground surfaces, asphalt, cement, stairs, ladders, scaffolding.
8. Works with a select team without direct supervision, and at times may work with a large group of people.

## **EQUIPMENT, TOOLS AND MATERIALS**

1. Utilizes the following tools and equipment: computer, telephone, radio, emergency vehicle, fire fighting vehicle, calculator, camera, copy machine, flashlight, first aid kit, fire extinguisher, fire hoses, axes, pike poles, circular saws, sledge hammers, pry bars, salvage covers, slim-jims, ground ladders, jaws of life, spreader, air bags, blood pressure cuff, EKG monitor, defibrillator, oxygen regulator and valves, medical anti-shock trousers and foot pump, splints, back boards, extrication collars, forceps, portable suction devices, IVs, syringes, bandages, ropes and stokes basket, ladders.
2. Handles paperwork, bandages, I.V. solutions, medications, oxygen, and other medical supplies needed for emergency situations. Utilizes protective clothing and devices (bio-medical and fire) as needed, flares, reflective vests, hearing and eye protection.
3. May be exposed to pathogenic body fluids and air during rescue attempts and emergency situations. May be exposed to high-pressure water, fire retardant during fire fighting efforts.

## **FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE:** You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the Department to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

**MENTAL FUNCTIONS**

YES	NO	
___	___	1. Must be able to ask questions of supervisor and be able to listen to and follow verbal directions in English.
___	___	2. Must be able to understand and follow written directions in English.
___	___	3. Must be able to give verbal and written directions in English.
___	___	4. Must be able to speak and write clearly in order to communicate essential data.
___	___	5. Must be able to communicate verbally with co-workers as well as the general public.
___	___	6. Must be able to maintain concentration and attention to duties while performing work.
___	___	7. Must possess the adaptability to making generalizations, evaluations or decisions based on sensory or judgmental criteria.
___	___	8. Must be able to apply sound reasoning and judgment in the performance of all essential functions.
___	___	9. Must be able to speak before a group of people using correct English.
___	___	10. Must be able to accurately read all gauges on tools and equipment and make correct judgment in the operation of said equipment.
___	___	11. Ability to work as a member of a team in stressful situations.

**PHYSICAL FUNCTIONS**

YES	NO	
___	___	1. Ability to climb, crawl, crouch, kneel, bend and rotate waist and remain in a prone position during emergency situations.
___	___	2. Ability to wear 70 pounds of equipment including a 35-pound air pack for extended periods during rescue or fire fighting duties.
___	___	3. Ability to carry and/or move 250-pound fire hoses, utilizing a two-person team.
___	___	4. Ability to work with arms bent up to eight hours and arms extended up to one-third of workday. May be required to work with arms extended for a longer period of time during an emergency situation.

- \_\_\_ \_\_\_ 5. Ability to push and pull with arms with a force up to 50+ pounds during an emergency situation. In addition, must be able to twist and rotate arms and waist during emergency rescue situations.
- -
- \_\_\_ \_\_\_ 6. Ability to lift and pull such items first aid kits, fire extinguishers, medical equipment to and from a vehicle.
- -
- \_\_\_ \_\_\_ 7. May be expected to lift and carry other heavy items, objects or people in an emergency situation.
- -
- \_\_\_ \_\_\_ 8. Must be able to use legs in operating a vehicle. May be expected to balance, twist/rotate or push/pull with legs during an emergency situation.
- -
- \_\_\_ \_\_\_ 9. Ability to grasp and manipulate objects with hands during entire shift and perform fine finger dexterity movements up to one-third of the workday. Such handwork requires accurate eye-hand coordination and at times may require bilateral coordination.
- -
- \_\_\_ \_\_\_ 10. Must be able to stand/walk for an entire shift as needed.
- -

**DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_  
 \_\_\_\_\_

Date:

APPROVED:  
 DEPARTMENT: \_\_\_\_\_

## FIRE CORPS LIEUTENANT POSITION DESCRIPTION



**Department: Fire Department**  
**Reports to: Volunteer Section Chief**  
**Date Originated: January 2002**

**Grade: Volunteer**  
**Pay Status: Volunteer**  
**EEOC Code: N/A**

### **POSITION SUMMARY**

Under the direction of the assigned division supervisor, perform the administrative duties of the first line supervisor and be responsible for developing programs appropriate to the division assigned.

### **MAJOR DUTIES AND RESPONSIBILITIES SUMMARY**

1. Lead and direct the activities of Fire Corps members .
2. Brief subordinates regularly on policy, procedures, bulletins, and other relevant information.
3. Prepare, review and forward reports, records, statistics and other data gathered to the Volunteer Coordinator as required.
4. Prepare and compile necessary documentation to support duties and responsibilities.
5. Enforce training and participation requirements for Fire Corps members.
6. Participate in fire prevention activities, to include inspection of buildings and development of pre-fire plans.
7. Collect and approve monthly duty logs from Fire Corps members.
8. May drive apparatus to scene of emergencies as directed.
9. May respond to calls for medical services and administers emergency medical treatment at level of licensure according to approved protocols and standard of care, and assist in patient transport when needed.

***The above information on this job description has been designed to indicate the general nature and level of work performed by persons within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all employees assigned to this job.***

### **MINIMUM QUALIFICATIONS**

1. Must have a minimum of four (4) years of current continuous service as a Fire Corps member Bernalillo County Fire Department or 2 years with BCFD and 2 years with another department at a rank of Lieutenant or higher.
2. Must pass a Fire Department administered written exam before he/she is eligible to apply for this position.

3. Comprehensive knowledge of operating instructions, manuals, local and state policies and regulations.
4. Ability to plan, organize, direct and control activities of Fire Corps personnel.
5. Ability to communicate effectively in both oral and written English.
6. Ability to maintain effective working relationships with co-workers, supervisors, and the public.
7. Ability to respond quickly, calmly, and with good judgment under emergency conditions.
8. Basic knowledge of fire suppression, incident command systems, fire behavior and chemistry, and basic knowledge and procedures for Emergency Medical Technician-Basic.

### **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Volunteer must complete drug screen and background investigation.
2. Volunteer must comply with the safety guidelines of the County.
3. Support Volunteer need not possess a valid New Mexico driver's license. Any support volunteer that will operate an emergency vehicle must possess a NM driver's license class E or equivalent that will be required within 45 days of academy completion. The volunteer must retain the valid NM driver's license, class E, while in this position.

### **WORKING CONDITIONS**

1. Volunteer performs work indoors and outdoors as the situation dictates, and except when in an emergency vehicle.
2. Volunteer may be exposed to temperature extremes depending on weather conditions and fire hazard conditions.
3. Volunteer is exposed to intermittent high noise levels such as sirens, engines and loud voices.
4. Volunteer may be exposed to vibration of the body on an intermittent basis from vehicle rides, off road travel.
5. Volunteer may be exposed to driving hazards.
6. Volunteer may work on uneven, natural ground surfaces, asphalt, cement, stairs, ladders, scaffolding.
7. Volunteer may work with a select team while under direct supervision, and at times may work with a large group of people.

### **EQUIPMENT, TOOLS AND MATERIALS**

1. Volunteers may upon assignment, respond in an Emergency Vehicle to the scene however, **WILL NOT PERFORM** in any operational function, and must first report to the *Incident Commander* upon arrival. Volunteer will use as needed, flare, reflective vests, hearing and eye protection.

2. Volunteer handles paperwork while using the following tools and equipment: telephone, radio, calculator, camera, copy machine, and flashlight, blood pressure cuff, EKG monitor, defibrillator, oxygen regulator and valves, medical anti-shock trousers and foot pump, splints, back boards, extrication collars, forceps, portable suction devices, IVs, syringes, bandages, ropes and stokes basket, ladders..

**FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE: You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the Department to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.**

**MENTAL FUNCTIONS**

YES	NO	
___	___	1. Must be able to ask questions of supervisor and be able to listen to and follow verbal directions in English.
___	___	2. Must be able to understand and follow written directions in English.
___	___	3. Must be able to give verbal and written directions in English.
___	___	4. Must be able to speak and write clearly in order to communicate essential data.
___	___	5. Must be able to communicate verbally with co-workers as well as the general public.
___	___	6. Must be able to maintain concentration and attention to duties while performing work.
___	___	7. Must possess the adaptability to making generalizations, evaluations or decisions based on sensory or judgmental criteria.
___	___	8. Must be able to apply sound reasoning and judgment in the performance of all essential functions.
___	___	9. Must be able to speak before a group of people using correct English.
___	___	10. Must be able to accurately read all gauges on tools and equipment and make correct judgment in the operation of said equipment.
___	___	11. Ability to work as a member of a team in stressful situations.

**VOLUNTEER DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_

Date:

\_\_\_\_\_

APPROVED:

DEPARTMENT: \_\_\_\_\_

# VOLUNTEER COORDINATOR (C419)

## POSITION DESCRIPTION



### POSTING NUMBER 999-98

**Department: Fire & Rescue**  
**Reports to: Assigned Supervisor**  
**Date Originated: July 1995**

**Grade: 9**  
**Pay Status:**  
**EEOC Code: 6**

### POSITION SUMMARY

Under general direction of the Fire & Rescue Chief, coordinate the development and administration of the Volunteer Program. Direct the work of volunteer support staff and assist management in coordinating department volunteer functions. Serve as coordinator and liaison between various community based organizations and the Fire Department regarding emergency management issues.

### MAJOR DUTIES AND RESPONSIBILITIES SUMMARY

1. Coordinate the volunteer program from the interview process, hiring, supervising, prepare performance evaluation and recommends discipline action or termination of the volunteer staff.
2. Assist department management in staff capacity by coordinating administrative services, such as personnel issues, purchasing functions, budget preparation and control for the volunteer program.
3. Assist management in issuing and interpreting operating policies for the volunteer program. Recommend changes to improve workflow, simplify procedures, implement cost control and establish a more efficient department operation.
4. Coordinate and conduct basic orientation for newly recruited volunteer members, both firefighters and support.
5. Schedule and monitor departmental requirement such as physicals, immunizations, intake testing and training for volunteer members. Ensure all volunteer members are scheduled for required physical exams and training.
6. Create and maintain files, and databases for all volunteer members which will contain level of training, personal information and equipment issued.
7. Issue fire equipment and retrieve all returned equipment. Create, modify and maintain automated inventory systems, spreadsheets and databases.
8. Compile narrative or statistical information to prepare standard reports for PERA.
9. Inform public of our volunteer program through website, pamphlets, newsletters, bulletins and other advertising sources.
10. Assist in developing Community Emergency Response Team guidelines. Assist the Emergency Management division with emergency planning as it pertains to the volunteer program and various community organizations.
- 11.

12. Perform data entry and retrieval of information from computer databases and/or spreadsheets for reports.

***The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all employees assigned to this job.***

### **MINIMUM QUALIFICATIONS**

1. Associate Degree in Communications, Emergency Management, Political Science, Fire Science, or Business Administration and experience totaling four (4) years in a business management or supervision of staff and overall department administration **OR** any combination of post-secondary education and/or experience totaling six (6) years in a business management or supervision of staff and overall department administration.
2. Experience as a volunteer firefighter preferred.
3. Basic knowledge of fire department operations and emergency management planning preferred.
4. Proficient skills and ability to utilize Microsoft Office Suite, Excel, databases, and PowerPoint.
5. Ability to maintain objectivity and confidentiality in dealing with a variety of human resource situations and problems.
6. Ability to exercise judgment and discretion in interpreting department policy and in staff supervision matters.
7. Broad knowledge of rules, regulations and policies applicable in the processing or completion of business details.
8. Must be able to communicate in oral and written English.
9. Ability to maintain effective working relationship with career and volunteer personnel, supervisors, department heads, elected officials and the public.
10. Ability to respond quickly, calmly and with good judgment under emergency conditions.

### **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Employee must successfully complete the post-offer employment medical examination and background investigation.
2. Employee must comply with the safety guidelines of the County.
3. Employee must have and valid New Mexico's Driver's License and maintain a valid driver's license while employed in this position.

