



# Volunteer Program Manual

Adopted: August 28, 2012

Updated: February 8, 2013

# Volunteer Program Manual

## Table of Contents

Introduction.....	4
Mission Statement.....	5
Leadership Traits.....	6
Equal Employment Policies.....	7
General Information.....	7
Volunteer .....	7
Chain of Command.....	7
Standards of Conduct.....	7
Drug-Free Workplace .....	8
Violence or Threat of Violence and Weapons.....	8
Medical Requirements.....	9
Accidents/Injuries/Exposures .....	9
Personnel Records .....	9
Retirement Plan .....	9
Computer, Telecommunication, Electronic System and Equipment.....	9
Volunteer Classifications.....	10
Requirements.....	12
Training .....	12
Initial Training Requirements.....	12
Ongoing Training Requirements.....	13
Training Activity.....	13
Drivers Training Program .....	13
Fitness .....	14
Orientation.....	14
Volunteer Recruit Fire Academy and EMT Class.....	14
EMT Class and Training (OTEP) .....	14
Volunteer Recruit Fire Academy.....	14
Drills.....	14
Reimbursement Programs .....	15
Home Responder/V.E.O.P./Sleeper Program.....	15
Performance Activity.....	16
Performance Requirements for Home Responders .....	17
Performance Requirements for Sleeper Program .....	18
Performance Requirements for V.E.O.P. Program .....	19
Disciplinary/Corrective Action .....	20
Separation.....	20
APPENDIX A .....	21
Glossary .....	22

## INTRODUCTION

Firefighting is a demanding activity. Alarms do not discriminate between volunteer firefighters and career firefighters, and neither does the public. The volunteer program and its volunteers are used to augment the career firefighting staff. Our volunteers respond to structure fires, wildland fires, emergency medical aid calls, hazardous material spills, water-related and rescue emergencies. The situations encountered are often hazardous and can involve significant personal risk. Maintaining the safety of our personnel is always the number one objective before, during, and after any incident. Proper and adequate training is mandatory for this demanding activity.

In addition to response to emergency incidents, volunteers participate in community and public education events.

## **Mission Statement**

*Exceptional people providing compassionate service and rapid response to our community's diverse needs.*

## **Vision Statement**

EPF&R is a regional leader in providing the highest level of fire, rescue, emergency medical and prevention services to a diverse and growing community with:

- Mission-essential staffing and training
- State-of-the-art facilities, equipment and technology
- A strong, diverse, and sustainable fund base, while maintaining stewardship of taxpayer resources
- A safe environment for our citizens through effective and comprehensive prevention and public education programs
- A safe and healthy workforce

## **Core Values & Guiding Principles**

Our community and our employees are our most important resource

*We are committed to:*

### **Doing the Right Thing**

Integrity, Trust, Respect, and Commitment

### **Everyone Must Make a Difference**

Individual and Organizational Responsibility,  
Accountability, Teamwork, and Collaboration

### **Anticipating and Meeting Our Community's Needs**

Proactive Planning, Innovation, Creativity, Responsiveness,  
and Excellent Customer Service

# **LEADERSHIP TRAITS**

## **Service above Self (Responsibility to Mission)**

*Prioritize*  
*Followership*  
*Perseverance*  
*Seeks, accepts and provides feedback*  
*Sense of service*  
*Provides clear direction*  
*Technically Competent*

## **Lead by Example (Responsibility to People)**

*Communicates expectations*  
*Respectful*  
*Positive attitude*  
*Initiative*  
*Acknowledge accomplishments*  
*Mentor*  
*Fairness*  
*Compassionate*

## **Integrity (Responsibility to Self)**

*Do what's right*  
*Accountable*  
*Confident*  
*Self-aware*  
*Self-disciplined*  
*Seek improvement*

## **EQUAL EMPLOYMENT POLICIES**

East Pierce Fire & Rescue is an equal opportunity employer. The Department strives to maintain a work environment that values diversity and fosters mutual respect. As part of this effort, the Department prohibits discrimination or harassment based upon any individual's race, color, religion, sex, age, national origin, physical, mental or sensory disability, marital status, veteran status, or any other trait protected by applicable federal, state or local law. Besides being a violation of the Department policy, discrimination and harassment also may violate applicable federal, state or local law (SOG #2102G).

All department Standard Operating Guidelines (SOG's) are included in this document as if they were repeated here in full. It is the responsibility of the volunteer to become familiar with department SOG's. This information is made available at our headquarters station, on the shared drive (S:/drive) on the district's computer network, through the chain of command and also practiced and distributed through department training.

## **GENERAL INFORMATION**

### **Volunteer**

"A 'volunteer' shall mean a person who performs any assigned or authorized tasks for the state or any agency thereof, brought about by one's own free choice, who receives no wages, and is registered and accepted as a volunteer by the state or any subdivision thereof, for the purpose of engaging in authorized volunteer service: PROVIDED, That such person shall be deemed to be a volunteer although he or she may be granted maintenance and reimbursement for actual expenses necessarily incurred in performing his or her assigned or authorized duties." (RCW 51.12.035)

### **Chain of Command**

The fire district operates as a paramilitary organization. Ideally, all orders and commands should be issued by an individual's immediate supervisor through a well-defined chain of command. It is the policy of the fire district that all personnel including volunteers are to appropriately respond to any request, order or command when properly issued or requested by a superior or person with delegated authority.

### **Standards of Conduct**

The Board of Commissioners discourages commissioners and department members from accepting any gifts or benefits, which have an intrinsic value.

All members shall be governed by the ordinary and reasonable rules of behavior and shall commit no act tending to bring reproach or discredit upon the district or its members.

No volunteer shall, on or off duty, use the uniform, badge, insignia or prestige of the district for the purpose of personal gain.

Except in connection with official department business, no volunteer shall lend their name, as a member of the district, to any commercial or business enterprise; nor shall they approve the use

of the name and the prestige of the district for any such purpose without the prior authorization of the Fire Chief (SOG #2447G).

### **Drug-Free Workplace**

Volunteers have the obligation not to place themselves in a situation where the ability to perform as volunteers is impaired by drugs and alcohol. In the event a volunteer fails to fulfill his/her volunteer program responsibilities, it is the responsibility of the District to remove such volunteer from the program to prevent the endangerment of the volunteer, other personnel, and/or the public. Any volunteer that tests positive for drugs may be subject to disciplinary action up to and including termination, depending on the circumstances and situation provided; the consumption of alcohol, prohibited chemical substances, or any prescription or non-prescription drugs that will affect a volunteer's ability to perform the tasks of a volunteer, such as driving or operating machinery, will not be tolerated while serving as a volunteer, nor will levels exceeding the minimum limits for the initial and confirmation test as provided within NIDA standards and outlined in 2445G. This rule does not apply to persons taking prescription drugs as directed by a physician or dentist, provided such use does not endanger the volunteer or others. No alcoholic beverages/controlled substances are allowed on fire department property or apparatus. Smoking is prohibited in fire district facilities and on district apparatus/vehicles (SOG # 2445 and # 2447).

### **Violence or Threat of Violence and Weapons**

East Pierce Fire & Rescue does not tolerate any type of workplace violence committed by or against its personnel. All personnel, including volunteers, are prohibited from making threats or engaging in violent activities. This list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional or psychological distress;
- Intentionally or negligently damaging district property or property of other personnel;
- Possession of a firearm, while on district property or while on district business;
- Possession of a weapon, or other dangerous or hazardous devices or substances other than those deemed by the district to be necessary for the performance of one's assignments.

## **Medical Requirements**

If a volunteer suffers an injury that would interfere with the performance of their assigned tasks and has to seek medical care, they must notify East Pierce Fire & Rescue's District Secretary and provide a doctor's release before returning to volunteering.

## **Accident / Injuries / Exposures**

Volunteers are covered by the Board for Volunteer Firefighters and Reserve Officers (RCW 41.24). Disability compensation is provided for any volunteer who, as a result of an injury in the performance of duty, is unable to work at his or her regular job or occupation for a period not to exceed six months (SOG #2860). A permanent partial disability settlement may be offered based upon the report of an independent examining physician or panel in accordance with tables adopted by the Department of Labor and Industries. A supplemental policy authorized by the Board of Commissioners provides an additional 60 month disability compensation if injury occurs in the line of duty. See appendix for volunteer injury /illness flowchart

## **Personnel Records**

All volunteers at East Pierce Fire & Rescue will have a personnel file. This, at a minimum, will contain the volunteer's initial application paperwork, personnel inventory tracking form (2422F-2) and orientation checklist. Current First Aid, CPR and EMT cards must be kept on file with the Training Division. All fire training records will be updated quarterly. The firefighter / EMS volunteer is personally responsible for maintaining all EMT re-certification records and must submit copies of all records to the Training Division. The EMS Division staff will review and approve all continuing education records. A separate confidential medical file will be maintained by the district and will consist of any and all personal medical information. It is the volunteer's responsibility to notify Human Resources in writing with updates to contact information, i.e., phone numbers, address, emergency contact, beneficiaries, driving record/status.