### **WORKING CONDITIONS**

1. Performs work indoors and outdoors as the situation dictates.
2. Most duties are performed in a temperature-controlled environment.
3. Most duties are performed on an even surface, which may be carpeted or tile. Working surface is typically dry.
4. Worker often works alone both with and without directions from supervisor.
5. May be required to work nights, weekends, and holidays.

**EQUIPMENT, TOOLS AND MATERIALS**

- 1. Equipment typically used in the performance of office duties include telephone, computer terminal, computer printer, computer keyboard, typewriter, photocopy machine, fax machine and calculator.
- 2. Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork and a wide variety of basic office supplies.

**FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE: You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.**

**MENTAL FUNCTIONS**

YE NO

S

- |     |     |    |  |
|-----|-----|----|--|
| ___ | ___ | 1. | Must be able to apply knowledge of typing and general clerical work.                                   |
| -   | -   | 2. | Must be able to maintain high level of concentration while performing repetitious work.                |
| ___ | ___ | 3. | Must be able to type correspondence and reports with proper format, punctuation, spelling and grammar. |
| -   | -   |    |  |

**PHYSICAL FUNCTIONS**

YE NO

S

- |     |     |    |  |
|-----|-----|----|--|
| ___ | ___ | 1. | Work is primarily sedentary, with opportunities to stand/walk as needed typically being available throughout the workday.              |
| -   | -   | 2. | Must be able to sit for long periods as necessary to perform essential functions.  |
| ___ | ___ | 3. | Must be able to bend at the waist and twist/rotate occasionally.   |
| -   | -   | 4. | Must be able to work with arms bent or extended away from body or overhead and be able to push/pull with arms as needed.               |
| ___ | ___ | 5. | Must be able to crouch and kneel occasionally.   |
| -   | -   | 6. | Must be able to use hands and fingers in order to grasp/manipulate various equipment and materials needed to perform essential duties. |
| ___ | ___ | 7. | Must be able to coordinate use of hands and eyes in operation of office equipment.   |
| -   | -   |    |  |

**EMPLOYEE DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

APPROVED:

DEPARTMENT: \_\_\_\_\_

**Revised: 4/98; 9/99; 10/02, 05/03; 09/04**

# VOLUNTEER FIREFIGHTER (V701)

## POSITION DESCRIPTION



**Department: Fire Department**

**Grade: Volunteer**

**Reports to: Volunteer Squad Lieutenant**

**Pay Status:**

**Date Originated: August 2004**

**EEOC Code:**

### **POSITION SUMMARY**

Under the direction of the assigned supervisor, perform fire suppression and emergency medical services in response to emergency calls.

### **MAJOR DUTIES AND RESPONSIBILITIES SUMMARY**

1. Control and extinguish fires and protect life and property.
2. Respond to calls for medical services and administers emergency medical treatment at level of licensure according to approved protocols and standard of care, and assist in patient transport when needed.
3. Participate in fire prevention activities, to include inspection of buildings and development of pre-fire plans.
4. Prepare and compile necessary documentation to support duties and responsibilities.
5. Maintain apparatus, quarters, building, equipment, grounds, and hydrants at assigned station.
6. Participate in public education activities, and participate in on duty training, both as student and instructor, as needed.
7. Develop and maintain proficiency in hydraulics/pump operations and aerial operations.
8. Drive apparatus to scene of emergencies.

*The above information on this job description has been designed to indicate the general nature and level of work performed by persons within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all Members assigned to this job.*

### **MINIMUM QUALIFICATIONS**

1. High school diploma or GED plus completion of Bernalillo County Fire and Rescue's Volunteer Recruit Academy.
2. Must have and maintain a valid certification as an Emergency Medical Technician Basic or Intermediate and be duly licensed by the State of New Mexico while employed in this position.
3. Knowledge of the principles and accepted practices of modern fire fighting including appropriate equipment operation in the suppression of fire.
4. Ability to administer appropriate emergency medical services according to techniques and procedures approved by the State of New Mexico.
5. Ability to ascertain the best means of fire suppression.

6. Ability to maintain and operation all fire equipment.
7. Ability to effectively respond to the needs of those affected by the fire or emergency.
8. Ability to develop productive working relationships with chiefs, command staff, volunteer and career members, emergency medical services personnel, law enforcement officers and the general public.
9. Ability to communicate effectively in both oral and written English.
10. Ability to work as a member of a team in stressful situations.

### **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Member must successfully complete the post-offer employment medical examination to include compliance with the State of New Mexico's OSHA Physical requirement, and background investigation.
2. Member must comply with the safety guidelines of the County.
3. Member must possess a valid New Mexico driver's license. A NM driver's license class E or equivalent will be required within 45 days of Volunteer Firefighter Academy start date and must retain the valid NM driver's license, class E, while serving in this position.
4. Member must pass the physical agility test.

### **WORKING CONDITIONS**

1. Member performs work indoors and outdoors as the situation dictates. The Member performs maintenance duties while indoors, waiting to be called out on an emergency.
2. Member works outdoors during emergency situations and/or fire fighting activities, except when in emergency vehicle or inside emergency locations.
3. Member may be exposed to temperature extremes depending on weather conditions and fire hazard conditions.
4. Member is exposed to intermittent high noise levels such as sirens, engines and loud voices.
5. Member may be exposed to vibration of the body on an intermittent basis from vehicle rides, off road travel.
6. Member may be exposed to the following hazards: driving hazards, rescue attempts and difficult terrain, possibility of hazardous material spills and hazards inherent in fire fighting. Member may be exposed to exhaust fumes, heat, smoke, water, dusts, fire retardant chemicals, and toxic fumes.
7. Member works on uneven, natural ground surfaces, asphalt, cement, stairs, ladders, scaffolding.
8. Member works with a select team without direct supervision, and at times may work with a large group of people.

### **EQUIPMENT, TOOLS AND MATERIALS**

1. Utilizes the following tools and equipment: telephone, radio, emergency vehicle, fire fighting vehicle, calculator, camera, copy machine, flashlight, first aid kit, fire extinguisher, fire hoses, axes, pike poles, circular saws, sledge hammers, pry bars, salvage covers, slim jims, ground ladders, jaws of life, spreader, air bags, blood pressure cuff, EKG monitor, defibrillator, oxygen regulator and valves, splints, back boards, extrication collars, forceps, portable suction devices, IV's, syringes, bandages, ropes and stokes basket, ladders.
2. Member handles paperwork, bandages, I.V. solutions, medications, oxygen, and other medical supplies needed for emergency situations. Member utilizes protective clothing and devices (bio-medical and fire) as needed, flares, reflective vests, hearing and eye protection.
3. Member may be exposed to pathogenic bodily fluids and air during rescue attempts and emergency situations. Member may be exposed to high-pressure water, fire retardant during fire fighting efforts.

**FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE:** You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the Department to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

**MENTAL FUNCTIONS**

YES	NO	
___	___	1. Must be able to ask questions of supervisor and be able to listen to and follow verbal directions in English.
-	-	
___	___	2. Must be able to understand and follow written directions in English.
-	-	
___	___	3. Must be able to give verbal and written directions in English.
-	-	
___	___	4. Must be able to speak and write clearly in order to communicate essential data.
-	-	
___	___	5. Must be able to communicate verbally with co-workers as well as the general public.
-	-	
___	___	6. Must be able to maintain concentration and attention to duties while performing work.
-	-	
___	___	7. Must be able to quickly and accurately assess emergency situations and act appropriately.
-	-	
___	___	8. Must be able to maintain composure, concentration and attention while under extremely stressful situations.
-	-	
___	___	9. Must be able to apply principles of logic, scientific or medical thinking to define the problems, collect data, establish facts and draw valid conclusions.
-	-	

- |     |     |     |   |
|-----|-----|-----|---|
| ___ | ___ | 10. | Must be able to deal with several abstract and concrete variables concurrently.   |
| -   | -   |     |   |
| ___ | ___ | 11. | Must possess the adaptability to perform a variety of duties, often changing from one task to another task of a different nature without loss of efficiency or composure.                                   |
| -   | -   |     |   |
| ___ | ___ | 12. | Must possess the adaptability to making generalizations, evaluations or decisions based on sensory or judgmental criteria.  |
| -   | -   |     |   |
| ___ | ___ | 13. | Must possess the ability to synthesize information gathered from safety manuals, first aid training, medical personnel, and a variety of other sources when performing the essential duties of firefighter. |
| -   | -   |     |   |
| ___ | ___ | 14. | Must possess the ability to learn and retain information regarding safety, emergency medical procedures, and laws and regulations regarding safety and health.  |
| -   | -   |     |   |
| ___ | ___ | 15. | Must be able to apply sound reasoning and judgment in the performance of all essential functions.   |
| -   | -   |     |   |
| ___ | ___ | 16. | Must be able to apply theories of hydraulics, recognize hazardous or toxic materials.   |
| -   | -   |     |   |
| ___ | ___ | 17. | Must be able to write detailed reports and accurately record statistical data obtained from EKG monitor strips, blood pressure cuffs and other medical equipment.   |
| -   | -   |     |   |
| ___ | ___ | 18. | Must be able to speak before a group of people using correct English.   |
| -   | -   |     |   |
| ___ | ___ | 19. | Must be able to accurately read all gauges on tools and equipment and make correct judgment in the operation of said equipment.   |
| -   | -   |     |   |
| ___ | ___ | 20. | Ability to work as a member of a team in stressful situations.  |
| -   | -   |     |   |

**PHYSICAL FUNCTIONS**

YES NO

- |     |     |    |  |
|-----|-----|----|--|
| ___ | ___ | 1. | Ability to climb, crawl, crouch, kneel, bend and rotate waist and remain in a prone position during emergency situations.  |
| -   | -   |    |  |
| ___ | ___ | 2. | Ability to wear 70 pounds of equipment including a 35-pound air pack for extended periods during rescue or fire fighting duties.   |
| -   | -   |    |  |
| ___ | ___ | 3. | Ability to carry and/or move 250-pound fire hoses, utilizing a two-person team.  |
| -   | -   |    |  |
| ___ | ___ | 4. | Ability to work with arms bent up to eight hours and arms extended up to one-third of workday. May be required to work with arms extended for a longer period of time during an emergency situation. |
| -   | -   |    |  |
| ___ | ___ | 5. | Ability to push and pull with arms with a force up to 50+ pounds during an emergency situation. In addition, must be able to twist and rotate arms and waist during emergency rescue situations.     |
| -   | -   |    |  |
| ___ | ___ | 6. | Ability to lift and pull such items first aid kits, fire extinguishers, medical equipment to and from a vehicle.   |
| -   | -   |    |  |
| ___ | ___ | 7. | Member may be expected to lift and carry other heavy items, objects or people in an emergency situation.   |
| -   | -   |    |  |
| ___ | ___ | 8. | Must be able to use legs in operating a vehicle. May be expected to balance, twist/rotate or push/pull with legs during an emergency situation.  |
| -   | -   |    |  |

- \_\_\_ 9. Ability to grasp and manipulate objects with hands during entire  
- shift and perform fine finger dexterity movements up to one-third of  
- the workday. Such handwork requires accurate eye-hand  
coordination and at times may require bilateral coordination.
- \_\_\_ 10. Must be able to pass the Bernalillo Country Fire Department  
- Physical Agility Test.
- \_\_\_ 11. Must be able to stand/walk for an entire shift as needed.  
-

**MEMBER DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_ Date:  
\_\_\_\_\_

APPROVED:  
DEPARTMENT: \_\_\_\_\_

# FIRE CORPS MEMBER



## VOLUNTEER SUPPORT

**Department:** Fire Department  
**Reports to:** Fire Corps Lieutenant

**Pay Status:** Volunteer  
**Date:** Originated

### POSITION SUMMARY

Under the direction of the assigned supervisor, assists fire department personnel in a support function, primarily within the following areas: Administration/Clerical, FD Photographer, Fire Ground Support, Rehabilitation, and Public Education.