## **Retirement Plan**

On completion of the first year, the volunteer will be entered into a retirement plan governed by the Board for Volunteers Firefighters and Reserve Officers. Only those members meeting the requirements of this program manual shall qualify for pension payment by the department on an annual basis per the Board of Volunteer Firefighters and WAC 491-03-030. After 10 years of service and one payment the firefighter is vested into the retirement plan. (SOG #2860 and RCW 41.24)

## **Computer, Telecommunication, Electronic Systems and Equipment**

All personnel are personally responsible for the content of material they search for, access, store, forward, send, publish, and transmit on the Department's electronic communications systems such as cellular phones, desktop, lap-top and network computers, personal digital assistants (PDA), e-mail, and Internet. Any volunteer who violates this guideline or uses the electronic communications system for improper purposes is subject to discipline, up to and including immediate termination from the volunteer program. (SOG # 4310)

Firefighters shall only take pictures of video at emergency scenes for department-approved purposes, and must remember that photos and videos fall under HIPAA (Health Information Portability and Accountability Act). Posting images that could potentially identify patients,



addresses, vehicle license plate numbers, or any other protected health information is strictly prohibited.

## **VOLUNTEER CLASSIFICATIONS**

### **Volunteer Firefighter**

This classification performs technical duties in the areas of fire suppression, emergency medical care, emergency rescue, hazardous materials incidents, fire investigation, fire inspection, fire personnel training, and public education. Volunteers are responsible for responding to emergency and non-emergency activities. Volunteers are expected to exercise a high degree of judgment and initiative while making critical fire and life safety related decisions under high pressure and/or adverse conditions. This classification reports to and receives guidance and mentoring from the company officer. *See appendix A for reimbursement*

### **EMS/Support Volunteer**

This classification performs technical duties in the areas of emergency medical care, emergency rescue and public education. Volunteers are responsible for responding to emergency and non-emergency activities. They are expected to exercise a high degree of judgment and initiative while making critical life safety related decisions under high pressure and/or adverse conditions. This classification reports to and receives guidance and mentoring from the company officer. An EMS/Support Volunteer will have no direct firefighting responsibility nor enter any IDLH (Immediate Danger to Life and Health) atmosphere. However, the need for EMS is prevalent even on a fire scene to staff a rehab station, take/monitor firefighter vital signs and treat victims of the incident. *See appendix A for reimbursement.*

### **Volunteer Officer**

A volunteer officer helps lead and assign duties to volunteer firefighter/EMS personnel, on and off the fire grounds. Duties include but are not limited to report writing, training, and conflict resolution. They help to maintain organizational span of control. A volunteer officer is responsible for the safety of his/her crew and assures that rig checks are completed and that stations and equipment is ready for service. *See appendix A for reimbursement.*

### **Volunteer Officer Expectations**

#### **Acting Volunteer Company Officers**

Shall:

- Be appointed by the Chief or his designee
- Be an active volunteer for at least two (2) years (from graduation from fire academy of equivalent), one of which with EPFR and in good standing as a Volunteer Firefighter/EMT.

Acting company officers are encouraged to achieve the requirements of Lieutenant. Acting company officers receive no reimbursement

#### **EMS/Support Coordinator**

- Be appointed by the Chief or his designee

- Be an active in the EMS field for at least two (2) years, one of which with EPFR and in good standing as a EMS/Support Volunteer
- Must be an EMT for at least two years
- Must be a CPR/First Aid Instructor
- Must be an OTEP (Ongoing Training Education Program)evaluator/instructor

### **Volunteer Lieutenant**

To be eligible for appointment, the Volunteer shall meet the following:

- Must be Acting Volunteer Company Officer for one (1) year with EPFR
- Hold qualifications as a driver operator/engineer on his/her home station apparatus
- Successfully complete and attain IFSAC FF1 certification.
- Successfully complete and attain IFSAC Instructor 1 certification
- Successfully complete an approved Building Construction course
- Successfully complete an approved Incident Safety Officer (ISO) course
- Successfully complete a skills Evaluation Process
- Successfully complete an approved department Mentorship Program
- Successfully complete a competitive testing and evaluation process for the position of Lieutenant
- Appointment to this position is made by the Fire Chief

### **Volunteer Captain**

To be eligible for appointment, the Volunteer shall meet the following:

- Must be an Volunteer Lieutenant for one (1) year with EPFR
- Successfully complete and attain IFSAC FF2 certification.
- Successfully complete an approved class in Strategy and Tactics.
- Successfully complete and attain IFSAC Officer 1 certification within 18 months of appointment to the position of Captain
- Successfully complete a competitive testing and evaluation process for the position of Captain
- Appointment to this position is made by the Fire Chief

### **Special Operations**

Once all required training, competency and performance standards have been met and maintained for a period of not less than one (1) year, volunteer firefighters and EMS volunteers may be eligible to apply for membership on one of the department's Special Operation Teams as a volunteer.

#### **Special Operation Teams:**

Water Rescue  
 Wildland  
 Hazardous Materials  
 Technical Rescue

## **REQUIREMENTS**

### **Program Requirements**

To become a Volunteer Firefighter or EMS/Support Volunteer the volunteer must reside within the jurisdictional boundaries of East Pierce Fire & Rescue, hold a valid Washington State Driver's License, and maintain a good driving record. Persons convicted of criminal activity may be subject to disciplinary action up to and including termination. To remain a volunteer in good standing a volunteer must meet and maintain all minimum training and performance requirements and adhere to all district policies and guidelines.

### **Uniform**

The department will issue the volunteer a uniform as appropriate training has been completed. As a member of East Pierce Fire & Rescue, the volunteer is expected to conduct themselves in a professional manner whenever he/she represents the department: in classes, during alarms and drills, whenever in uniform or wearing clothing that displays the fire district name or logo.

Uniforms shall only be worn while on duty, traveling to or from duty, or attending official district business. Uniforms shall not be worn in any drinking establishment where alcoholic beverages are customarily served unless on official business. (SOG #2447G)

### **Issuance of PPE**

Volunteers will be issued approved PPE (Personal Protective Equipment) commensurate with their level of training and responsibilities. Personal protective equipment used in structural firefighting or live fire training activities shall meet all current NFPA and Department of Labor and Industries standards. PPE issued to EMS/Support volunteers *may not* meet current NFPA and Department of Labor and Industries standards for structural firefighting but shall be adequate to provide protection commensurate with their level of training and responsibilities.

Volunteers are issued a badge upon successful completion of EMT training or the Recruit Firefighter Academy, whichever comes first. Department uniforms, badges, pagers and personal protective equipment are the property of the department and must be surrendered upon severance. Volunteers are responsible for the cost of any lost badges or equipment issued by the department.

## **TRAINING**

Volunteers will be encouraged to take advantage of all educational and training opportunities offered and/or authorized by the department to improve their proficiency. Volunteers may be responsible for some or all of their initial training cost. Training and drill credit may be reimbursed on successful completion of initial training.

### **Initial Training Requirements (achieved within 24 months):**

- East Pierce Fire & Rescue Volunteer Orientation
- Approved Volunteer Recruit Firefighter Academy
- Washington State EMT certification
- Post EMT certification training (transport)

- IFSAC Hazardous Materials Awareness certificate
- IFSAC Hazardous Operations certificate
- IFSAC Firefighter I certificate

### **Ongoing Training Requirements:**

The volunteer firefighter must be trained and maintain the knowledge, skills and abilities commensurate with the tasks and functions they are expected to perform. One hundred percent (100%) of all mandatory assigned suppression-related drills are required to be done within the quarter they are assigned. The Training Division will have Quarterly make up drills for missed mandatory training. Ad hoc drills are considered extra training and shall not be factored into the percentage of quarterly drills.

The volunteer shall complete 100% of all mandatory EMS/OTEP (Ongoing Training Education Program) that is assigned by the training division to satisfy Washington State Emergency Medical Technician requirements in their OTEP Recertification Summary.

### **Training Activity**

In the event that a volunteer member's quarterly training levels fall below the minimum required, the volunteer will be notified by the Training Division within 14 days of the end of the quarter of their sub-standard performance. Within 14 days of notification of sub-standard performance, the volunteer member will meet with the Training Division staff to identify any problems that may be hampering the volunteer's ability to participate in department training and to receive mentoring and a performance improvement plan to meet the required training level. If the volunteer member has not met with the Training Division staff within 14 days, the volunteer may be suspended from all response activities.

If by the end of the following quarter, the Volunteer member has not remediated the previous quarter's deficiencies and met the current quarter's training requirements, the volunteer may be subject to termination by the Chief or his designee. If, the Volunteer member has remediated the previous quarter's deficiencies and met the current quarter's training requirements, the suspension of all response activities will be lifted.

In the event that a volunteer member's quarterly training levels continue to fall below expectations the volunteer maybe subject to immediate termination by the Chief or his designee.

### **Driver Training Program**

All volunteers must attend an approved EPFR driver training class in order to become certified to drive department apparatus (RCW 46.25.055). Volunteers must be at least 21 years of age to drive district apparatus "priority" (SOG #4210G-1). For a member to keep their driver training certification, he/she must maintain and demonstrate proficiency. Drivers must get checked off by the Training Division prior to responding as a driver of an engine or tender to a working fire.

## **Fitness**

It is encouraged that all volunteers maintain their ability to perform firefighting tasks. Some EPFR stations have exercise equipment, which can be utilized by the volunteers.

## **ORIENTATION**

All new recruits shall attend an East Pierce Fire & Rescue orientation prior to attending either the volunteer fire academy or an EMT class. The purpose of the orientation is to familiarize the recruit on the district history, operations, command structure and overall goals and objectives of becoming a volunteer firefighter with East Pierce Fire & Rescue.

## **VOLUNTEER RECRUIT FIRE ACADEMY AND EMT CLASS**

New recruits without approved prior training will receive training commensurate with their position either an EMT Class, a Recruit Firefighter Training Academy or both. After successful completion and demonstration of proficiency of the skills obtained in the first course, the recruit volunteer may apply for the other course. For example if a volunteer attends an EMT class first, after he/she has demonstrated proficiency they may apply to attend a volunteer recruit firefighter academy to become Firefighter I certified.

Volunteers accepted from other agencies as lateral entry volunteer firefighters will be required to attend orientation training and will be evaluated for training needs and may be assigned to VEOP hours prior to responding as a home responder or sleeper.

### **EMT Class and Training – On-going Training and Evaluation Program (OTEP)**

Volunteers selected to attend the Washington State EMT course will attend an approved course of the department's choice. The EMT class varies between 130-150 hours. Upon completion of the course, the Volunteer must successfully complete the NREMT (National Registry Emergency Medical Technician) test. On-going training will be provided through the department's OTEP training program.

### **Volunteer Recruit Fire Academy**

The Volunteer Recruit Firefighter Academy varies between 200 and 300 hours and is designed to train all new recruits to IFSAC Firefighter 1 competencies. Volunteers selected to attend the Volunteer Firefighter Recruit Academy will attend an approved course of the department's choice. Topics include fire ground safety, fire behavior, hose stream, SCBA's, hydrants, search and rescue, hose lays, fire extinguishers, ventilation, forcible entry, knots, and salvage. Volunteers with prior training culminating in their receipt of a current IFSAC Firefighter 1 Certificate may be exempt from the requirement to attend an approved Volunteer Recruit Firefighter Academy with approval of the Chief or his designee.

## **Drills**

Drills may be conducted on any day of the week by volunteer company officers, but typically are scheduled on Tuesday and Wednesday evenings. In addition, there may be Saturday/Sunday drills conducted to meet the needs of the department. Training Division-led drills are conducted on Tuesday and Wednesday nights starting at 1830

hours. If the Volunteer is unable to attend regularly scheduled evening drills, he/she may attend scheduled training during the day with the career firefighters.