### MAJOR DUTIES AND RESPONSIBILITIES SUMMARY

1. Active Fire Corps members must participate at least 12 hours/month.
2.
  - *Administration/Clerical:* perform administration within a district station or headquarters, such as data entry, filing of reports and general office duties.
  - *Fire Department Photographer:* will work with Training, Volunteer Coordinator, Fire Prevention or Incident Commander for assignments, using the following equipment: digital, and 35mm cameras, and video recorders.
  - *Fire Ground Support:* assist the Incident Commander at the command post, assist with recharging self contained breathing apparatus, as well as general post incident cleanup.
  - *Rehabilitation:* to assist personnel of BCFRD in maintaining safe levels of physical / mental endurance as part of the rehab group for personnel revitalization.
  - *Public Education:* public speaking to small and large groups regarding Fire Prevention, assists personnel with special events. (i.e.; children's fair, heart start)
  - *Training:* to assist training personnel with current and ongoing training classes for all members and the community.
3. May be called upon to perform EMT duties, if licensed, on some scenes.
4. **FIRE CORPS MEMBERS WILL NOT** perform any duties within the warm or hot zone.
5. Encouraged to attend training, district meetings and all special events.

*The above information on this job description has been designed to indicate the general nature and level of work performed by volunteers within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of all volunteers assigned to this job.*

### MINIMUM QUALIFICATIONS

1. High School diploma or GED and successful completion of BCFD Fire Corps Academy.

2. Ability to develop productive working relationships with volunteers chiefs, career and volunteer firefighters, other supervisors, emergency medical services personnel, law enforcement officers and the general public.
3. Ability to communicate effectively in both oral and written English.

### **SCREENING AND COMPLIANCE**

The offer of this Bernalillo County position requires compliance with the following:

1. Volunteer must complete drug screen and background investigation.
2. Volunteer must comply with the safety guidelines of the County.
3. Support Volunteer need not possess a valid New Mexico driver's license. Any support volunteer that will operate an emergency vehicle must possess a NM driver's license class E that will be required within 45 days of volunteering. The volunteer must retain the valid NM driver's license, class E, while in this position.

### **WORKING CONDITIONS**

1. Volunteer performs work indoors and outdoors as the situation dictates, and except when in an emergency vehicle.
2. Volunteer may be exposed to temperature extremes depending on weather conditions and fire hazard conditions.
3. Volunteer is exposed to intermittent high noise levels such as sirens, engines and loud voices.
4. Volunteer may be exposed to vibration of the body on an intermittent basis from vehicle rides, off road travel.
5. Volunteer may be exposed to driving hazards.
6. Volunteer may work on uneven, natural ground surfaces, asphalt, cement, stairs, ladders, and scaffolding.
7. Volunteer may work with a select team while under direct supervision, and at times may work with a large group of people.

### **EQUIPMENT, TOOLS AND MATERIALS**

1. Volunteers may upon assignment; respond in an Emergency Vehicle to the scene however, **FIRE CORPS MEMBERS WILL NOT** perform any duties within the warm or hot zone.
2. Volunteer handles paperwork while using the following tools and equipment: telephone, radio, calculator, camera, copy machine, and flashlight.

### **FUNCTIONAL ANALYSIS**

(Please initial each item to indicate whether you are or are not capable of performing that function.)

**\*\*NOTE:** You are not required to disclose information about physical or mental limitations that you believe will not interfere with your capability to do the job. On the other hand, if you want the Department to consider special arrangements to accommodate a physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

**MENTAL FUNCTIONS**

YES NO

- \_\_\_ \_\_\_ 1. Must be able to ask questions of supervisor and be able to listen to and follow verbal directions in English.
- \_\_\_ \_\_\_ 2. Must be able to understand and follow written directions in English.
- \_\_\_ \_\_\_ 3. Must be able to give verbal and written directions in English.
- \_\_\_ \_\_\_ 4. Must be able to speak and write clearly in order to communicate essential data.
- \_\_\_ \_\_\_ 5. Must be able to communicate verbally with co-workers as well as the general public.
- \_\_\_ \_\_\_ 6. Must be able to maintain concentration and attention to duties while performing work.
- \_\_\_ \_\_\_ 7. Must possess the adaptability to making generalizations, evaluations or decisions based on sensory or judgmental criteria.
- \_\_\_ \_\_\_ 8. Must be able to apply sound reasoning and judgment in the performance of all essential functions.
- \_\_\_ \_\_\_ 9. Must be able to speak before a group of people using correct English.
- \_\_\_ \_\_\_ 10. Must be able to accurately read all gauges on tools and equipment and make correct judgment in the operation of said equipment.
- \_\_\_ \_\_\_ 11. Ability to work as a member of a team in stressful situations.

**VOLUNTEER DECLARATION:**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

Name: \_\_\_\_\_

Date:

\_\_\_\_\_

APPROVED:

DEPARTMENT: \_\_\_\_\_

## VOLUNTEER PROMOTIONAL PROCESS

The following describes the Promotional Process for the ranks of Volunteer Lieutenant, Fire Corps Lieutenant, Volunteer Area Commander and Volunteer Section Chief.

### VOLUNTEER LIEUTENANT AND FIRE CORPS LIEUTENANT

#### APPLICATION PROCESS:

1. Once openings for Volunteer Lieutenant are identified all Volunteer members will be notified and will have 10 working days from the date the opening is announced to submit a "Letter of Intent" as an application for the position.
2. Once an application has been submitted the applicant will be allowed to "check out" the necessary study material from the Training Division and the applicant will be provided a schedule of the upcoming promotional process.

#### TESTING PROCESS:

Testing for the Volunteer Lieutenant positions will consist of the following:

1. Written test from Fire Officer I and IFSAC Firefighter I  
\*Applicant must score a minimum of 70% to continue in the process.
2. Fire Scenario
3. Interview Panel
4. Chief's Interview

Once selections have been made and promotions are in place, those candidates who completed the process will be placed on a promotional list for 1 year. During the course of that year should a Volunteer Lieutenant position become available persons on this list are eligible for a Chief's interview to fill the position. Further, during the absence of any of the Volunteer Lieutenants, the promotional list shall be used to determine "Acting" Volunteer Lieutenants.

## VOLUNTEER AREA COMMANDER

### APPLICATION PROCESS:

1. Once openings for Volunteer Area Commander are identified all Volunteer members will be notified and will have 10 working days from the date the opening is announced to submit a “Letter of Intent” as an application for the position.
2. Once an application has been submitted the applicant will be allowed to “check out” the necessary study material from the Training Division and the applicant will be provided a schedule of the upcoming promotional process.

### TESTING PROCESS:

Testing for the Volunteer Commander positions will consist of the following:

1. Written test from Fire Officer I and IFSAC Firefighter I  
\*Applicant must score a minimum of 75% to continue in the process.
2. Assessment Center
3. Interview Panel
4. Chief’s Interview

Once selections have been made and promotions are in place, those candidates who completed the process will be placed on a promotional list for 1 year. During the course of that year should a Volunteer Commander position become available persons on this list are eligible for a Chief’s interview to fill the position. Further, during the absence of any of the Volunteer Commanders, the promotional list shall be used to determine “Acting” Volunteer Commander.

## VOLUNTEER SECTION CHIEF

The Volunteer Section Chief is an appointee of the Chief of Fire & Rescue. The Volunteer Section Chief is terminable-at-will and cannot grieve membership decisions. The Volunteer Section Chief is eligible for all volunteer firefighter benefits in accordance with applicable state statutes and regulations and privileges provided by the Department.

## **Bernalillo County Fire & Rescue** **Volunteer Disciplinary Action**

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### **Disciplinary Process**

Any officer may summarily relieve a member under his/her command from duty and assign the member to administrative leave when, in the officer's judgment, an offense committed is sufficiently serious to warrant immediate action. An verbal report of such action shall be made through channels immediately followed by a proper and well-justified written complaint. The officer placing the member on administrative leave will be held accountable for the propriety of the action.

#### ***Volunteer Members***

- a. Volunteer firefighters have the right to grieve terminations, suspensions and demotions. Other disciplinary actions are not subject to the volunteer firefighter grievance procedure.
- b. A cadet or probationary member is not entitled to a grievance hearing. The disciplinary action against a cadet or probationary volunteer member by the Chief of Fire & Rescue is final. A written decision shall be mailed directly to the volunteer by certified mail, return receipt required.
- c. Where there are established legislated and/or administrative process, e.g. criminal complaints, EEOC, harassment, promulgated by either the County Manager, the County Commission or other legislative authority those processes will prevail and supersede these Rules and Regulations.
- d. Volunteers must pursue grievances involving terminations, suspensions and demotions according to the following rules.
  1. Within five (5) working days of the receipt of notification of disciplinary measures, the volunteer is required to notify, in writing, the Chief of Fire & Rescue of intent to file a grievance.
  2. Immediately upon receipt of the volunteer's written statement of intent, the Chief of Fire & Rescue shall confirm the scheduled time or set the time, place, and date of the hearing. The volunteer and the supervisor must be advised of the hearing date and time in writing.
  3. The Chief of Fire & Rescue or designee shall meet with the volunteer and his/her representative at the appointed time. At this hearing, the volunteer shall have to opportunity to respond to the proposed disciplinary action. The hearing shall be held within five (5) days after receipt of the request for the hearing unless a continuation is mutually agreed upon by both parties in writing.

The Chief of Fire & Rescue will issue a decision in writing, or approve the written decision of his/her designee if one is appointed, within five (5) working days of the hearing. The written decision shall include the time, date, and location of the meeting, persons present and the determination. The written decision either shall be delivered

directly to the volunteer (obtaining his/her signature of receipt of the decision) or be sent by certified mail, return receipt required.

# NORTHWEST FIRE DISTRICT

## Community Assistance Program

### Training

Objectives: To provide basic training with confidence for continued personal growth and program evolution.

Mission Statement: To provide our community with a compassionate supportive service after a critical incident and to provide resources for continuity of care.

I. **Defensive Driving** - To provide knowledge in defensive driving tactics and scene safety issues (i.e., parking van, crime scene preservation, plat map reading, vehicle accident report, etc.).

- A. Prior to responding-
  - 1. Incident plat numbers, address, and time of dispatch.
  - 2. Routing.
- B. While responding-
  - 1. Safe driving.
  - 2. Monitor radio traffic.
    - a. Tactical channel.
    - b. Staging channel.
    - c. Safe parking-in cold zone.

II. **Arrival on Scene.**

- A. Incident Command Procedures.
- B. Incident Command Post.
  - 1. Obtain briefing from command.
  - 2. Identify Occupant Services Sector.
    - a. Give resources, After the Fire binder; call in Red Cross if necessary.

III. **Station Life.**

- A. Chain of Command (organizational chart).
- B. Ethical Conduct.
- C. Dress.
- D. Shots up to date? Hepatitis B and TB. Give a copy of immunization record to Human Resources.
- E. Contribute Money for dinner if eating at the station or bring own food.

IV. **Radio Communications.**

- A. Ethical Standards while talking on the radio.
- B. CAP identifier is "SR31".
- C. Monitor radio at all times. Do not initiate talk unless in trouble.
- D. Let Dispatch know when you arrive on scene and when you leave the scene.

- E. Let Dispatch know when you are going out of service. "Fire Alarm this is SR31 and we are going out of service."