**REIMBURSEMENT PROGRAMS**

**Reimbursement**

A volunteer, who responds to alarms from home, attends drills and department trainings, performs V.E.O.P.'s, (Volunteer Experience Opportunity Program), participates in the sleeper program, participates in public education/community events or special assignments (as requested by the department), will be eligible for reimbursement. Accumulated time will be reimbursed on a monthly basis and disbursed the month following their submission. Volunteers will be taught how to fill out reimbursement forms manually or online. Volunteer reimbursement forms must be submitted to their direct supervisor no later than the 5<sup>th</sup> of each month. Volunteer reimbursement forms submitted after the 5<sup>th</sup> of the month will be disbursed the following month. New recruits attending classes at the request of the department, such as an EMT course or the Volunteer Recruit Firefighter Academy will receive a set reimbursement with their certificate of completion. Transportation is sometimes provided by the department. Volunteers may also be eligible for mileage compensation when operating their own vehicles to department-sanctioned training or other department functions with prior approval from the Training Division.

**Home Responder / Sleeper / V.E.O.P. (Volunteer Experience Opportunity Program) Program**

The following table indicates three different participation options available to Volunteer personnel as approved by Operations Chief. The options include the Home responder program, the Sleeper program and the V.E.O.P. program. Required hours between the Sleeper and VEOP programs are considered flexible so long as at least a minimum of 12 hours are achieved in each option and minimum of 120 hours are completed each quarter. (Drill participation and Public Education requirements for EMS/Support Volunteers may be modified)

	<b>Home Responder</b>	<b>Sleeper</b>	<b>V.E.O.P.</b>
Shifts out of a career station	12 hours per quarter	12 hours per quarter	108 hours per quarter
Shifts out of a volunteer station	0 hours	108 hours per quarter	12hours per quarter
Pub Ed/Community or Special Events	Average 1 event per quarter	Average 1 event per quarter	Average 1 event per quarter

## **PERFORMANCE ACTIVITY**

### **Activity Levels**

In the event that a volunteer member's quarterly activity levels fall below the minimum required, the volunteer will be notified by the Operations Division within 14 days of the end of the quarter of their sub-standard performance. Within 14 days of notification of sub-standard performance, the volunteer member will meet with Operations Division staff to identify any problems that may be hampering the volunteer's ability to participate in department activities and to receive mentoring and a performance improvement plan to meet the required activity level. If the volunteer member has not meet with Operations Division staff within 14 days, the volunteer will be suspended from all response activities.

If by the end of the following quarter, the volunteer member has not remediated the previous quarter's deficiencies and met the current quarter's activity requirements, the volunteer may be subject to termination by the Chief or his designee. If the volunteer member has remediated the previous quarter's deficiencies and met the current quarter's activity requirements, the suspension of all response activities will be lifted.

In the event that a volunteer member's quarterly activity levels continue to fall below expectations the volunteer maybe subject to immediate termination by the Chief or his designee.

# Volunteer Performance Requirements for Home Responders

<p><b>Performance Requirement/Guidelines</b>          (Note: Performance Requirements reviewed on a quarterly basis)</p>
<p><b>Alarms/Incident Response:</b>          Minimum response per month – average of 2 incidents per month and can be obtained through volunteer home responses, V.E.O.P.'s or sleeper shifts</p>
<p><b>General Alarm:</b>          Volunteers are encouraged to report to their assigned volunteer stations for General Alarms when available          Volunteers shall complete daily apparatus inspections when first arriving for General Alarms and V.E.O.P.s.</p>
<p><b>Drills/Training:</b>          100% of all mandatory assigned suppression-related drills are required to be done within the quarter they are assigned.</p>
<p><b>Public Education/Prevention Program:</b>          Volunteers shall participate in a minimum of 4 dedicated public education event per year           Pub Ed./Prevention events include: Open house, safety trailer events, smoke alarm installs, CPR classes, stand-by events, etc.</p>
<p><b>Weekly Apparatus Inspection/Other Station Duties:</b>          Volunteers shall participate in at least 2 daily/weekly apparatus inspections per month          Volunteers shall participate in at least 1 station duty per month (See appendix)</p>
<p><b>V.E.O.P/Sleeper.:</b>          Volunteers shall do a minimum of 12 hours of V.E.O.P.'s per quarter          Volunteers shall complete daily apparatus inspections during their V.E.O.P.          Volunteers in the home responder program may choose to do sleeper shifts           To enhance mentoring and training, volunteers will be strongly encouraged to perform their required V.E.O.P.s with a specific career shift</p>

## **Volunteer Home Responder Activity Maximum Limits**

- Volunteer V.E.O.P.'s are limited to a maximum of 120 hours VEOP and/or Sleeper duty per month
- Volunteers must have a 12 hour break before and after a 48 hour V.E.O.P. or sleeper duty
- Apparatus inspections: Maximum credit for 4 inspections a month, unless authorized by the Operations Chief



# Volunteer Performance Requirements for Sleeper Program

## **Performance Requirement/Guidelines**

(Note: Performance Requirements reviewed on a quarterly basis)

### **Alarms/Incident Response:**

Minimum response per month – No minimum responses, as they will be obtained V.E.O.P.'s or sleeper shifts

### **General Alarm:**

Volunteers are encouraged to report to their assigned volunteer stations for General Alarms when available on their non-duty nights  
Volunteers shall complete daily apparatus inspections when first arriving for General Alarms and V.E.O.P.'s

### **Drills/Training:**

100% of all mandatory assigned suppression-related drills are required to be done within the quarter they are assigned.

### **Public Education/Prevention Program:**

Volunteers shall participate in a minimum of 4 dedicated public education event per year  
Pub Ed./Prevention events include: Open house, safety trailer events, smoke alarm installs, CPR classes, stand-by events, etc.

### **Apparatus Inspection/Other Station Duties:**

Volunteers shall conduct their apparatus inspections while pulling shifts at their assigned station  
Volunteers shall conduct their station duties while pulling shifts at their assigned stations (See appendix)

### **V.E.O.P/Sleeper.:**

Volunteers shall do a minimum of 108 hours of sleeper duty per quarter  
Volunteers shall do a minimum of 12 hours of V.E.O.P.'s per quarter  
Volunteers doing a V.E.O.P. will be evaluated on their performance by the Company Officer on shift

To enhance mentoring and training, volunteers will be strongly encouraged to perform their required V.E.O.P.s with a specific career shift

## **Volunteer Sleeper Program Activity Maximum Limits**

- Volunteer V.E.O.P.'s are limited to a maximum of 120 hours of VEOP and/or Sleeper duty per month
- Volunteers must have a 12 hour break before and after a 48 hour V.E.O.P. or sleeper duty

# Volunteer Performance Requirements for V.E.O.P. Program

<b>Performance Requirement/Guidelines</b> (Note: Performance Requirements reviewed on a quarterly basis)
<b>Alarms/Incident Response:</b> Minimum response per month – No minimum responses as they will be obtained V.E.O.P.'s or sleeper shifts
<b>General Alarm:</b> Volunteers are encouraged to report to their assigned volunteer stations for General Alarms when available Volunteers shall complete daily apparatus inspections when first arriving for General Alarms and V.E.O.P.'s
<b>Drills/Training:</b> 100% of all mandatory assigned suppression-related drills are required to be done within the quarter they are assigned.
<b>Public Education/Prevention Program:</b> Volunteers shall participate in a minimum of 4 public education/prevention events per year  Pub Ed./Prevention events includes: Open house, safety trailer events, smoke alarm installs, CPR classes, stand-by events, etc.
<b>Apparatus Inspection/Other Station Duties:</b> Volunteers shall conduct their apparatus inspections while doing V.E.O.P. Volunteers shall conduct their station duties while pulling shifts during a V.E.O.P (apparatus rig checks, station maintenance etc.)
<b>V.E.O.P/Sleeper.:</b> Volunteers shall do a minimum of 108 hours of V.E.O.P.'s per quarter Volunteers doing a V.E.O.P. will be evaluated on their performance by the Company Officer on shift Volunteers shall do a minimum of 12 hours of sleeper duty per quarter  To enhance mentoring and training, volunteers will be strongly encouraged to perform their required V.E.O.P.s with a specific career shift

## **Volunteer V.E.O.P. Activity Maximum Limits**

- Volunteer V.E.O.P.'s are limited to a maximum of 120 hours VEOP and/or Sleeper duty per month
- Volunteers must have a 12 hour break before and after a 48 hour V.E.O.P. or sleeper duty

## **DISCIPLINARY/CORRECTIVE ACTION**

Disciplinary/Corrective action shall be in accordance with the Provisions of Standard Operating Guideline 2604G.

## **SEPARATION**

Separation from East Pierce Fire & Rescue may occur due to leave of absence, resignation, termination, or retirement.