**NOTES:**

## **Roles, Responsibilities, and Expectations of Your Role as a Volunteer**

1. You represent Northwest Fire.
2. You serve Northwest Fire's customers and provide support.
3. How you act reflects on the entire District.
4. You can't give orders unless you know how to take orders (know and respect the chain of command).
5. You represent the C.A.P. Team and Northwest Fire.
6. You are a role model.
7. You are a civilian.
8. You are a confidant (respect confidentiality).
9. You are a professional.
10. You are the bearer of bad news.
11. You are a healer.
12. You are a helper.
13. You are a caregiver.
14. You can be the hero or the goat.
15. Take time to evaluate the situation.
16. When in doubt, ask.
17. Be nice at all times.
18. Remember it is not what you say, but how you say it.
19. Don't take grief stricken customers anger personally.
20. Take care of yourself, each other, and our program.
21. Provide the best customer service.
22. Set limits and know your boundaries.
23. Keep your commitments to the C.A.P. Team.
24. Protect yourself.
25. Avoid unnecessary risks.
26. Give yourself pats on the back
27. Praise others efforts.
28. Utilize your resources.
29. Continue to work.
30. Know when to manage your own stress.
31. Expect that you will have fun.
32. That you will learn from this experience.
33. That you will provide supportive feedback.
34. That you will not violate your code of ethics.
35. You will not visit the station when you are not on shift.
36. You will conduct yourself professionally at all times.
37. You will treat others with respect, consideration, and care.
38. You will maintain professional relations with our customers.
39. You will not be invasive.
40. You will not go where you are not invited.
41. You will wear the Northwest Fire T-Shirt while on shift.
42. You can wear jeans or Dockers.
43. You will wear closed toed shoes (boots are recommended).

44. Clothing must be weather appropriate.
45. You will drink plenty of water, especially at fire scenes.
46. You will always practice scene safety and scene preservation.
47. You must always practice exposure control methods.
48. You will always report to the Incident Commander.
49. You must always be aware of your language (inappropriate language or humor).
50. Be careful of laughter and joking.
51. If you are asked to leave the scene by the scene captain or police, LEAVE.
52. Be careful of on scene comments or judgments.
53. Know who you are talking to at all times (refer media to P.I.O).
54. Do not make promises you cannot keep.
55. Never ever ASSUME anything! ASK!!!!
56. Make sure you have all of the information.
57. Document, Document, Document!
58. Attend continual training provided by CAP Coordinator.
59. Keep your scheduled commitment.
60. If you can't make a shift, try to find a replacement and call pager 291-2225.
61. Get to the station on time.
62. If you can work extra shifts call pager 291-2225.
63. Call 291-2225 if you have questions or concerns, you too have a support system here.
64. Know that Team Leaders are like supervisors.
65. Shift schedules are 8hrs, 12hrs, 24hrs, 7 days a week.

**Suggested Contents in Fanny Pack:**

Granola bar or crackers  
 Gum or mints  
 Money  
 Driver's License and I.D.  
 Lip balm  
 Extra pair of gloves  
 Glasses/sunglasses  
 Eye drops  
 Pen light/small flash light  
 Pen/Pencil  
 Important phone numbers  
 Hair tie  
 Ibuprofen/Aspirin/Acetaminophen  
 Bring Bottle of Water

**Overnight/Extra Bag:**

Pillow  
 Sleeping bag/blanket/sheets  
 Shampoo/conditioner  
 Lotion/toothpaste and toothbrush  
 Hat/visor  
 Sleep shorts or sweatpants  
 Sleep shirt or sweatshirt  
 Change of clothing  
 Deodorant  
 Hairbrush or comb

**Critical Incident Stress Management**  
**The International Critical Incident Stress Foundation**

**I. Stress Response during a crisis involve:**

- A. Physical Response.
- B. Cognitive Response.
- C. Emotional Response.

**II. A Stress Response can be:**

- A. Acute.
- B. Delayed.
- C. **Cumulative.**

**III. Critical Incident Stress Debriefing Phases:**

- A. Introduction.
- B. Facts.
- C. Thoughts.
- D. Reaction/Feelings.
- E. Symptoms.
- F. Teaching.
- G. Planning.

Explore other ICISF models and use the one that best fits with the situation.

**IV. Follow-up within 72 hours after incident.**

**V. Hans Selye, M.D.**

- A. General Adaptation Syndrome.
  - 1. Alarm.
  - 2. Resistance.
  - 3. Exhaustion.
- B. **First Medical Doctor to associate stress with physical disease.**

**VI. The Northwest Fire's Interagency Critical Incident Stress Management Team (CISM).**

- A. Made up of firefighters, paramedics, nurses, police, and mental health.
- B. CISM Team works with professionals on scene, pre-hospital, and hospital.
- C. CISM Team can back up the C.A.P. Team, if needed.
- D. C.A.P. Team will notify the C.I.S.M. Team, if needed.

**Choice Theory**  
(Dr. William Glasser)

Build Environment - very crucial for establishing effective support.

**Situation A:** Not in effective control.

**Situation B:** In effective control.

**Needs:**

Love and Belonging  
Power and Achievement  
Fun  
Freedom  
Survival

**Total Behaviors:**

Physiology  
Feelings  
Thoughts  
Choices/Actions

**Perceived world** - our own perceptions of how things are due to past experiences and present experiences.

**Quality world** - This is when we are getting all of our needs met. When we are not getting what we want, we will not be in effective control. This is a time for growth and change. Our four (4) total behaviors are not balanced. This is called Situation A. When we are getting what we want because we are getting our needs met or our four (4) total behaviors are balanced, then we are in Situation B.

**REALITY THERAPY:**

The technique for using Reality Therapy is where you will ask evaluative questions. Glasser believes to have an individual self evaluate promotes the most effective self control and change. Remember you must first build an environment.

Evaluative questions are based on total behaviors, wants, needs, and the choices a person is making to get what they want (i.e., to get their needs met). When asking questions, it helps to have a person evaluate and choose for themselves what it is that they need to do to get what they want. Glasser believes people behave to get their needs met.

## **SUICIDAL INDIVIDUALS**

Take all suicide threats seriously. It is important to contact family members when able. Always ask for a minimum of 2 family members to contact. Law enforcement will probably already be involved and will have called in the MAC Team. If Law enforcement has not contacted the MAC Team, encourage them to do so. If this appears to be a "Police suicide attempt," the C.A.P. Team will work with the family of the suicidal individual. Remember to always stay in the COLD ZONE on scene and ONLY WHEN IT IS SECURED BY LAW ENFORCEMENT. If the Police or law enforcement ask you to leave...LEAVE. It is for your safety.

The C.A.P. Team is to offer support to the suicidal individual and to their family members. The C.A.P. Team is NOT to make ASSESSMENTS. Ensure professional help is contacted. Continue to provide support after the referral is made.

There are many different reasons a person may have for wanting to commit suicide. Where there is suicide, there is a stressor. An attempter is often upset by a critical incident, depressed, or an addict, but not mentally ill.

### **Listen for verbal clues:**

1. Direct statements: "I'm thinking of killing myself!" "I want to die!" "I don't want to live anymore." "I won't or can't live without them."
2. Indirect statements: "No one will have to worry about me anymore." "I can't take it any longer." "They'll be sorry when I am gone."
3. Hinting: "I wonder what it will be like in the after life?" "I'm not afraid of dying. I'm ready."

### **Suicide Risk Factors include a Stress Response and General Adaptation Syndrome:**

1. Nature of Suicide Plan.
2. Prior attempts.
3. Depression.
4. Medical Problems.
5. Major Critical Incidents.
6. Loss of a loved one/death or divorce.
7. Stress.
8. Mood swings.
9. Addiction Problems.
10. History of physical and verbal abuse.

Statistics can help us and they can harm us. Therefore, they won't be quoted. The only quote to remember is: TAKE ALL SUICIDE THREATS SERIOUSLY!

### **Vital questions to ask a person who you believe maybe contemplating suicide:**

1. Are you thinking about killing yourself?
2. Do you have a plan?
3. What is your plan?

4. Have you ever tried to kill yourself before?
5. Have you had any losses lately (i.e., death, divorce, job etc.)?
6. Have you been under a lot of stress?
7. How often do you think of killing yourself?
8. Can you change your thoughts?
9. What other choices do you have?
10. How can you get what you want without killing yourself?
11. Do you have any guns (i.e., pills, knives, etc.) in the house that you would use?
12. How long do you think about killing yourself per hour?
13. Do you have children?
14. Who can stop you?
15. Do you think problems are permanent?

When asking questions, do so in a very loving and compassionate way, non-patronizing. Let them know you will follow up and that you care about them.

**Characteristics of a suicidal adult:**

1. They suffer intense emotional or psychological pain.
2. Their relationships are strained (your support may be life saving).
3. They see suicide as the only solution to the problem.
4. They feel ambivalent.
5. They give away clues.
6. They feel hopeless and/or helpless.
7. They run away from their problems.
8. They have poor coping and/or problem solving skills during this time.

**What you can do:**

1. MAKE SURE YOU ARE SAFE!
2. Trust your instincts.
3. Do not offer reassurance that may not be true.
4. Let them know that you want to help.
5. Stay calm.
6. Do not act in a judgmental manner.
7. Talk openly.
8. Reassure them about your assistance and support.
9. Do not offer simplistic solutions.
10. Show that you are willing to discuss feelings.
11. Do not increase their guilt or shame.
12. Encourage them to develop solutions.
13. Help them identify stress reducers and stress management techniques.
14. Take direct action yourself to decrease some pressure.
15. Help them recognize that their feelings will NOT LAST forever.
16. Do not put them on hold or leave them alone.
17. Ensure professional help is contacted.
18. Continue to provide support after the referral is made.

**Suicide and Depression:**

1. Suicide and depression can be related. Although most depressed people are not suicidal, most suicidal people are depressed.

**Signs of Depression:**

1. General feelings of hopelessness.
2. Diminished ability to concentrate.
3. Change in physical activities.
4. Loss of self-esteem.
5. Withdrawal or isolation.
6. Misdirected anger/anger turned inward.
7. Guilty or shame feelings.
8. Extreme dependency.
9. Hypersensitivity (may be due to physical or verbal abuse).
10. Suicide threats or attempts.

**Depressive Symptoms:**

1. Anorexia.
2. Sudden weight loss.
3. Weight gain.
4. Apathy.
5. Loss of sex drive.
6. Lethargy.
7. Morbid views.
8. Insomnia.
9. Withdrawn/isolated.
10. Pre-occupied.
11. Easily agitated.
12. Hostile.
13. Irritable.
14. Sloppiness and poor hygiene.
15. Dwells on problems or the past.
16. Lives in the past.
17. Persistently sad, anxious, or empty feeling.
18. Loss of interest in activities once enjoyed.
19. Fatigue or loss of energy.
20. Thought of suicide or death.
21. Persistent physical symptoms that don't respond to treatment, such as headaches, chronic pain, digestive disorders, cardiac problems, strokes, cancer and other chronic medical problems.
22. Difficulty concentrating, remembering, or making decisions.

## **MIRRORING**

Listening is extremely important. It is important that you are listening from their perceived world and trying to understand their perceptions versus your own.

Mirroring is a form of reflective listening or active listening. You mirror back to the individual what you thought you heard. If you did not hear it correctly, you heard it from your own perceived world. Listen to the individual's thoughts, feelings, physiology (body language, etc), and their choices/actions (total behaviors). When listening like this, it will help you come up with compassionate evaluative questions.

Through mirroring, it is important to continue to build a caring and nurturing environment if possible.

Role play mirroring.

"I" messages are problem solving messages.

"You" messages are accusatory and shut down the listening process.

Do not take anything said personally by any customer. Learn to deflect their fear and anger. Listening can calm a situation and defuse it within seconds. If it does not, you may consider leaving.

**IT IS MORE IMPORTANT TO LISTEN THAN TO BE HEARD DURING A CRISIS.**

Talking actually helps the individual to process what has happened to them.

## FORMS

See copy of forms in the back of this manual.  
Make sure you have an ample supply of forms at all times.

All forms must be filled out and copied.

1. One for your records so you can do follow-up. This is to be handed in to the Coordinator after all follow-ups are complete.
2. A copy after your shift, is to be given to the Coordinator for review and for the District to file with other patient records.
  - A. State only the facts. Use words like seems or appears.
  - B. Who did you contact/customers families, Battalion Chief, Captain, other agency, etc.).
  - C. Write clearly. Print if writing is not legible.
  - D. Write your name and the names of all involved.
  - E. Do not forget dates and get call number.
  - F. May use backside of form to write on.
  - G. Have customer initial referrals and have agency transferring to initial by the side of their referral.

COMPLETE ALL FORMS DAILY.

DO NOT WRITE TOO MUCH AND DO NOT WRITE TOO LITTLE.

THIS FORM IS A LEGAL DOCUMENT AND MAY BE USED IN COURT.

During every shift, go over contents in van and replace items, i.e., water, forms, vests, flashlight batteries, blankets etc. Do NOT leave the next shift unequipped.

Do not hesitate to write out a compliment about another C.A.P. Team member or one of the firefighters, Captains, or Battalion chiefs and turn it into the Coordinator for distribution to the Chief.

## MENTAL HEALTH CALLS

It is **NOT** the place of the C.A.P. Team to assess mental health calls. It is imperative to encourage law enforcement to call in the MAC Team.

Be aware of cultural differences in handling these issues.

### **I. Please review the DSM IV to become familiar with terms.**

#### A. Mental Disorders

1. Anxiety Disorder.
2. Bipolar Disorder/Manic Depressive.
3. Major Depression.
4. Schizophrenia.
5. Personality Disorder.

#### B. Anxiety Disorders

1. Anxiety Disorders are the most common of all mental disorders and include:
  - a. Panic Disorder- It can appear at any age, but most often appears in young adults.
  - b. Obsessive Compulsive Disorder- It can appear at any age, but 1/3 experience it in childhood. Obsessions are thinking the same thought over and over again. Compulsions are repeating the same behaviors, rituals, etc., to rid one from the obsessive thought.
  - c. Phobias-fears real or imagined.
  - d. Generalized Anxiety Disorder.
2. General Information on Anxiety Disorders:
  - a. Anxiety normally helps you cope.
  - b. In certain people it does just the opposite.
  - c. It can disrupt your daily life and keep you from coping.
  - d. It is an illness related to biological makeup and individual life experiences.
  - e. Anxiety Disorders can run in families.

#### C. Post Traumatic Stress Disorder

1. Can occur at any age. Can be accompanied by substance abuse, depression, or anxiety.
2. It is a debilitating condition that proceeds a terrifying event.
3. Use to be called battle fatigue or shell shock.
4. Responses are:
  - a. ACUTE/Alarm
  - b. DELAYED/Resistant
  - c. CUMULATIVE/Exhaustion
5. Symptoms are:
  - a. PHYSICAL

- b. COGNITIVE
    - c. EMOTIONAL
  - 6. Treatment:
    - a. Debriefings, talking through feeling and thoughts, support, education, follow up.
    - b. Exercise.
    - c. Diet.
    - d. Nutritional supplements.
    - e. Medication, if needed< for depression, anxiety, etc.
  
- D. Phobia
  - 1. Can start at any age.
  - 2. Unknown cause.
  - 3. Forms of Phobia:
    - a. Specific Phobia: A fear of a specific thing (irrational fear).
    - b. Social Phobia: A fear of being very embarrassed in a social setting.
    - c. Agoraphobia: .A fear of being anywhere that might provoke a panic attack (usually accompanies a panic disorder).
  - 4. Treatment:
    - a. Specific Phobia-Psychotherapy-desensitization.
    - b. Social Phobia-Medications: Anti Depressants, Beta Blockers.
    - c. Agoraphobia-Psychotherapy.
  
- E. Generalized Anxiety Disorder (GAD)
  - 1. More common in women than in men.
  - 2. Can start at any age.
  - 3. It is diagnosed when someone worries excessively about a number of things for at least 6 months (may follow after significant death or loss).
  - 4. Chronic and exaggerated worry.
  - 5. Always anticipating a disaster.
  - 6. Simply getting through the day produces a large amount of anxiety.
  - 7. Symptoms:
    - a. Unable to relax.
    - b. Trouble falling and staying asleep.
    - c. Trembling, sweating, hot flashes.
    - d. Muscle tension, headaches, irritability.
    - e. Out of breath, light headed, nauseated.
    - f. Easily startled, trouble concentrating.
    - g. Feel tired, may suffer from depression.
  - 8. Treatment:
    - a. Medication.
    - b. Psychotherapy.

- F. Bipolar Disorder
1. At least 2 million Americans suffer from Bipolar Disorder.
  2. It usually begins in adolescents or early adulthood (children ADHD).
  3. It is a treatable illness.
  4. Symptoms:
    - a. Serious mania and depression (severe mood swings between the two).
    - b. Mania: Overtly high and irritable
      - (i) Extreme irritability and distract-ability.
      - (ii) Excessive high or euphoric feeling.
      - (iii) Sustained period of odd behavior.
      - (iv) Decreased sleep.
      - (v) Poor judgment.
      - (vi) Increased sex drive.
      - (vii) Substance use/abuse.
      - (viii) Denying the problem.
      - (ix) Obnoxious behavior.
      - (x) Increased energy, activity, talking, agitation, thinking.
      - (xi) Unrealistic belief in ones own abilities.
    - c. Depression: Sad and hopeless
      - (i) Sad, anxious, empty feeling.
      - (ii) Feeling helpless and hopeless.
      - (iii) Loss of pleasure in usual activities.
      - (iv) Lack of energy.
      - (v) Loss of memory.
      - (vi) Hard time concentrating.
      - (vii) Irritability, restless.
      - (viii) Sleep problems.
      - (ix) Loss of appetite.
      - (x) Increase in appetite.
      - (xi) Thoughts of death.
  5. Bipolar Disorder Spectrum:
    - a. The order: Sever depression, moderate depression, mild depression, normal mood, hypomania, and mania.
    - b. The course of the illness varies.
  6. Treatment:
    - a. Medications: lithium, carbamazapine, valproate, anti-depressants, etc.
    - b. Electroconvulsive therapy.
    - c. Psychotherapy.
- G. Major Depression
1. There has never been a manic episode.
  2. Presence of two (2) or more Major Depressive episodes.
  3. May have a seasonal pattern.

4. May be longitudinal (with or without Inter-episode Recovery).
  5. Treatment.
    - a. Medications.
    - b. Psychotherapy.
- H. Dysthymic Disorder
1. Depressed for most of the day, for more days than not, for almost two years.
  2. Poor appetite.
  3. Insomnia or hypersomnia.
  4. Low energy or fatigue.
  5. Low self esteem.
  6. Poor concentration or difficulty making decisions.
  7. Feelings of hopelessness.
  8. No Major Depressive Episode has been present.
  9. There never has been a Manic Episode.
- I. Schizophrenia
1. 1% of the world population has schizophrenia.
  2. 2.5 million Americans suffer from schizophrenia.
  3. It usually begins between the ages of 15 and 25.
  4. It afflicts men and women equally.
  5. It is a serious brain disorder, unknown cause.
  6. Symptoms:
    - a. Distorted perceptions of reality.
    - b. Hallucinations and illusions.
    - c. Delusions.
    - d. Disordered thinking.
    - e. Emotional expression.
    - f. Normal versus abnormal.
    - g. Psychosis: A state of mental impairment with hallucinations and/or delusions.
  7. Treatment:
    - a. Medications-Anti-psychotic drugs.
    - b. Psychosocial treatment: Rehabilitation, individual psychotherapy, family education, and self-help groups.
    - c. Schizophrenia cannot be cured.
- J. Personality Disorders
1. Paranoid Personality Disorder:
    - a. A pervasive distrust and suspiciousness of others.
    - b. Treatment: Psychotherapy, no medication indicated.
  2. Schizoid Personality Disorder:
    - a. A pervasive pattern of detachment from social relationships and a restricted range of expression of emotions in interpersonal settings, beginning by early adulthood.
    - b. Treatment: Psychotherapy, no medication indicated.
  3. Schizotypal Personality Disorder:

- a. A pervasive pattern of social and interpersonal deficits marked by acute discomfort with, and reduced capacity for, close relationships as well as by cognitive or perceptual distortions and eccentricities of behavior, beginning in early adulthood.
  - b. Treatment: Psychotherapy, anti-psychotic medication.
4. Anti-Social Personality Disorder:
    - a. There is a pervasive pattern of disregard for and violation of the rights of others occurring since age 15 years.
    - b. Treatment: Psychotherapy, no medication indicated.
  5. Borderline Personality Disorder:
    - a. A pervasive pattern of instability of interpersonal relationships, self-image, and affects, and a marked impulsivity beginning by early adulthood.
    - b. Treatment: Psychotherapy, anti-psychotics, anti-depressants, or anti-anxiety medications if indicated.
  6. Histrionic Personality Disorder:
    - a. A pervasive pattern of grandiosity, need for admiration, and lack of empathy, beginning by early adulthood.
    - b. Treatment: Psychosocial, psychotherapy, group therapy, no medications indicated.
  7. Narcissistic Personality Disorder:
    - a. A pervasive pattern of grandiosity of self, need for admiration, and lacks empathy for others, begins by early adulthood.
    - b. Treatment: Psychosocial, psychotherapy, group therapy, no medication indicated.
  8. Avoidant Personality Disorder"
    - a. A pervasive pattern of social inhibition, feelings of inadequacy, and hypersensitivity to negative evaluation, beginning by early adulthood.
    - b. Treatment: Psychotherapy, no medication indicated.
  9. Dependent Personality Disorder:
    - a. A pervasive and excessive need to be taken care of that leads to submissive and clinging behavior and fears of separation, beginning by early adulthood.
  10. Obsessive-Compulsive Personality Disorder:
    - a. A pervasive pattern of pre-occupation with orderliness, perfectionism, and mental and interpersonal control at the expense of flexibility, openness, and efficiency, beginning in early adulthood.
    - b. Treatment: Psychotherapy, no medication indicated.
  11. Personality Disorder Not Otherwise Specified.
  12. Personality Disorders are one of the hardest mental disorders to treat because they are part of what defines an individual and the individual's self-perception (Mental Health Net).

13. Causes: Upbringing, genetics, biological makeup, personality, social development, and life experiences, etc.

### **HOW ALL OF THIS INFORMATION APPLIES TO THE CAP TEAM**

#### **Crisis calls**

1. Is it drug abuse or mental illness? They can and do mimic each other!
2. Is it drug induced psychosis or schizophrenia?
3. Look for and ask about mental illness medication.
4. Ask the customer if he/she is being treated for any medical problems.
5. Talk to family members/ friends about customer's possible illness.
6. Look for track marks or injection sites.
7. Smell for alcohol, drugs, etc.
8. Look for scabs (chipping) or infected marks on arms and/or legs.
9. Remember to contact your resources such as the Gateway LARC or MAC Team.
10. Find out if the customer is hearing voices, if so, what are the voices saying.
11. Is the customer seeing things that are not there? If so, what are they seeing?
12. Do not agitate the customer.
13. Do not whisper in front of the customer.
14. Do not make fun of the customer.
15. Speak calmly and directly to the customer and explain to them what you are doing.
16. Do not escalate to the vocal level of the customer.
17. Remember, aggression and violence can happen without warning, go with your gut feelings!
18. Do not be afraid to call for help.
19. Do not be afraid to LEAVE if things do NOT seem right.
20. Be very careful, people with psychiatric disorders can be just as violent as the general public.

#### **DO NOT TRANSPORT PATIENT**

You could be part of the petitioning process for EMERGENCY ADMISSION along with law enforcement, firefighter, etc. SO...Document what you heard, saw, and why the patient is a potential harm to self or others.

## **DOMESTIC VIOLENCE**

Domestic violence affects all socio-economic classes and all cultural backgrounds. It does not discriminate.

Most violence reported, the man is the perpetrator (90%).

**THE MOST DANGEROUS TIME FOR A WOMAN BEING BATTERED IS WHEN SHE LEAVES!** Very important to have all resources involved, e.g., Brewster Home, etc.

### **I. VICTIMS AND PERPETRATORS**

#### **A. Who are the victims?**

1. Anyone can be a victim of domestic violence.
  - a. Men, women, children.
  - b. Young, old.
  - c. Rich, middle class, poor.
  - d. Married, single, heterosexual, homosexual.
  - e. All cultures.
  - f. Society.

#### **B. Who are the perpetrators?**

1. The vast majority are men.
  - a. Men
  - b. Women
  - c. Children

### **II. IDENTIFY AND DEFINE DOMESTIC VIOLENCE**

#### **A. Definition of domestic violence.**

1. **DEFINITION:** It is a pattern of assaultive behavior, including, but is not limited to, physical and verbal abuse, sexual and psychological attacks, economic coercion and control that adults and adolescents use against their families and/or intimate partners.
2. **Characteristics:**
  - a. Emotional abuse through mind games, name calling, or put downs.
  - b. A combination of physical force, terror, or threatened physical abuse used by the perpetrator that causes physical or psychological harm to the victim.
  - c. Isolation from family and/or friends.
  - d. Economic abuse by withholding money, taking money or preventing the victim from gaining employment.
  - e. Behavior used to gain compliance or control of the victim.
  - f. Threats or intimidation.
  - g. Stalking.
  - h. Sexual perversion.

### III. VIOLENCE

- A. Cycle of Domestic Violence.
  - 1. Honeymoon Stage.
  - 2. Build-up.
  - 3. Violence.
  - 4. Cycle repeats with Honeymoon Stage.
- B. Anatomy of a victim.
  - 1. Definition of a victim: A person whom a criminal offense has been committed or if that person has been killed or incapacitated, the person's spouse, parent, child, family, or other lawful representative, except if that person is in custody for the offense or is the accused (A.R.S. 13).
  - 2. CHARACTERISTICS of the victim (may have some or all of these):
    - a. Low self esteem.
    - b. Believes they are to blame.
    - c. Suffers from the guilt about not being a good enough partner.
    - d. Believes the batterer will stop (gets hooked into the honeymoon stage).
    - e. Believes she/he deserved the battering.
    - f. Makes excuses for the batterer.
    - g. Suffers from economic and/or emotional dependency.
    - h. Believes no one can help them or their situation.
    - i. Unsure of own needs, unable to define self.
    - j. Isolation from family and friends.
    - k. Unexplained or poorly explained injuries.
    - l. Depressive or hysterical symptoms, stress or psychosomatic disorders.
    - m. Drinks heavily or uses drugs.
    - n. Frightened of their partners temper.
    - o. Has been abused as a child or seen abuse in their home.
  - 3. Physical trauma of victimization.
    - a. Injuries:
      - (i) Stab wounds
      - (i) Bullet wounds
      - (ii) Broken bones, sprains, strains
      - (iii) Bruises, cuts, scrapes, scratches
    - b. Physical Responses:
      - (i) Loss of appetite
      - (ii) Sleep disorders
      - (iii) Stress related illness
      - (iv) Vomiting
      - (v) Defecation
      - (vi) Urination
      - (vii) Rapid Heart rate

- (viii) Hyperventilation
  - (ix) Perspiration
  - (x) Headache
  - (xi) Heightened sensory perception
  - (xii) Exhaustion/unconsciousness/fainting
4. Psychological Response:
- a. Shock
  - b. Denial
  - c. Disbelief
  - d. Regression
  - e. Depression: Prolonged silence, feelings of guilt or shame, thoughts of suicide, extreme remorse, screaming, crying, hysterical outbursts, grief, sorrow
  - f. Minimizes being victimized
  - g. Self-destructive or violent behavior
  - h. Anger or rage
  - i. Fear or terror
  - j. Frustration
  - k. Confusion: Immobility or frenzied activity, contradictory behavior
  - l. Guilt/self blame
5. Why do Victims Stay?
- a. More than 50% grew up in abusive homes.
  - b. Secrecy of abuse: Perpetrator has destroyed ties to family and friends causing isolation.
  - c. Economically dependent on abuser: Out of work, missed work, medical costs, property damage, stolen and/or missing property, counseling therapy costs.
  - d. Fear of abuser.
  - e. Loss of a relationship/break-up of a family.
  - f. Guilt over causing abuse.
  - g. A promise by the abuser that he/she will change.
  - h. Denial.
  - i. Traditional views of marriage and family.
  - j. Embarrassment.
  - k. No "faith" in criminal justice system.
  - l. CYCLE OF VIOLENCE/Honeymoon, build-up, violence
6. ANATOMY OF A BATTERER
- a. May have a personality disorder.
  - b. Found in all races.
  - c. Grown up in an abusive home or been abused as a child.
  - d. Has poor impulse control.
  - e. Is very jealous.
  - f. Has low self-esteem.
  - g. Has an explosive temper.
  - h. Has stress disorders or psychosomatic symptoms.

- i. Drinks heavily or uses drugs.
  - j. Blames others for his/her own problems.
  - k. Controls their significant others money, decisions, and friendships.
  - l. Has contempt for the opposite sex.
  - m. Has abused their significant other by hitting, kicking, threatening or intimidating him/her when angry.
  - n. Uses sex as control or as an act of aggression.
  - o. Believes he/she is superior to significant other.
  - p. Believes they have a right to control significant other with violence and should not be punished.
  - q. Show signs of a dual personality.
  - r. Is Narcissistic or self centered.
7. Facts about the Batterer.
- a. The physical abuse is about CONTROL, not anger.
  - b. The physical abuse provided by the abuser is a CHOICE not an illness.
  - c. Alcohol and/or drugs do not cause the abuse.
  - d. More than 75% of the abusers do not have a criminal record.
  - e. In about 75% of the families where there is spouse abuse, child abuse is also present.
  - f. Batterers do not have to be large in stature.
8. Family Factors:
- a. Familial modeling.
  - b. Men who grew up with violent parents are ten (10) times more likely to batter spouses than other men.
  - c. Men, who received heavy physical punishment as teens, became abusers at a rate of 4 times that of men not punished physically as teens.
  - d. If abused as a child, violence impacts self-esteem, feelings of unworthiness, dependency on others for validation and heightened vulnerability to frustration.
9. Characteristics of Children in D.V. homes:
- a. Children found in all racial and socio-economic homes.
  - b. Exhibit stress responses.
  - c. At a higher risk for drug and/or alcohol abuse.
  - d. Low self-esteem.
  - e. Isolation.
  - f. Have problems with school or law.
  - g. Higher risk for sexual behavior and running away.
  - h. Has limited tolerance, internalize, externalize anger.
  - i. Poor impulse control.
  - j. Higher suicide attempts or self-mutilation.
  - k. Minimize or deny the violence in the home, self blame.
  - l. Poor concentration.

- m. Bargaining with parents.
  - n. Continuation of domestic violence in adulthood either as victim or batterer.
10. Elder abuse:
- a. Elder abuse is considered domestic violence when caused by family member.
  - b. Caregiver/family member exerts power and control over the elderly person.
  - c. Financial exploitation is frequently associated with elder/domestic violence abuse.
11. Assessing the violence potential:
- a. Past threats of homicide or suicide.
  - b. Fantasies of homicide or suicide.
  - c. Weapons in the home and if the weapon has been used before.
  - d. Ownership of the significant other.
  - e. Repeated calls to law enforcement from the residence.
  - f. Drug or alcohol abuse.
  - g. Hostage taking/kidnapping.
  - h. Separation from significant other.
  - i. Depression.
  - j. Increased risk taking behavior by abuser.
  - k. The inability to access the victim.

#### **IV. TECHNIQUES FOR CRISIS INTERVENTION WITH THE VICTIM**

- A. Safety and security.
1. Physical safety: Assure that you and the victim are out of physical danger and that their medical needs have been met.
  2. Feel safe:
    - a. Make sure the victim CANNOT see or hear the assailant.
    - b. Do not talk with the victim where the crisis took place.
    - c. After checking with police, let them replace their clothing, give case update information, let victim know arrest status of assailant.
    - d. Make sure that they are as warm and comfortable as they can be.
  3. Notify victim regarding safety of family and friends, if known.
  4. Find private place so victim can process the events.
  5. Confidentiality.
  6. Empower victim so that he/she can regain control of events.
  7. Transport to shelter.
  8. Hints for helping.
    - a. Identify yourself.
    - b. Sit down and talk.
    - c. Move to safest location.
    - d. Reassure their safety.
    - e. Advise about confidentiality.

- f. Keep media away.
  - g. Safety of loved ones.
  - h. Have them repeat questions.
  - i. Get history of past abuse.
  - j. Educate on cycle of violence.
  - k. Let them talk openly.
  - l. Help them with immediate plans.
- B. Active listening/Mirroring/ Validation and Ventilation
1. Allow the victim to tell their story, it helps them gain control over reality.
  2. Allow the victim to vent the best way for their culture/do not judge.
  3. Let the victim know that their reactions to traumatic events are normal.
    - a. Be specific about the event.
    - b. Mirroring/repeat their phrases.
    - c. Let them know that they are not abnormal regarding how they feel.
    - d. Immediate Action Alert to words used like suicide, homicide and any threats.
  4. Let them know that they are not going crazy.
  5. Maintain good eye contact and body posture.
  6. Pose simple choices to help them gain control.
  7. Orientation questions: Ask diversionary reality questions.
  8. Helpful hints (summary).
    - a. Let them describe events.
    - b. What has happened since the trauma.
    - c. Do NOT assume anything... ASK.
    - d. Let victim talk as long as possible.
- C. Prediction and preparation.
1. Answer victim's question to the best of your ability.
  2. What will happen next?
    - a. Will they have to relocate?
    - b. Investigation with the police.
    - c. Criminal justice process: Arrests, prosecution, trial, conviction, and sentencing.
    - d. Medical concerns.
    - e. Media information.
    - f. Rights.
  3. Reactions that could be expected.
    - a. See stress response handout.
    - b. Possible long-term responses/reactions/events.
- D. Post Traumatic Stress Disorder.
1. Triggers.
  2. Media coverage.
  3. Proximity of events around holiday.

4. Develop Safety Plan.
5. If it is their plan, they will probably follow through.
6. Service Providers to assist victims.

V. **ARIZONA REVISED STATUTE LAWS ON DOMESTIC VIOLENCE**

- A. Non-legal relationship in Arizona.
- B. Arizona Revised Statutes ("A.R.S.") Title 13 defines domestic violence.
  1. Significant others (homosexual relationship).
- C. Title 13 crimes related to domestic violence.
  1. Dangerous crimes against children A.R.S. § 13-1604.01
  2. Endangerment A.R.S. § 13-1201
  3. Threatening or intimidating A.R.S. § 13-1202
  4. Assault A.R.S. § 13-1203
  5. Aggravated assault A.R.S. § 13-1204
  6. Custodial interference A.R.S. § 13-1302
  7. Unlawful imprisonment A.R.S. § 13-1303
  8. Kidnapping A.R.S. § 13-1304
  9. Criminal trespass A.R.S. §§ 13-1502-1504
  10. Criminal damage A.R.S. § 13-1602
  11. Interfering with judicial proceedings A.R.S. § 13-2810
  12. Disorderly conduct A.R.S. § 113-2904
  13. Use of telephone to terrify, intimidate, threaten, harass, annoy or offend A.R.S. § 13-2916
  14. Harassment A.R.S. § 13-2921
  15. Aggravated harassment A.R.S. § 13-2921.01
  16. Stalking A.R.S. § 13-2923
  17. Aggravated domestic violence A.R.S. § 13-3601
  18. Child or vulnerable adult abuse A.R.S. § 13-3623
- D. Protocol for domestic violence.
  1. When arrests shall be made (Title 13 will be read by law enforcement).
    - a. According to A.R.S. § 13-3601.B.
    - b. Infliction of physical abuse.
    - c. Discharge, use, or threatening exhibition of a deadly weapon or dangerous instrument.
  2. Unless officer believes victim will be protected from further injury.
  3. Emergency orders of protection.
    - a. Crime occurred after regular business hours.
    - b. Victim desires order.
    - c. Contact Pima County Sheriff Officer ("PCSO") for information on contacting on-call judicial officer.
    - d. Police officer then contacts judicial officer and describes the facts of crime.
    - e. Judicial officer then may order emergency order of protection.
    - f. PCSO gives officer emergency order of protection case number.

- g. Police officer completes form and serves defendant, if he/she is present.
- h. If defendant is not present, officer leaves all copies of form with victim so defendant can be served when he/she returns.
- i. Only valid through the end of the courts next business day.
- 4. Orders of Protection.
  - a. Can be obtained by the victim during regular court business hours.
  - b. Can be obtained at Old County Court House downtown (Pink building on Church Ave.).
  - c. Restraining Order obtained at the City Court on Alameda.
  - d. Violations of order are criminal.
  - e. Order is good for 6 months.
- 5. Injunction prohibiting harassment.
  - a. Not for domestic violence purposes.
  - b. This order can be used in same sex relationships.

## VI. VICTIMS RIGHTS

- A. Arizona Victims Bill of Rights.

## VII. FIRST RESPONDER

- A. Outlook on victim crimes.
  - 1. Can seem non-sympathetic.
    - a. May have other case information not known to victim or service provider.
    - b. Due to numerous victims recanting story.
    - c. Repeated returns to same residence.
    - d. Victim's failure to leave the situation.
    - e. Verbal abuse by victim.
    - f. Personal belief that victim deserved it.
    - g. May believe that it is family issue, not a first responder issue.
    - h. Too much paperwork.
    - i. Not my job to settle family problems.
    - j. There are many more important crimes/calls.
    - k. Victim unwilling to assist in investigation.
    - l. Very dangerous call for police and fire.
  - 2. Can be overzealous.
    - a. Everybody goes to jail.
    - b. Put words in victim's mouth.
    - c. Attempting to force victim to prosecute.
    - d. Inappropriate attachment to victim.
- B. Things to remember about reports.
  - 1. Treat all injuries first (paramedic).
  - 2. Always believe that the case will go to court.
  - 3. Carefully detail and document the case.

4. Examine injuries carefully (paramedic).
5. Collect all evidence (police).
6. Photograph (police).
7. Interview all witnesses (police).
8. Tape record victim and suspect interview (police).
9. Document that victim rights information was given (police and crisis worker).
10. Remember, take ownership of the call and put personal beliefs aside.

## **GRIEF, SUDDEN DEATH, VIOLENT DEATH, AND DEATH NOTIFICATION**

### **I. Stages of Grief**

- A. People go in and out of these stages not in order. Some may experience only a few of these stages.
  - 1. Shock and denial.
  - 2. Bargaining (What if? If only?).
  - 3. Anger.
  - 4. Depression.
  - 5. Terms.

### **II. Traumatic Grief will show signs of acute, delayed or cumulative stress responses.**

### **III. Grief Support**

- A. Definition of Grief.
  - 1. Probably the most profound and prolonged emotional state ever experienced by a human being.
- B. Types of Losses:
  - 1. Death of a loved one.
  - 2. Line of duty losses.
  - 3. End of a significant relationship.
  - 4. Loss of a home.
  - 5. Loss of personal items.
- C. Nature of Losses:
  - 1. Sudden vs. Anticipated
  - 2. Cause of death.
  - 3. Occurrence/cumulative.
  - 4. Age of customer at time of loss.
  - 5. Age of deceased at the time of loss.
- D. Grief Responses:
  - 1. Acute/Alarm
  - 2. Delayed/Resistance
  - 3. Cumulative/Exhaustion
- E. Factors of Grief:
  - 1. Emotions
  - 2. Cognitive
  - 3. Physical
  - 4. Social/Support System
  - 5. Cultural/Gender role conditioning
  - 6. Behavioral
  - 7. Sudden or expected
  - 8. Past losses
  - 9. Spiritual beliefs
  - 10. Funeral Rituals
- F. Psychological:
  - 1. Sadness

2. Anxiety
  3. Feeling loss of control
  4. Feeling abandoned
  5. Feeling powerless/helpless/hopeless
  6. Poor concentration
  7. Confusion
  8. Despair
  9. Depression
  10. Generalized anger
  11. Guilt
  12. Hallucinations
  13. Dreams
  14. Poor memory
  15. Number calculation problems
- G. Physical:
1. Insomnia
  2. Digestive problems
  3. Loss of appetite
  4. Exhaustion
  5. Heart Palpitations (Have checked by a Dr.)
  6. Ringing in the ears
  7. Dizziness
  8. Headaches
  9. Dry mouth
  10. Constriction in throat
  11. Increase in blood pressure
  12. Muscular pain
  13. Pressure in chest (Have Checked by a Dr.)
- H. Ways to be helpful:
1. Be aware.
  2. Be sensitive.
  3. Listen and watch (Grief is new. Words are few.)
  4. Go with your gut.
  5. Tolerate strong emotional expression.
  6. Don't personalize.
  7. Sit with them in silence.
  8. Give facts and information.
  9. Explain what will happen next. They need to select a mortuary and provide list.
  10. Provide transportation.
  11. Hold a hand.
  12. Give something to hold.
  13. Tolerate tears.
  14. Don't Judge.
  15. Fix a meal.
  16. Be supportive.

17. Use the deceased person's name.
18. Help with paperwork/ provide packet.
19. Attend the funeral.
20. Give bereavement literature.
21. Make phone calls.
22. When it is time to leave let survivors know.
23. Ask if there is anything else you can do for them.
24. AFTER THE CALL: FILL OUT PAPER WORK AND SEND A SYMPATHY CARD -- include your name, your team-mates name, the shift and Captain's name and the PD officers.

I. Medical Examiners ("ME") Cases:

1. Insure the family has ME phone number.
2. Insure family understands they have 24 hours to make a mortuary decision.
3. Find out if there is anyone you can call.
4. Get the natural support system to take over as soon as possible.
5. All unattended deaths are ME cases unless a Doctor is willing to sign the death certificate.
6. All pediatric and suspicious cause of deaths are ME case.
7. Most ME cases result in an autopsy.
8. Insure the family has the Docket Record Number, this is obtained from PD.

IV. **Sudden and Violent Death**

A. Sudden Death:

1. No time to make changes.
2. Less to work with.
3. Unable to say goodbye.
4. World is suddenly changed.
5. Survivor is overwhelmed.
6. Loss does not make sense.
7. Lack of understanding.
8. There is much unfinished business.
9. Unable to bring relationship to a positive close.
10. Unable to grasp situation.
11. Search for clues.

B. Violent Death:

1. Sudden death reactions.
2. Natural or man made disasters.
3. Natural disaster survivors often fare better.
4. Human caused disaster was preventable.
5. Who is responsible is the central issue. Issues confronting survivors of human caused disasters include:
  - a. Coping with the anger.
  - b. Seeking cause or reason.
  - c. Finding who/what was to blame.
  - d. Regaining a sense of control.

- e. Frustration and powerlessness.
- f. Random events create fear.
- g. Coping with unfairness and injustice.
- h. Inability to protect victim.
- i. Mutilation death/greater helplessness.
- j. Imagine worst for loved one.
- k. Accurate medical information helpful if available.

C. Homicide:

- 1. No question death was preventable.
- 2. Not being with the victim.
- 3. Randomness of event (if applicable).
- 4. Survivor guilt.
- 5. Incredible rage.
- 6. Revenge and retribution.
- 7. Complicated mourning, adaptation, social supports.
- 8. Victimization.

D. Suicide:

- 1. Intentional nature of act.
- 2. Intense feelings of rejection, abandonment, failure and inadequacy.
- 3. Survivor guilt.
- 4. May experience embarrassment.
- 5. Need to know "Why?"
- 6. Anger.

V. **Death Notification**

A. Principles of Death Notification:

- 1. In person.
- 2. In time.
- 3. In pairs.
- 4. In plain language.
- 5. With compassion.
- 6. When possible conduct notification in person.
- 7. Prepare yourself.
- 8. Know what happened-is there an investigation, what information should be given to the customer.
- 9. Have resources available/ Bereavement Checklist.

B. In person:

- 1. Introduce yourself and your partner.
- 2. Make sure you have the right person.
- 3. If a residence, ask if you can come in, ask if anyone else is home, ask if you can call a family member.
- 4. If at a hospital or other place, find a quiet private area.
- 5. Have the person sit down.
- 6. Be prepared to relate the information in a calm, understanding, and patient manner.
- 7. Do not take their anger personally.
- 8. Explain in a clear concise voice what happened.

9. Make eye contact.
  10. Answer questions tactfully and honestly.
  11. Do not jeopardize investigation if one is underway.
  12. Be prepared for a roller coaster of emotion.
  13. Males and females typically respond differently (culturally).
  14. Ask if there is anyone you can help them contact.
  15. Be aware of customer's medical problems and RX, check vitals.
- C. In the Event of Anger:
1. Do NOT take personally.
  2. Do not let the customer hit you.
  3. Validate their anger and let them know you are willing to listen.
  4. Don't argue.
  5. Pay attention and use eye contact (physical barriers, yours and theirs).
  6. Answer questions tactfully and honestly, keep to the facts.
  7. Stay calm.
  8. Don't act judgmental.
  9. If a customer is angry with themselves, don't leave them alone.
  10. If you fear for your safety, LEAVE (go to the van and request support or just leave).
- D. Long Distance Notification:
1. When possible, don't give death notification by phone.
  2. Request assistance from local services/Church/community services PD, etc.
  3. If you have to do a death notification by phone...
    - a. Introduce yourself, tell them you are with NWF.
    - b. Make sure you have the right person.
    - c. Inquire if they have someone with them.
  4. Provide grief support.
  5. Ask if there is anyone you can contact.
  6. Leave them your name and phone number and NWF number (520) 881-1010.

## VICTIMS SERVICES TRAINING

- I. **The trauma of victimization includes all of the stress responses and includes:**
  - A. Financial trauma:
    1. Out of work/missed work.
    2. Medical costs.
    3. Property damage.
    4. Stolen/missing property.
    5. Counseling/therapy costs.
  - B. Social trauma:
    1. Costs of criminal justice process.
    2. Cost of incarceration.
    3. Fear within society/within self-family.
    4. Breakdown of society/within self-family.
  
- II. **Victim Service:**
  - A. Crisis Intervention:
    1. This service happens IMMEDIATELY after the crime occurs.
    2. Can happen at the scene, hospital, residence, etc.
    3. Give customer immediate emotional support.
    4. Defusing or debriefing facilitation.
    5. Community information, education, Information and Referral Services.
    6. Immediate problem solving assistance such as assistance with phone calls, blankets, water, Gatorade, after the fire notebook, pamphlets, transportation.
    7. The duration of the crisis intervention services can range from a few minutes to hours depending on the situation.
    8. Northwest Fire C.A.P. Team gives this service.
  - B. Victim Notification:
    1. This service is mandated by law.
    2. The service begins at the scene with the distribution by law enforcement personnel of the Victims Rights pamphlets.
    3. The service continues throughout the investigation.
    4. Through the custody and sentencing of the perpetrator.
    5. Through the incarceration of the perpetrator.
    6. This notification service is the responsibility of the judicial and custodial (incarceration) agency throughout the sentence of the perpetrator.
  - C. Follow-up Services three (3) areas:
    1. General case management:
      - a. Social service referrals.
      - b. Information related to food, shelter, clothing, medical treatment, orders of protection, harassment, victim witness program, and other government programs.
      - c. Information and Referral Services and Counseling services.
      - d. Support for the family and friends during police interviews.

- e. This service can last from several hours to several months.
  - 2. Counseling:
    - a. Individual or Group Counseling.
    - b. Counselor/Therapist specializing in victim trauma.
  - 3. Investigative Liaison:
    - a. Provided by the investigating police department.
- D. Court Support:
  - 1. This service provided by the judicial agency prosecuting the case (Victim Advocacy Program).
  - 2. Victim Compensation.

## SEXUAL ASSAULT

### I. Sexual Assault

- A. Definition: A sexual act committed against a victim without his/her consent and can include sexual harassment, rape, penetration (body or objects), and non-penetration (rubbing or fondling).
- B. Statistics:
  - 1. More than 6 out of 10 rape cases occurred before the age of 18 (victim).
  - 2. 1,871 persons are forcibly raped every day.
  - 3. 13% of women are raped at least once in their lifetime.
  - 4. 22% of victims were raped by someone they did not know.
  - 5. 1.3 persons are raped every minute in the U.S.
- C. A.R.S. Title 13 sexual assault crimes:
  - 1. Indecent exposure A.R.S. § 13-1402.
  - 2. Public sexual indecency A.R.S. § 13-1403.
  - 3. Sexual abuse A.R.S. § 13-1404.
  - 4. Sexual conduct with a minor A.R.S. § 13-1405.
  - 5. Sexual assault A.R.S. § 13-1406.
  - 6. Sexual assault of a spouse A.R.S. § 13-1406.01.
  - 7. Adultery A.R.S. § 13-1408.
  - 8. Open and notorious cohabitation or adultery A.R.S. § 13-1409.
  - 9. Molestation of a child A.R.S. § 13-1410.
  - 10. Crime against nature A.R.S. § 13-1411.
  - 11. Lewd and lascivious acts A.R.S. § 13-1412.
  - 12. Expenses of investigation A.R.S. § 13-1414.
  - 13. Continuous sexual abuse of a child A.R.S. § 13-1417.
  - 14. Sexual misconduct; behavioral health professionals A.R.S. § 13-1418.
  - 15. Unlawful sexual conduct; correctional employees; prisoners A.R.S. § 13-1419.
- D. Profile of sexual assault victim:
  - 1. NO typical profile of victim.
  - 2. Male, female, young, old.
  - 3. Heterosexual and homosexual.
  - 4. All races, religions, and ethnic backgrounds.
  - 5. All socio-economic backgrounds.
- E. Profile of perpetrators as identified by the FBI:
  - 1. Power reassurance rapist.
    - a. Assaults to reassure manhood.
    - b. Stranger assaults most common.
  - 2. Poser assertive rapist.
    - a. A "mans man".
    - b. 2<sup>nd</sup> most commonly reported.
  - 3. Anger retaliatory rapist.
    - a. Revenge, sex as a weapon.
    - b. Punish and degrade.

- c. 3<sup>rd</sup> most commonly reported.
  - 4. Anger excitation rapist.
    - a. Gets a charge out of the infliction of pain.
    - b. Looking for fear and submission.
    - c. Least common.
  - 5. Opportunistic rapist.
    - a. Date rape.
    - b. In the commission of other crimes.
  - 6. The gang rapist.
    - a. Usually a leader.
    - b. Peer pressure driven.
    - c. Used as a membership.
- F. Sexual assault from a victim's perspective:
  - 1. The horror of the assault.
  - 2. Deciding to seek help.
  - 3. Making the call for help.
    - a. Medical care from paramedics.
    - b. Police questioning.
  - 4. Medical care/ CISM Team member.
    - a. Hospital personnel/ Trained to deal with rape victims.
    - b. Investigators.
    - c. Sexual assault examination.
    - d. Repeating of assault.
  - 5. After the assault.
    - a. Friends and family reactions.
      - (i) Do not know what to say.
      - (ii) May blame victim for attack.
      - (iii) Minimize assault/ coping method.
      - (iv) May also be traumatized.
      - (v) May want to seek revenge.
    - b. Criminal Justice System.
      - (i) Interrogation.
      - (ii) Personal attacks about the truth.
      - (iii) Attorney interviews.
      - (iv) Fear for safety.
      - (v) Skeletons in the closet.
      - (vi) Face the perpetrator.
      - (vii) The results of the trial.
      - (viii) Fair or unfair sentencing.
    - c. Post Traumatic Stress or other stress disorders.
      - (i) Counseling.
      - (ii) Medical.
- G. Do's and Don'ts
  - 1. Do's:
    - a. Explain services available and prioritize victims needs.
    - b. Look at victim's cultural and religious values and beliefs.

- c. Be aware of your own attitudes, experiences, and reactions to the crime. (Stop thoughts, cognitive restructuring, etc.).
  - d. Be patient and honest with the victim.
  - e. Listen to the victim.
  - f. Be supportive of the victim.
  - g. Assist the victim with small tasks (if okay with investigator).
  - h. Remember that you may have had numerous contacts with victims and this may be the first assault on this victim and it is unique to them.
  - i. This victim may look like someone you know and it may trigger a stress response within you. Be honest about this to your C.A.P. team.
2. Don'ts:
- a. Assume that the victim knows about services available.
  - b. Minimize the victim's culture and beliefs.
  - c. Apply your values and beliefs to the victim.
  - d. Act as if the contact with the victim is on a time schedule.
  - e. Show apathy toward the victim.
  - f. Expect the victim to be able to undertake large tasks.
  - g. Place all victims in one category.
  - h. Blame the victim for the crime.
  - i. Expect the victim to know about the criminal justice system.
  - j. Promise something that cannot be obtained.
  - k. Put words in the victim's mouth about the assailant.
  - l. Interrogate the victim (leave this to the police).

## **SUBSTANCE ABUSE**

- I. If you suspect someone is on a substance, WEAR GLOVES and a MASK! Ask the Captain for these items when needed.
  
- II. Different Substances
  - A. There are 7 different categories of substance abuse:
    1. Narcotics (PET Scan of the brain).
    2. Depressants.
    3. Stimulants.
    4. Cannabis.
    5. Hallucinogens.
    6. Anabolic Steroids.
    7. Inhalants.
  - B. MAKE SURE YOU HAVE HAD YOUR TB SHOT, HEP B VACCINATIONS.
  - C. C.A.P. Team may respond to a substance abuse related scene:
    1. Homicide.
    2. Suicide.
    3. Suicide attempt.
    4. Car accidents.
    5. Crisis calls/psychiatric calls.
    6. Family crisis/domestic violence.
    7. Fire calls/haz-mat calls.
    8. Overdoses.
    9. Poisonings/pediatric ingestion.
    10. Drownings.
  - D. Health related problems from Substance Abuse:
    1. HIV/AIDS.
    2. Hep B and C.
    3. Some types of cancer.
    4. Cirrhosis of the liver.
    5. Staph and other infections.
    6. Anorexia/bulimia.
    7. Heart, lung, kidney, and circulatory problems.
    8. Collapsed veins.
    9. Dementia and psychotic episodes.
    10. High blood pressure and rapid heart rate.
    11. Open sores, leaking sores.REMEMBER TO GLOVE AND MASK UP
  - E. Safety tips for approaching a substance abuser:
    1. Have team back up and resources available for your safety (police).
    2. Identify yourself as someone who will help not hurt the abuser.
    3. Keep a social distance. Preferably at least 7 to 10 feet radius.
    4. Do not shine bright lights on him/her. The abuser could be paranoid or in a psychotic state and could run away or attack you.

5. Slow your movements. This will decrease chances of misinterpretation of your actions.
6. Slow your speech and soften your voice.
7. Keep your hands visible.
8. Know referring resources, e.g.. Gateway LARC now Compass Health, AA, NA, etc.
9. Keep the substance abuser talking.
10. Do not hesitate to call for help, substance abuser may be very dangerous and explosive.
11. Do not take their insults or comments personally, DETACH.

## RESOURCES

- I. Information and Referral Services Manual - To be kept on board the VAN at all times. Battalion Chief ("B.C.") also has a copy, as well as the C.A.P. Coordinator.
- II. Get to know the resources available in the community. Review the Information and Referral ("I and R") manual. Give more than one referral and also include I and R's phone number in case there are changes in the agencies address/phone number, etc. I and R will have updated information.
- III. Crisis: A Greek word meaning "decision" or more profoundly "a turning point".
  - A. Stress - good and bad.
  - B. A crisis can also be perceived as an opportunity to grow and change.
- IV. Crisis Intervention
  - A. A scenario where the C.A.P. Team enters into the life situation of an affected individual or family to help mobilize resources for their well being.
  - B. Crisis Management
    1. A- Achieve contact/ build environment.
    2. B- Boil down the problem.
    3. C- Coping techniques and resources.
  - C. Know the Crisis Zone
    1. Hot.
    2. Warm.
    3. Cold.
      - a. Ripple affect.
      - b. Who is affected?
- V. Types of Crisis Calls
  - A. Abdominal pain:
    1. Could be someone is upset.
    2. A counseling referral.
    3. They may need family or friends contacted.
    4. Need emotional support.
    5. May have had a recent loss/ job, family member, stress issues.
  - B. Altered level of consciousness:
    1. Medication problem.
    2. Loss of Reality.
    3. Stress.
    4. May need emotional support.
    5. Recent loss.
  - C. Electrical problems:
    1. Their utilities were shut off.
      - a. Provide utility referral numbers.
      - b. Provide assistance numbers for emergency utilities.

2. Air conditioning may not be working.
    - a. Assist with relocation to family or friends home.
  3. May have had a small fire and have no money for repairs.
    - a. Contact Red Cross.
    - b. Contact Information and Referral in uncertain of resources available.
- D. Haz-Mat:
1. Chemical spill.
    - a. Contact the Red Cross.
    - b. May need transportation to family or friends home or hotel.
    - c. Needs clean up- provide with a list of clean up companies.
    - d. Assist them in contacting insurance co..
- E. Traffic Accident:
1. Family needs non-medical transportation.
    - a. C.A.P. Van can provide transportation IF NON MEDICAL.
  2. Crisis care.
    - a. May need emotional support and stress management.
    - b. May need family and friends contacted.
    - c. Children may need emotional support, understanding, and explanations (May give stickers, etc.).
- F. Fatal Traffic Accidents:
1. Victim's family.
    - a. Emotional support and stress management.
    - b. Non-medical information.
    - c. May need transportation.
    - d. May need assistance in contacting other family members.
  2. The other driver.
    - a. Same as above.
    - b. Be non-judgmental.
  3. Death Notification.
    - a. Assist Police.
    - b. Provide emotional support.
    - c. Provide grief information.
    - d. Provide Medical Examiner Information (Bereavement Packet).
    - e. Provide mortuary information (Bereavement Packet).
- G. Unconscious Person:
1. Homeless person sleeping.
    - a. Assist with family contact.
    - b. Assist with shelter contact (I and R manual).
  2. Someone fainted.
    - a. Have them checked out by paramedics.
    - b. Contact family or friends.
  3. A seriously mentally ill patient wandered away from home.
    - a. If it is an elderly patient, contact Adult Protective Services.
    - b. If it is a child, contact Child Protective Services.

- c. Transport home if applicable and only if safe to do so.
- d. Contact family and friends.
- e. Alzheimer's patient wandered away from home.
- f. Same as with a seriously mentally ill person.

VI. Crisis Prescription and Resources

- A. Crisis prescription: Once we intervene in a crisis situation and determine it is as stable as it gets, we then need to provide resources. This helps the victim to take back control and empowers them.
- B. Resource book.
  - 1. Keep resource book in the van close at hand.
  - 2. Become familiar with the book. Study it.
  - 3. Keep getting updates from I and R if agencies move, change phone numbers, or are no longer in operation.
  - 4. THIS BOOK IS YOUR LIFE SAFER. KNOW YOUR RESOURCES.
- C. WARNING
  - 1. WHO and WHERE, we do NOT TRANSPORT
    - a. To the hospital, Doctor's office, or urgent care for medical attention.
    - b. We do NOT provide any type of MEDICAL SERVICE.
    - c. To the LARC. Let the police transport.
    - d. To psychiatric facilities.

VII. USE THIS MANUAL AS A REFERENCE/Bring with you on shift.

## **ACKNOWLEDGMENTS**

(Of written materials, ideas, and suggestions for the success of this program)

Phoenix Fire Community Assistance Program  
Northwest Medical Center Emergency Department  
The International Critical Incident Stress Foundation  
William Glasser's Institute  
Hans Selye, M.D.  
Chief Jeff Piechura, Northwest Fire District  
Northwest Fire District Personnel and Administration  
Northwest Fire's Interagency Critical Incident Stress Management Team  
Northwest Fire's Community Assistance Program Team  
Mike McLaughlin, Marana Police Department  
Rebecca Arend Hicks, University Medical Center  
Sue Philpot, Northwest Medical Center  
Cynthia D. Thomae, Northwest Fire District  
Paul Mischel, Northwest Fire Captain/Medic







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