### **Leave of Absence**

There are times that volunteers may not be able to make the minimum requirements. If a volunteer is aware of circumstances ahead of time that preclude meeting minimum requirements, they are required to notify their company officer. Volunteers shall request a leave of absence if they anticipate their drill/activity level will be deficient for an extended period of time (SOG #2850G). The Operations Chief will decide whether or not to grant the leave of absence at his discretion.

### **Resignation**

The volunteer may resign by giving written notice of resignation, returning of all department equipment, uniform and apparel to his/her immediate supervisor and the Operations Chief.

### **Final Reimbursement**

A departing volunteer's final reimbursement may include the following deductions:

- The cost of equipment not returned to the department.
- Volunteers leaving the District during a training course, not achieving the corresponding certificate for training (i.e. FFI, EMT card), and/or before one year of active service, will reimburse the District for 50% of the amount of expenses paid by the District (SOG #6500G).

## **APPENDIX A**

**The following is a reimbursement/compensation schedule for Home Responders, Sleeper Program and V.E.O.P. Program.**

**Reimbursement/compensation rates for Home Responder Program:**

\$10.00 = Emergency response (0-4 hours)  
\$25.00 = Emergency responses (over 4 hours)  
\$10.00 = General Alarms (0-4 hours)  
\$25.00 = General Alarms (over 4 hours)  
\$10.00 = Rig checks (2 minimum) and Other Station duties  
\$10.00 = Drill (0-4 hours)  
\$25.00 = Drill (over 4 hours)  
\$25.00 = Public Education (0-4 hours)  
\$50.00 = Public Education (over 4 hours)

**Reimbursement/compensation rates for the Sleeper and V.E.O.P. Programs:**

\$15.00 = 4-8 hours  
\$30.00 = 9-16 hours  
\$60.00 = 17-24 hours

\*\* Calls, station duties, drills, public education events and general alarms are all inclusive for V.E.O.P. and Sleeper programs only while on shift.

In instances where the volunteer participates in drills, general alarms and public education activities not conducted during V.E.O.P. or Sleeper programs, the volunteer will follow the reimbursement/compensation rate contained in the home responder program.

The reimbursement/compensation/stipends for these volunteer officer positions are as follows:

**Lieutenant - \$100.00 a month**  
**Captain - \$200.00 a month**

## **GLOSSARY**

**Alarm** – Tone from FireComm for Emergency Responder

**Apparatus** – Same as Rig, I.e., Engine, Medic, Brush, or Support Apparatus

**EMS** – Emergency Medical Services

**EMT** – Emergency Medical Technician

**EVIP** – Emergency Vehicle Incident Prevention

**BVFF** – State Board for Volunteer Firefighters and Reserve Officers

**Drill** – Training exercise

**EMS/Support Volunteer** – Volunteers who are EMT or First Responders that conduct EMS and support activities for the Fire District (can be home responders or VEOP)

**HIRL** – High Incident Response Load

**NFPA** – National Fire Protection Association

**NREMT** – National Registry Emergency Medical Technician

**OTEP** – Ongoing Training and Evaluation Program (EMS)

**PPE** – Personal Protective Equipment

**RCW** – Revised Code Washington (As it pertains to Washington State law)

**Rig** – Same as apparatus

**SCBA** – Self Contained Breathing Apparatus

**SOG** – Standard Operating Guidelines

**STANDBY HOURS** - Hours that a person is immediately available to respond to an emergency. It must be time that a person has signed up to respond to calls, with consequences for missing. It can include “sleeper” shifts, “VEOP” shifts, general alarms, or station duty projects that are 4+ consecutive hours.

**Reimbursement/Compensation** – a fixed sum of money paid periodically for services or to defray expenses

**VEOP** – Volunteer Experience Opportunity Program

**Volunteer Home Responders** – Volunteers who live near a designated volunteer station and respond to that station as a volunteer

**Volunteer Sleeper** – Volunteers who pull shifts at a designated volunteer sleeper station

**WAC** – Washington Administrative Code

**WSP** – Washington State Patrol

**References:**

EPFR SOG# – 2102G; 2442G; 2445; 2447G; 2604G; 2800G; 2804G; 2850G; 2860; 3300;  
4110G-1; 4210F-1d; 6500G  
NFPA 1500 – 5.1; 5; 5.5; 6.4  
NFPA 1720 – 4.3  
RCW – 38.52; 41.24; 46.25.055; 51.12.035  
WAC – 491-03; 296-305

The following is a flow chart following an injury:

