

Standard Operating Procedures
of the
Four Communities Fire Department

P.O. Box 227
Sharpes, FL 32959

4870 North US Highway 1
Cocoa, FL 32927

Revision P

November 27, 2018

November 27, 2018

Change Summary:

Date	Rev.	Description
August 30, 2003	H	Added: Change Summary, section on ID cards, section on uniforms, section on discrimination.
Dec. 23, 2003	I	Clarified duty/training requirements, expanded on Dress code, and personal hygiene, clarified bunk assignment , added org chart, added Transfer procedures
Feb. 22, 2005	J	Modified applicant definitions. Added Deputy Chief position. Added section on behavior in uniform. Added record keeping section. Added Formal uniform. Added Purchasing Section. Added Red Light Permit
20 April, 2006	K	Added Recruitment/Retention Plan, Added FCFD Vehicle Operations. Updated organizational structure to match new By-Laws
8 April, 2006	L	Updated minimum duty hours, included revised training requirements, defined "Lawful order", added to Signature page
June 2009	M	Updated to be consistent with by-law changes
September 27, 2011	N	Complete Review and Updates Throughout
January 1, 2015	O	Complete Review and Updates Throughout
Nov 27, 2018	P	Update to match By-law updates for restructure, added Conflict of Interest Policy & clarified visitor policies, requires report within 24hrs for reportable incidents; health & safety added; R&R Program added

November 27, 2018

Contents

1	PURPOSE	7
2	SCOPE	7
3	FCFD ORGANIZATION	7
3.1	VOLUNTEERS	8
3.2	OPERATIONAL FIRE OFFICERS	8
3.2.1	<i>Chief</i>	8
3.2.2	<i>Deputy Chief of Operations</i>	9
3.2.3	<i>Lieutenant</i>	9
3.3	ADMINISTRATIVE/LOGISTICS OFFICERS	9
3.4	FIREFIGHTERS	9
3.4.1	<i>Firefighter Applicant</i>	9
3.4.2	<i>Probationary Firefighter</i>	9
3.4.3	<i>Firefighter</i>	10
3.4.4	<i>Transfers</i>	10
4	VOLUNTEER REQUIREMENTS	12
4.1	AGE	12
4.2	DRIVING.....	12
4.3	PERSONAL.....	12
4.4	EDUCATION.....	12
4.5	BCFR TRAINING.....	13
4.6	FCFD TRAINING	13
4.7	MEETINGS	13
4.8	FUNDRAISING.....	13
4.9	WORK DETAILS	13
4.10	MINIMUM DUTY HOURS	13
4.11	STATION DUTY	14
4.12	DRESS CODE	14
4.12.1	<i>Firefighter Dress</i>	14
4.12.2	<i>Support Member Dress</i>	19
4.13	PERSONAL HYGIENE	21
4.14	UNIFORMS.....	22
4.15	PERSONAL INFORMATION	22
4.16	FCFD IDENTIFICATION CARDS	22
4.17	RESIGNATION.....	22
4.18	CONDUCT.....	23
4.19	HARASSMENT AND SEXUAL HARASSMENT	23
4.20	BADGES	23
6	STATION CONDUCT	24
6.1	TELEPHONE USE	24
6.2	PARKING	24

November 27, 2018

6.3	SMOKING	24
6.4	PROFANITY	24
6.5	FIGHTING	24
6.6	DAY ROOM	24
6.7	VISITORS & GUESTS	25
6.8	BUNK ROOM	25
6.8.1	<i>Authorized Access</i>	25
6.8.2	<i>Visitors & Guests</i>	25
6.8.3	<i>Bunks</i>	26
6.8.4	<i>Bed Linens</i>	26
6.8.5	<i>Cleanliness</i>	26
6.9	LAUNDRY	26
6.10	GROUNDS AND PROPERTY	26
6.10.1	<i>Respect and Care</i>	27
6.10.2	<i>Maintenance</i>	27
6.11	BASE RADIO USAGE	27
6.12	POSSESSION OF WEAPONS	27
7	MEMBER CONDUCT	28
7.1	DEFINITION	28
7.2	CODE OF CONDUCT	28
7.4	DISCRIMINATION AND CIVIL RIGHTS	31
7.4.1	<i>Access to services</i>	31
7.4.2	<i>Reporting Procedures</i>	31
7.5	HARASSMENT	32
7.5.1	<i>Definition</i>	32
7.5.2	<i>Fire and Corporate Officer Responsibility:</i>	32
7.5.3	<i>Reporting Procedures</i>	32
7.5.4	<i>Investigative Procedures</i>	33
7.6	SOCIAL MEDIA	33
7.7	PUBLIC DISPLAYS OF AFFECTION	33
7.8	USE OF INTOXICANTS	33
7.9	HEALTH AND SAFETY	34
7.9.1	<i>Contamination</i>	34
7.9.2	<i>Carcinogens</i>	34
7.9.3	<i>Injuries</i>	34
7.9.4	<i>Wellness</i>	34
7.10	THEFT	35
7.11	BEHAVIOR IN UNIFORM	35
7.12	RIDING AT OTHER STATIONS	35
7.13	RED LIGHT PERMITS	37
7.14	ETHICS	38
8	DISCIPLINE	39
8.1	DISCIPLINARY AUTHORITY	39
8.2	LAWFUL ORDERS	39

November 27, 2018

8.3	VIOLATIONS OF LAW	39
8.4	DISCIPLINARY LEVELS	39
8.4.1	<i>Trivial / Verbal</i>	40
8.4.2	<i>Minor</i>	40
8.4.3	<i>Major</i>	40
8.4.4	<i>Dismissal</i>	41
8.5	PROCESS REVIEW.....	42
8.6	DISCIPLINARY REVIEW BOARD.....	42
8.6.1	<i>Disciplinary Board Members</i>	42
8.6.2	<i>Disciplinary Review Board Meeting</i>	42
9	VOLUNTEER RECOGNITION.....	43
9.1	FIREFIGHTER RECOGNITION.....	43
9.2	SUPPORT MEMBER RECOGNITION.....	43
9.3	SPECIAL RECOGNITION	43
10	CRITICAL INCIDENT STRESS DEBRIEFING	44
11	TRAINING	45
11.1	TIMES.....	45
11.2	TRAINING RECORD.....	45
11.3	SAFETY	45
11.4	GUESTS	45
12	VEHICLE OPERATIONS -	47
12.1	MINIMUM CREW	47
12.1.1	<i>Engine</i>	47
12.1.2	<i>Brush Truck / Tender</i>	47
12.2	BCFR DRIVING REQUIREMENTS.....	47
12.3	FCFD OWNED VEHICLES.....	47
12.3.1	<i>Driver Requirements</i>	48
12.3.2	<i>Change in Status</i>	48
12.4	VEHICLE CHECKOUT.....	49
12.5	VEHICLE 360.....	49
12.6	PASSENGER SAFETY.....	49
12.7	EQUIPMENT CONTROL	49
12.8	VEHICLE CONTROL	50
12.9	VEHICLE BACKING.....	50
12.10	VEHICLE FUEL	50
12.11	FIREFIGHTING WATER	50
12.12	PASSENGER BEHAVIOR	50
12.13	RADIO OPERATIONS.....	50
12.14	REPORTING STATUS	51
12.15	AIR TRAILER	52
13	RECORD KEEPING.....	53
14	TACTICS.....	53

November 27, 2018

15 PURCHASING.....54

15.1 PURCHASING OVERVIEW.....54

15.2 PURCHASING ETHICS54

15.3 COMPETITIVE PURCHASING PROCESS55

15.4 EMERGENCY PURCHASES.....56

16 RECRUITMENT AND RETENTION57

16.1 RECRUITMENT AND RETENTION PLAN57

16.2 RECRUITMENT AND RETENTION PROGRAM.....59

 16.2.1 *Goals*.....59

 16.2.2 *Funding*.....59

 16.2.3 *Recruitment Program*.....59

 16.2.4 *Retention Program*.....59

 16.2.5 *Point Based Call Stipend*.....60

 16.2.6 *Tuition Reimbursement*.....61

 16.2.7 *Leadership & Career Development*.....61

16.3 INCLUSION AND DIVERSITY62

17 CONFLICT OF INTEREST.....63

18 CERTIFICATE OF RECEIPT65

November 27, 2018

1 Purpose

The purpose of this document is to set forth the minimum standards for conduct and performance, as well as to establish and identify guidelines, procedures, and protocols to be followed by all members of the Four Communities Fire Department.

2 Scope

These Standard Operating Procedures (SOP's) supersede any & all previously published SOP's or SOG's issued by the Four Communities Fire Department (FCFD). Except where explicitly noted, these SOP's do not supersede those of Brevard County Fire Rescue (BCFR).

3 FCFD Organization

The Four Communities Fire Department was established in 1951, and received a State Charter to provide services to the communities of City Point, Sharpes, Williams Point and Frontenac (now including Port St. John). It's chartered area of responsibility ("run area") is bounded on the South by SR528 (or the northern edge of the Cocoa City limits), by the Indian River on the East, by a line along Kings Highway to the North, and the St. Johns River on the West.

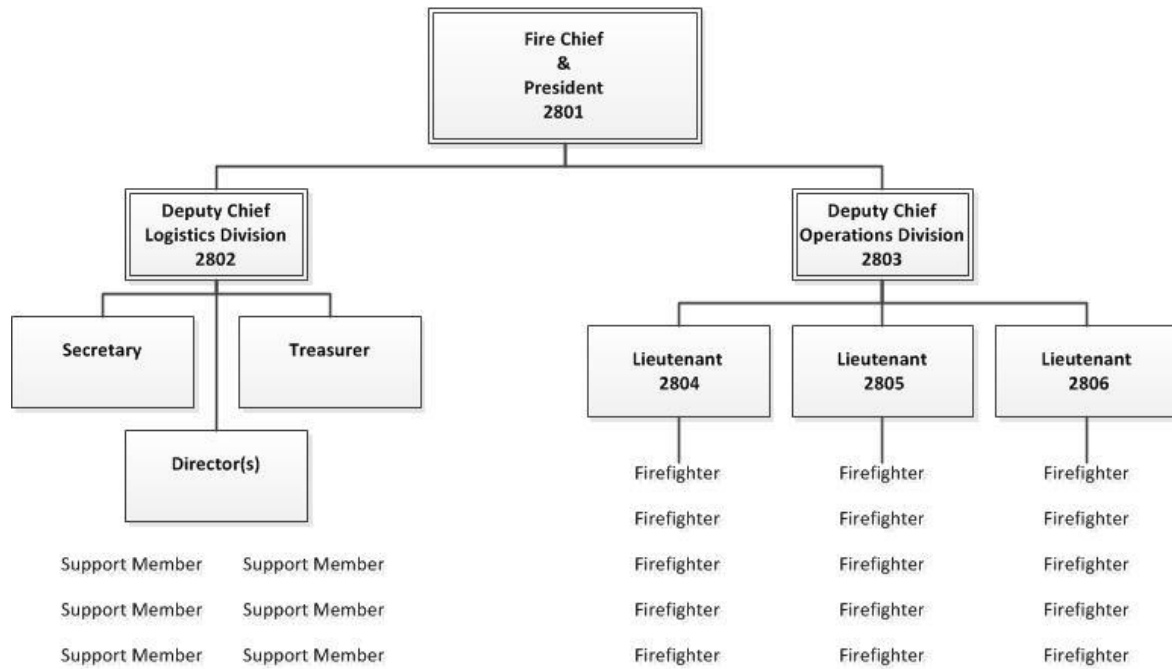
The Four Communities Fire Department Inc. is a non-profit, tax-exempt corporation. FCFD Inc. exists primarily to support the operations of the fire department.

However, the FCFD's role in the community goes beyond emergency response, fire prevention and disaster recovery. We are dedicated to being a positive influence in our community by supporting civic, social, and moral betterment programs.

The FCFD is currently contracted by Brevard County Fire Rescue (BCFR) to provide fire rescue services in cooperation with neighboring BCFR Fire Stations. We are contractually bound to adhere to BCFR SOP's and membership procedures.

The FCFD receives a monetary stipend from BCFR in exchange for our contracted services, but we rely on fundraising and donations for the majority of our operating expenses.

November 27, 2018



3.1 Volunteers

All FCFD members are volunteer and serve without compensation. There are two general categories of membership, Firefighters and Support/Administrative. All officers are elected as per the Department's By-Laws.

3.2 Operational Fire Officers

The Four Communities Fire Department operational fire staff engages in planning, prevention, response, and recovery activities in the areas of fire, hazardous materials, medical emergencies, and other public hazards. The Functional Officer (Line Officer) positions are set forth by the corporate by-laws. These include: Fire Chief, Deputy Chief of Operations, and Lieutenant(s).

3.2.1 Chief

The Chief is an active firefighter and in charge of the FCFD Operations Division. The Chief is the primary liaison with Brevard County Fire Rescue. As the individual who may be held responsible for the action, or inaction of any or all of the Firefighters, the Chief is given the ultimate control over Firefighters, Probationary Firefighters, and Firefighter Applicants. While the Chief may work with his officers to evaluate Applicants and Probationary Firefighters, he/she alone determines when or if an Applicant may move to Probationary status, and when or if a Probationer may be moved to Firefighter Status. The Fire Chief also acts as the President of the Corporation.

November 27, 2018

3.2.2 Deputy Chief of Operations

The Deputy Chief is an active Firefighter, elected by the active Firefighters, responsible for assisting the Chief in the performance of his/her duties, and acting on his/her behalf in their absence.

3.2.3 Lieutenant

A Lieutenant is an active Firefighter, elected by the active Firefighters, responsible for assisting Chief Officers in the performance of their duties. Lieutenants report to the Deputy Chief of Operations and are responsible for supervising Firefighters.

3.3 Administrative/Logistics Officers

The Four Communities Fire Department administrative and logistics staff engages in corporate planning, record keeping, and compliance activities. The Administrative / Logistics Officer positions are set forth by the corporate by-laws. These include: Deputy Chief of Logistics, Treasurer, Secretary and Director(s).

3.4 Firefighters

The Four Communities Fire Department requires that its volunteer firefighters meet or exceed a nominal set of activity standards and training requirements. The basic categories of firefighters are:

3.4.1 Firefighter Applicant

As a special type of Firefighter, a Firefighter Applicant is an individual that has applied for membership and will become an FCFD member once the application process has been completed and in accordance with the by-laws. A Firefighter Applicant can only perform functions such as Support Member until he/she becomes a Probationary Firefighter (with gear), but he/she is not classified as a Support Member. The applicant will be required to attend all trainings, special events, and meetings. A Firefighter Applicant is always on probation, and may be terminated for any reason, at the discretion of the Fire Chief. A Firefighter Applicant that resigns or is terminated from Firefighter status, may apply for Support Membership through the normal application process only if they are considered to be an applicant in good standing.

3.4.2 Probationary Firefighter

An applicant becomes a Probationary Firefighter after he/she successfully completes the entire Firefighter application process (FCFD and BCFR) and is voted in as a member of the Four Communities Fire Department. At this point, the Chief may authorize BCFR to issue the Probationary Firefighter the standard Personal Protective Equipment (PPE). Probationary Firefighters must remain active with FCFD in accordance with the FCFD SOG on Firefighter Requirements. Probationary Firefighters are subject to strict restrictions with regards to

November 27, 2018

performing fire combat activities. Bunker gear issued to Probationary Firefighters must be stored at the FCFD fire station, and is not allowed to be taken home, or to any other station, without the expressed prior permission of the Chief or Deputy Chief.

The Probationary Firefighter must successfully complete the following steps prior to becoming a Fully Qualified Firefighter:

1. Emergency Vehicle Operator Course (EVOC)
2. Complete BCFR's Blood Borne Pathogens Training
3. Complete BCFR's Hazardous Materials Awareness Training
4. Possess a valid CPR with AED training certification. (AHA, ASHE, etc.)
5. Graduate from a BCFR accepted "Firefighter 1" academy or equivalent.
6. Complete First Responder/EMR (or higher) EMS training.
7. Complete NWCG Compliant Wildland Firefighting Training (S-130/S190/L-180)
8. Be an active Firefighter for at least 90 days
9. Demonstrate essential firefighting skills
10. Demonstrate essential emergency medical skills
11. Demonstrate complete mastery of the Fire Engine, Brush Trucks and all related apparatus.
12. Demonstrate the ability to lead and supervise inexperienced firefighters.
13. Receive the approval from the FCFD Chief.

3.4.3 Firefighter

A Probationary Firefighter becomes a Firefighter after he/she meets all of the requirements to be a Probationary Firefighter, has been an active member of the FCFD for no less than 90 days (typically one year). Firefighters must remain active with FCFD in accordance with the FCFD SOG on Firefighter Requirements. Firefighters may be removed from FCFD probation at the discretion of the Chief without the completion of "Fire 1" but they are restricted from internal fire combat (IDLH environments), or activities requiring the use of an SCBA.

3.4.4 Transfers

A Volunteer Firefighter who is currently a member in good standing with another Volunteer Fire Department under Contract by Brevard County Fire Rescue, may request a transfer to Four Communities Fire Department, and a member in good standing with FCFD may request a transfer to another volunteer department within Brevard County. Any obligations to his/her current fire department or to BCFR are the individual's responsibility to meet before the transfer will be approved. A volunteer applicant for transfer comes under a unique set of rules with regards to his/her roles and responsibilities.

1. The individual requesting a transfer must make written notification to his/her current chief in writing, as well as completing a written application with the desired department.

November 27, 2018

2. The chief may waive the normally required review board for transfers whose service record and reputation so warrant.
3. Depending on the current level of training, experience, and status of the volunteer, it is initially the chief's discretion as to whether or not the transfer may ride with or actively function with FCFD prior to being voted as a member. As part of the pre-existing reciprocity agreement within Brevard County Volunteer Fire Departments, the transfer may already be able to participate with the FCFD, regardless of the status of his/her application.
4. All transfers into the FCFD must be voted on to become a member of FCFD. The transfer may be voted on for membership at the next regular or special business meeting where he/she is in attendance (or at the second business meeting if a Review Board is required).
5. Upon being voted in as a FCFD Firefighter, the transfer is considered a Probationary Firefighter if he/she has met all of the FCFD and BCFR requirements. Regardless of their experience or training level, the probationary period for transfers is a minimum of 90 days. As with all Probationary Firefighters, the transfers will be required to demonstrate a minimum set of skills and abilities to the Functional Fire Officers prior to being removed from probation.

A Volunteer Firefighter who is currently a member in good standing with Four Communities Fire Department, and is good standing with Brevard County Fire Rescue, may request a transfer to another Brevard County Fire Rescue supported department, or to the BCFR Fire Reserve or EMS Reserve program, if he/she meets the applicable qualifications. Any obligations to FCFD or to BCFR are the individual's responsibility to meet. An FCFD volunteer actively under disciplinary action, or otherwise not in good standing, will not be allowed to transfer without the written permission of the FCFD Chief, and the BCFR Volunteer Coordinator.

1. A firefighter requesting a transfer out of the FCFD is handled similar to a Resignation (see the section on Resignation). A firefighter requesting a transfer from FCFD in writing, to another BCFR affiliated volunteer department is not permitted to transfer until all of FCFD and BCFR property have been turned into an FCFD officer. Through the County Contract, the FCFD is responsible for all issued Firefighter PPE, therefore it must be turned into FCFD regardless of where the member is transferring to. Failure to do so will result in legal action, and possible criminal charges.

November 27, 2018

4 Volunteer Requirements

Firefighting is an inherently dangerous and ultra-hazardous activity. Proper training, practice, vigilance, and adherence to the rules, regulations and policies is essential. Unlike most other volunteer organizations, the safety and lives of the members of this organization could be jeopardized by careless or improper acts, or the failure to act when required to do so.

We are not only responsible for the safety of our fellow firefighters; we are entrusted with the awesome responsibility of protecting the lives and property of the members of our community. We don't take these responsibilities lightly, and we expect our members to make a serious commitment to the Fire Department.

The Four Communities Fire Department requires that its volunteer firefighters remain active participants in the department. For the purposes of this section, "Firefighter" refers to Firefighter Applicant, Probationary Firefighters, Firefighters and Fire Officers. When considering a firefighter's participation, an average over a three month period is considered.

4.1 Age

In order to be a firefighter, an individual must be 18 years of age or older and fully emancipated.

4.2 Driving

In order to be a firefighter, an individual must possess a valid Florida Driver's License. Firefighters may be disqualified for certain driving related crimes and infractions. Probationary Firefighters must complete the Emergency Vehicle Operator Course (EVOC) and be checked out on each vehicle by an Operations Officer to be qualified to drive Fire/Rescue apparatus.

4.3 Personal

All active firefighters must make a commitment to the Four Communities Fire Department; accept a duty to act, and a duty to respond in times of emergency. He/she must also be willing to volunteer their services without compensation, and to serve their officers and community with pride, professionalism and honor. Firefighters must conduct themselves in a manner which reflects only the highest standards, on and off duty, so as not to bring dishonor to the Department or the Fire Service.

4.4 Education

All active firefighters must possess a High School Diploma, GED, or equivalent.

November 27, 2018

4.5 BCFR Training

In order to remain an active firefighter, members must complete all required BCFR training, and keep said training up to date in accordance with our Contract with Brevard County Fire Rescue. A reasonable amount of time (as defined by the Chief) will be allowed to comply with newly introduced or modified county training requirements. Firefighters must possess sufficient reading, writing, and mathematical scholastic skills as required to perform their duties.

4.6 FCFD Training

In order to remain an active Firefighter, Probationary Firefighters and Firefighter Applicant, personnel must participate in at least 75% of all scheduled FCFD training. Applicant and Probationary training days and times may be held separate from the regular training. Attendance to BCFR or other training sanctioned by the FCFD may count towards satisfaction of your FCFD training requirements. Refer also to the Training section for more information.

4.7 Meetings

In order to remain an active Firefighter or Support Member, members must participate in at least 50% of all regular and special meetings of the FCFD.

4.8 Fundraising

In order to remain an active Firefighter or Support Member, members must participate in at least 50% of all scheduled FCFD fundraisers.

4.9 Work Details

In order to remain an active Firefighter or Support Member, members must participate in at least 50% of all planned FCFD work details.

4.10 Minimum Duty Hours

In order to remain an active Firefighter or Probationary Firefighter, members must stand duty at the FCFD Fire Station at least 40 hours per month, above and beyond weekly training and meeting times. This must include at least two 12-hour overnight shifts per month. Related duties such as with the County Reserve program or ride-alongs with other stations do not count towards your minimum station obligations. Firefighter Applicants are not required to meet or exceed the aforementioned duty time, but are required to meet training requirements. If a firefighter fails to meet or exceed the minimum duty hours for three months in a row, or if the average duty hours per month drops below 40 for a 3 month average, he/she is subject to disciplinary action by the Chief, up to and including termination.

November 27, 2018

4.11 Station Duty

While on duty at the Station, all firefighters are required to comply with the dress code. Firefighters on duty are expected to complete at least one station or self-improvement activity during each shift. This may include taking out the trash, cleaning, or completing an FCFD repair or maintenance job, working on FCFD paperwork, studying fire or EMS skills, reviewing training videos, working out/exercising, running gear drills, checking out apparatus or equipment, or training others.

Sleeping on duty between the hours of 9am and 9pm is strongly discouraged, and may be prohibited by the officer in charge.

4.12 Dress Code

All members of the FCFD are required to maintain a professional and appropriate appearance at all times when engaged in activities with or for the FCFD or BCFR, with the exceptions noted in this section. Also see the section on Personal Hygiene.

4.12.1 Firefighter Dress

Firefighters have six levels of dress. Regardless of the level, all personally owned clothing should be selected with comfort, modesty, durability and fire resistance in mind.

Firefighters shall at all times while on duty, at training, or any FCFD or BCFR function, wear the appropriate uniform as designated by the Chief or Fire Officer in charge. At a minimum, Firefighters shall dress in Utilities while on duty. Class B uniforms may be worn on duty, so long as it doesn't restrict movement or the ability to wear and use Bunker Gear.

The only deviation from this dress code is while actively working out, as noted in the section on Athletic wear, or while sleeping in the bunkroom (sleeping in the day room is discouraged)

Firefighters visiting the station or working at the station in a Support Member capacity may wear normal street clothes as noted below.

Firefighters are not allowed to wear FCFD or BCFR uniforms or gear when not engaged in FCFD or BCFR duty, except for when they are en-route or returning from said duty.

While on duty, en-route or returning, Firefighters are not allowed to wear FCFD or BCFR uniforms or gear in or near any inappropriate locations, except in the line of duty (to render aid, assistance, etc). Inappropriate locations include bar rooms, adult entertainment establishments, political functions, etc.

November 27, 2018

4.12.1.1 Bunker Gear

NFPA Approved Bunker Gear is required by FCFD and BCFR for the protection of all Firefighters. Bunker gear includes:

1. Structural firefighting boots
2. Structural firefighting pants & suspenders
3. Structural firefighting jacket
4. Structural firefighting gloves
5. Nomex type hood
6. Approved helmet with eye protection.

"Forestry" type protective clothing (pants, shirt, gloves, boots, etc) is appropriate for wildfires and brush fires in accordance with FCFD and BCFR policies and procedures.

All protective clothing must be inspected by each firefighter at least once a week, and after each use/exposure to fire or other hazards. Torn, burnt, broken, or contaminated gear must be taken out of service and reported immediately to your supervisor. If you suspect your gear is out of service, or you have a problem with the fit of your gear, it must be reported ASAP. There are scheduled times for Volunteer Firefighter gear replacement/repair/cleaning, but special arrangements can be made if circumstances warrant it. Only the Chief or Deputy Chief has the authority to arrange for the repair/replacement/cleaning of issued protective gear.

Firefighting PPE (Bunker Gear and/or Forestry Gear) can be contaminated with a variety of hazardous materials that cannot be seen with the naked eye. As a matter of best practices, Bunker Gear and Forestry Gear shall NOT be worn, carried or stored in the Dayroom, Office, Kitchen, Bunkroom or Bathroom.

4.12.1.2 PPE, Uniform and Gear Issue

Personal Protective Equipment (PPE), Uniforms and other Gear may be issued by the Fire Officers of the FCFD to active volunteers in good standing as needed to support the mission of the Fire Department.

All PPE, Uniforms and Gear issued remain the property of the FCFD (or BCFR).

Volunteers that willfully damage, or are grossly negligent and allow issued gear/PPE/uniforms to be lost or stolen may be responsible for replacement.

Normal wear, tear and damage in the course of use or training is expected and is not the responsibility of the volunteer.

The issue of PPE is only permitted for volunteers that have been trained and/or certified in its use. PPE may be issued for training purposes.

4.12.1.3 Personally Owned PPE

Volunteers that wish to use personally owned PPE must obtain the approval of an FCFD Chief Officer to ensure that the gear complies with all applicable NFPA and related standards for safety, and is compatible with department standards.

November 27, 2018

4.12.1.4 Formal/Class A

"Formal" or "Class A" uniforms shall consist of the following elements

1. Button down, long sleeve uniform shirt with the FCFD patch on the left shoulder and an American Flag and appropriate EMS/Fire Service emblem on the right shoulder. Chief Officers shall wear white shirts, and Firefighters shall wear blue shirts. The shirt must be neatly tucked in.
2. A dark blue neck tie.
3. An FCFD badge shall be firmly affixed on the left upper chest. Collar insignia of a metal tone that matches the badge shall be worn indicating appropriate Rank or "FD" on the left collar, and an appropriate Rank Insignia, or "28" on the right collar.

Rank insignia for officers will be the following:

Fire Chief = 5 Bugles

Deputy Chief = 4 Bugles

Captain = 2 Bugles

Lieutenant = 1 Bugle

4. A name tag in a metal tone that matches the badge shall be worn centered, approximately ¼ inch above the right pocket, with the first initial and last name of the individual, and an optional second row that indicates his/her position. In addition, a "Service Since" lower rocker may be added to the name tag.
5. Commendation bars/ribbons may be worn just above the name tag, in a horizontal line centered over the pocket. If multiple commendation bars/ribbons are worn, a second row may be needed. Only commendation bars or ribbons earned, issued, or awarded while in public safety service may be worn.
6. Dark blue dress pants
7. Black leather shoes or boots, polished if appropriate.
8. An approved dress jacket may be worn for formal events.
9. An approved Bell Crown Traditional fire cap may be worn for formal events (navy blue for firefighters and white for officers)

All elements of the Formal uniform must be clean, wrinkle free, not torn or significantly worn, and are subject to inspection by a Functional Officer.

4.12.1.5 Class B

"Class B" uniforms shall consist of the following elements

1. Button down uniform shirt with the FCFD patch on the left shoulder and an American Flag and appropriate EMS/Fire Service emblem on the right shoulder. Chief Officers shall wear white shirts, and Firefighters shall wear blue shirts. The shirt must be neatly tucked in.
2. An FCFD badge shall be firmly affixed on the left upper chest. Collar insignia of a metal tone that matches the badge shall be worn

November 27, 2018

indicating appropriate Rank or "FD" on the left collar, and an appropriate Rank Insignia, or the numbers "28" on the right collar.

Rank insignia for officers will be the following:

Fire Chief = 5 Bugles

Deputy Chief = 4 Bugles

Captain = 2 Bugles

Lieutenant = 1 Bugle

3. A name tag in a metal tone that matches the badge shall be worn centered, approximately ¼ inch above the right pocket, with the first initial and last name of the individual, and an optional second row that indicates his/her position. In addition, a "Service Since" lower rocker may be added to the name tag.
4. Commendation bars/ribbons may be worn just above the name tag, in a horizontal line centered over the pocket. If multiple commendation bars/ribbons are worn, a second row may be needed. Only commendation bars or ribbons earned, issued, or awarded while in public safety service may be worn.
5. Additional service or community related pins may only be worn on the flaps of the uniform pocket, and only with the permission of a ranking officer. No more than four additional pins may be worn.
6. Dark blue dress pants or "EMT" style pants and black belt (no jeans and no shorts). EMT style pants should not be worn for formal events.
7. Black leather shoes or boots, polished if appropriate.
8. An approved uniform jacket may be worn if weather dictates.
9. An approved departmental ball cap may be worn for informal activities.
10. An approved Bell Crown Traditional fire cap may be worn for formal events (navy blue for firefighters and white for officers)

All elements of the Class B uniform must be clean, wrinkle free, not torn or significantly worn, and are subject to inspection by a functional officer.

4.12.1.6 Utilities or "Class C"

Utility uniforms shall consist of the following elements

1. A clean (and not worn-out) FCFD t-shirt/polo/golf shirt, neatly tucked in.
2. Dark blue pants.
3. Black Belt
4. Black leather shoes or boots
5. An approved uniform jacket may be worn if weather dictates.
6. Jeans or other denim pants are not to be worn on details, calls, or activities unless specified and approved in advance by the officer in charge.

November 27, 2018

7. Sneakers/athletic shoes or boots not made of black leather are not to be worn on details or activities outside of the station.
8. Shorts are not to be worn on details outside of the station, except with approval of a functional officer in advance of the detail. When approved, the shorts must be navy blue EMT/cargo style.
9. Elements of the Bunker gear may be worn over or in lieu of similar utilities when appropriate. For example, Bunker pants and boots and an FCFD t-shirt is acceptable in most situations. Care must be given to recognize and avoid wearing any protective clothing that may be contaminated.

4.12.1.7 Athletic

Athletic dress may be worn in limited circumstances. Athletic dress may include shorts, t-shirts, sleeveless shirts, "sweats", and any similar comfortable clothing. Clothing that is provocative, revealing, or offensive (displaying sexually oriented images or messages, profanity, political messages, or otherwise deemed inappropriate by a Functional Officer) is not allowed on FCFD property, or while engaged in FCFD activities. Athletic dress may only be worn while working out, or while engaging in a strenuous or particularly hot work detail or sporting event, or while in the bunk room. If members of the public are expected to be present at the station, such activity should be suspended and appropriate Utility dress should be worn.

4.12.1.8 Sleepwear

For purposes of sleeping over at the station, and only in the bunk room, any of the above uniforms may be worn in whole or part. It is understood that the bunk room is a private area, and conditions of undress are allowed. The following primary conditions must be satisfied:

1. The choice of sleepwear must permit the firefighter to rapidly dress in turnout gear in the event of a call.
2. A utility shirt should be worn or easily available to be put on as one dresses for a fire/medical call.
3. Modesty must still be observed for the comfort of all firefighters.

4.12.1.9 Street Clothes ("Civies")

As a volunteer department, we recognize that firefighters may respond to an emergency page from home, work, or anywhere, and you will probably not be in uniform. They are, however, required to have all issued bunker gear with them prior to arriving on scene, and they are required to wear said bunker gear while on scene.

If, at some point during the call, it is appropriate to remove any of your bunker gear, care must be taken if you are wearing a shirt (or any clothing) that might be considered offensive by a reasonable person (displaying sexually oriented images or messages, profanity, political messages, or

November 27, 2018

otherwise deemed inappropriate by a Fire Officer). Said clothing should be kept covered, or if possible, changed out of, or even turned inside out. Firefighters, not on duty or participating in firefighting activities, are allowed to visit the station wearing "Civies". The clothing is, however, required to be clean, neat, and non-offensive (displaying sexually oriented images or messages, profanity, political messages, or otherwise deemed inappropriate by a Fire Officer).

4.12.2 Support Member Dress

Support Members have three levels of dress. Regardless of the level, all personally owned clothing should be selected with comfort, modesty, and durability. Support Members shall at all times while on any FCFD or BCFR function, wear the appropriate uniform as designated by the Chief or Fire Officer in charge or Corporate Officer. Support Members may dress in Utilities while on FCFD business. Corporate Officers may wear Class A uniforms with the permission of a Chief Officer.

4.12.2.1 Formal/Class A

"Formal" or "Class A" uniforms shall consist of the following elements

1. Button down, long sleeve uniform shirt with the FCFD patch on the left shoulder and an American Flag and appropriate EMS/Fire Service emblem on the right shoulder. Chief Officers & Directors shall wear white shirts. The shirt must be neatly tucked in.
2. A dark blue neck tie.
3. An FCFD badge shall be firmly affixed on the left upper chest. Collar insignia of a metal tone that matches the badge.
Rank insignia for officers will be the following:
Fire Chief = 5 Bugles
Deputy Chief = 4 Bugles
Director = 2 Bugles
4. A name tag in a metal tone that matches the badge shall be worn centered, approximately ¼ inch above the right pocket, with the first initial and last name of the individual, and an optional second row that indicates his/her position. In addition, a "Service Since" lower rocker may be added to the name tag.
5. Commendation bars/ribbons may be worn just above the name tag, in a horizontal line centered over the pocket. If multiple commendation bars/ribbons are worn, a second row may be needed. Only commendation bars or ribbons earned, issued, or awarded while in public safety service may be worn.
6. Dark blue dress pants
7. Black leather shoes or boots, polished if appropriate.
8. An approved dress jacket may be worn for formal events.

November 27, 2018

9. An approved Bell Crown Traditional fire cap may be worn for formal events (navy blue for firefighters and white for officers)
All elements of the Formal uniform must be clean, wrinkle free, not torn or significantly worn, and are subject to inspection by an Officer.

4.12.2.2 Class B

"Class B" uniforms shall consist of the following elements

1. Button down uniform shirt with the FCFD patch on the left shoulder and either an American Flag or an appropriate EMS/Fire Service emblem on the right shoulder. Officers shall wear white shirts, and members shall wear blue shirts. The shirt must be neatly tucked in.
2. For officers only, an FCFD badge shall be firmly affixed on the left upper chest. Collar insignia of a metal tone that matches the badge shall be worn indicating appropriate Rank or "FD" on the left collar, and an appropriate Rank Insignia, or the numbers "28" on the right collar.

Rank insignia for officers will be the following:

Fire Chief = 5 Bugles

Deputy Chief = 4 Bugles

Director = 2 Bugles

3. Support members that do not hold an elected office will not wear badges or official collar insignia.
4. A name tag in a metal tone that matches the badge shall be worn centered, approximately ¼ inch above the right pocket, with the first initial and last name of the individual, and an optional second row that indicates his/her position. In addition, a "Service Since" lower rocker may be added to the name tag.
5. Commendation bars/ribbons may be worn just above the name tag, in a horizontal line centered over the pocket. If multiple commendation bars/ribbons are worn, a second row may be needed. Only commendation bars or ribbons earned, issued, or awarded while in public safety service may be worn.
6. Additional service or community related pins may only be worn on the flaps of the uniform pocket, and only with the permission of a ranking officer. No more than four additional pins may be worn.
7. Dark blue dress pants or "EMT" style pants and black belt.
8. Black leather shoes or boots, polished if appropriate.
9. An approved uniform jacket may be worn if weather dictates.

All elements of the Class B uniform must be clean, wrinkle free, not torn or significantly worn, and are subject to inspection by a corporate officer.

4.12.2.3 Utilities

Utility uniforms shall consist of the following elements

1. An FCFD Support Member t-shirt or polo/golf shirt, clean and not significantly worn, neatly tucked in.
2. Dark blue or black pants.
3. Black Belt

November 27, 2018

4. Black leather shoes or boots
5. An approved uniform jacket may be worn if weather dictates.
6. Jeans or other denim pants are not to be worn on details, calls, or activities unless specified and approved in advance by the officer in charge.
7. Sneakers/athletic shoes or boots not made of black leather are not to be worn on details or activities without the permission of the Chief, or Deputy Chief.
8. Shorts are not to be worn on details outside of the station, except with approval of a functional officer in advance of the detail. When approved, the shorts must be navy blue EMT/cargo style..

4.12.2.4 Civilian Clothes ("Civies")

As a volunteer department, we recognize that Support Members may not own or want to own a uniform. Support Members participating in FCFD activities, or visiting the station are welcomed to wear "Civies". The clothing is, however, required to be clean, neat and non-offensive (displaying sexually oriented images or messages, profanity, political messages, or otherwise deemed inappropriate by a Fire Officer). If, however, a Support Member is wearing an FCFD shirt, hat, or is in any way identifiable as a member of the FCFD while on a special detail or fundraiser outside of the FCFD property, they must be dressed in "Utilities" as outlined in 4.11.2.2.

4.13 Personal Hygiene

All FCFD members, while on duty, in uniform, or otherwise outwardly identified as a member of the FCFD, are required to maintain a professional and appropriate appearance at all times when engaged in activities with or for the FCFD or BCFR. As public servants, and healthcare workers, FCFD members must follow the highest standards in cleanliness. Except for a short while following periods of duty-related physical exertion, the following applies:

1. Uniform should be clean and neat.
2. Hair must be clean and neat, and cut or styled in a manner so as not to interfere with any safety equipment or activities.
3. Men must be clean shaven, but may have neatly groomed facial hair if the facial hair does not interfere with any safety equipment (such as SCBA masks). No beards or chin hair extending below the top of the jaw line or top of the chin line are permitted.
4. Fingernails must be clean and trimmed so as not to impede the use of fire & rescue equipment.
5. Deodorant/Antiperspirant shall be used in accordance with social norms.
6. Care should be taken in avoiding a type or amount of fragrance/perfume that might be offensive or contrary to the health concerns of medically frail patients.
7. Visible piercings and tattoos must adhere to professional appearance standards. Piercings and tattoos not able to be covered by the standard fire uniform may be not be permitted. Any piercings or jewelry that pose a potential safety risk are prohibited.

November 27, 2018

4.14 Uniforms

Members are responsible for the maintenance and cleaning of their own uniforms. When budget allows, Firefighters will be issued three or more Uniform T-shirts, and two (2) FCFD Patches (for use on Class-A shirts or jackets). All issued patches or uniform items remain the property of the FCFD and must be turned in when a member leaves the FCFD for any reason unless approval is received by the Chief that allows the member to keep certain items. Shirts and uniforms for Support members will be issued or approved on an as-needed basis, primarily for department visibility and recognition during special events, fund raisers, and other FCFD related activities only. Members in good standing may, with the permission of the Chief, or a Deputy Chief, purchase additional uniform shirts or items at cost.

4.15 Personal Information

Firefighters are required to notify the Chief in writing within 7 days of any change in personal information, including but not limited to: address, phone number, emergency notification person, or place of employment. In addition, firefighters are required to notify the Chief within 24 hours of any arrests, change of driver's license status, driving infractions, injuries or illnesses (that may affect their ability to perform firefighting duties), illegal drug use, or the loss/theft/damage of any issued gear/equipment/uniform.

4.16 FCFD Identification Cards

ID cards may be issued to FCFD members at the discretion of the Chief as follows:

- Corporate & Fire Officers : for their term of office as elected
- Firefighters: for a period not to exceed 4 years.
- Probationary Firefighters: for a period not to exceed 1 year.
- Firefighter Applicants: Not issued.
- Support Members: at the direction of a Chief Officer only.

ID cards shall include a picture of the member, name, and position in regards to the fire station.

All ID cards remain the property of the FCFD, and must be surrendered when leaving the FCFD for any reason.

BCFR may issue one BCFR Volunteer ID Card and one Accountability Card to each active firefighter and must be surrendered when leaving the FCFD for any reason.

4.17 Resignation

Resignation of membership or any position must be given in writing. Written resignations shall be presented at the next regular business meeting at which time they will be accepted and appropriately recorded. Resignation of membership must be accompanied by the return of all FCFD and BCFR property, ID's, gear and uniforms,

November 27, 2018

without exception unless approval is received by the Chief or his/her designee that allows the member to keep certain items.

4.18 Conduct

In order to remain an active firefighter, applicant, or support member, members must read, understand, and agree to abide by the FCFD Volunteer Code of Conduct, and Harassment/Discrimination rules as outlined in this Standard Operating Guideline.

4.19 Harassment and Sexual Harassment

Harassment and Sexual Harassment is not tolerated. In order to remain an active firefighter, applicant, or support member, members must read, understand, and agree to abide by the FCFD and BCFR policies regarding harassment and sexual harassment.

4.20 Badges

A “badge” is defined to be any device or emblem worn, carried or displayed as an insignia of rank, office, or membership in an organization.

No member may carry, wear, or display on their person, a badge that identifies him/her as a member of the FCFD unless authorized to do so by the Chief, or their designee.

The FCFD standard badge is a Blackinton Style B96 or equivalent, with the State of Florida at the center seal, and black enamel lettering.

A member who carries, wears, or displays on their person any other badge, may only do so if they are a duly authorized member/agent of the identified organization, and should not do so while they are in FCFD uniform, or on duty with the FCFD.

November 27, 2018

6 Station Conduct

The behavior of any/all members of the Four Communities Fire Department is subject to some basic rules for the benefit of all members. The FCFD wants to ensure that a professional, comfortable, safe and productive working environment is maintained while on FCFD property.

6.1 Telephone Use

The telephone lines at the FCFD are for conducting FCFD business. Personal phone calls (incoming or outgoing) will be limited to 5 minutes (regardless of whether or not someone is waiting to use the phone). Phone calls for FCFD business take priority at all times. Anyone abusing phone privileges will lose that privilege (except for emergency communications).

6.2 Parking

"Firefighter Only" and "Officer Only" parking will be strictly enforced. Visitors, guests, and support members are prohibited from parking in the Firefighter and Officer parking areas. Firefighters whose guest(s) violate FCFD parking restrictions will be held responsible for the actions of their guests. Violators can and will be towed at the owner's expense.

6.3 Smoking

Smoking is prohibited in any FCFD buildings. Smoking is prohibited in or on any FCFD or BCFR vehicles. Smokers are responsible for policing their own discarded smoking materials.

6.4 Profanity

The FCFD strives to maintain a professional, comfortable work environment. As such, profanity is prohibited.

6.5 Fighting

Fighting (verbally or physically) is absolutely prohibited, and may result in immediate suspension or dismissal.

6.6 Day Room

The "Day Room" of the Fire Station is for the use of active firefighters, and company officers. It provides a critical cool down and relaxation area, as well as serving as a focal point for the daily business of the Fire Station. Sleeping in the Day Room is strongly discouraged. Active Firefighters have absolute priority for use of the Day Room, and choice of seating. Non-firefighter members/guests are required to defer seating and use of the dayroom to firefighters, regardless of who was there first. Firefighters shall have seating choice before probationary firefighters and firefighter applicants.

Only active Firefighters and Corporate Officers have unrestricted access to the Day Room.

November 27, 2018

In accordance with policies and procedures regarding sexual harassment, public displays of affection (beyond a "common greeting") between members, or members and their guests are prohibited. While we are volunteers, we strive to be recognized as "unpaid professionals", and professionals do not allow their employees to "make out", snuggle, or cuddle with their "significant other" at work.

6.7 Visitors & Guests

Guests of, and visitors to, active Firefighters are only allowed between 8 AM and 10 PM. Visitors and guests are not allowed to participate in training activities unless authorized by the Chief.

The Fire Station is a place a business, and just like most normal places of employment, visits from family or friends should be brief and infrequent.

Guest and visitors may watch training and related activities with the permission a Chief Officer, but **MUST NOT** be permitted to be in any area that requires PPE (even for training) or that could be even remotely dangerous. They must keep a safe distance and not interfere with or distract from the training activity.

While we strive to maintain a safe and healthy fire station, and while family members are important to the support of our members, children are more likely to not follow rules of conduct, or understand the health and safety risks, and therefore must be closely monitored by a parent/guardian, and their visits must be kept to a minimum. Remember that your friend(s) and/or family may be familiar to you, but they may also be a distraction or even nuisance to other firefighters that are on duty.

6.8 Bunk Room

The "Bunk Room" of the Fire Station is for the use of active firefighters **ONLY**. There are no visitors or guests allowed in the Bunk Room at any time without the permission of a Fire Officer. Active Support Members (with the permission of a Fire officer) are allowed in the Bunk Room area only between the hours of 8AM and 10PM, and only in the course of FCFD business or duties. Firefighters shall have bunk choice before probationary firefighters and firefighter applicants. Under special conditions, Support Members may stay overnight at the Station with an active firefighter, but they are required to get the approval of a Chief Officer in advance.

6.8.1 Authorized Access

Only active Firefighters have unrestricted access to the Bunk Room.

6.8.2 Visitors & Guests

Visitors and guests are not allowed in the Bunk Room at any time without the permission of a Chief Officer. Visitors, guests and family members are not permitted to sleep or stay overnight at the fire station.

November 27, 2018

6.8.3 Bunks

Choice of bunks is by seniority. However, bunks not made up or occupied by 10pm are first-come first-serve.

6.8.4 Bed Linens

FCFD does not provide bed linens. Sleeping on bare mattresses is not allowed. Firefighters staying the night shall select and make their bunk up prior to 10 pm (so as not to disturb duty personnel who go to sleep early). Unless the Firefighter is staying the following night also, each firefighter is required to strip the bunk they used after getting up in the morning. All bed items must be stowed under a bed or in a personal locker and are not to be stored on top of the beds or in the walkways. Bunks shall always be neatly made.

6.8.5 Cleanliness

The bunk room will be kept neat and clean at all times. Bunks shall either be bare, or neatly made. Clothing and personal gear should be stored in a locker, bunk box, or neatly hung or folded.

6.9 Laundry

The FCFD has provided a washer and dryer for firefighter use. These machines are not for washing personal items from home. Members that provide their own soap must ensure that it is safe for Septic Systems.

These machines are NOT to be used for decontamination of gear. Contaminated gear should be bagged and sent to BCFR for approved cleaning.

The only authorized use of these machines is for cleaning and drying the following while on duty:

1. Uniforms
2. Bed linens for use at the fire station
3. Towels for use at the fire station
4. Civilian clothing ONLY if it was soiled in the line of duty
5. One piece of bunker gear at a time (for routine cleaning), with the liner separated, and only if it poses no chemical or biological threat. (These are not heavy weight machines, and washing multiple set of bunker gear WILL destroy them, and we don't have spares).

The lint trap MUST be emptied after each and every use. Failure of any individual to follow all of these regulations will result in the loss of this privilege.

6.10 Grounds and Property

The grounds and property of Four Communities Fire Department are an important asset, and the care of them reflects on our department. The taking of any FCFD, County, or personal property without proper authorization will be considered theft.

November 27, 2018

6.10.1 Respect and Care

All FCFD members (Support and Firefighters) are required to clean up after themselves. Failing to clean up one's own mess, and/or littering on FCFD property is subject to disciplinary action. The intentional defacement, destruction, or abuse of any FCFD property will result in serious disciplinary action up to and including prosecution.

6.10.2 Maintenance

All FCFD members (Support and Firefighters) are required to participate in the maintenance and improvement of FCFD property and grounds.

6.11 Base Radio Usage

The proper use of BCFR and or FCFD communications equipment is a critical skill. If you are not familiar with any radio gear, leave it alone, or ask for help.

The following Procedures are established regarding the use of the Base Station 800 MHz county radio:

1. During normal duty hours the radio shall be kept on in the "SCAN" mode, with the priority set to the PAGING20 group.
2. During normal duty hours the radio volume shall be kept at a level that allows all calls to be heard clearly. All conversations are to be halted or paused once an alert has been given to our station or our immediate surrounding stations until the transmission has stopped.
3. Absolutely NO ONE is allowed to turn the radio down because of a personal phone call or television program.
4. After 10 pm, and until 7 am, the extension radio speakers throughout the station are disabled by software.
5. Any other communications with BCFR Dispatch, or other units, shall take place on talk groups OTHER than PAGING20 (such as Disp 1, or a TAC group).

6.12 Possession of Weapons

The possession of weapons on FCFD property is controlled for the safety of all members. Only authorized personnel (persons possessing a Florida Concealed Weapons Permit) will be allowed to have a gun/firearm in their possession while at any FCFD facility.

The concealed license is required to be carried at all times while carrying a weapon.

Persons that are authorized to have guns/weapons will keep them secured/holstered at all times. Authorization for any Fire Department member to possess a gun/weapon on any FCFD property must be granted, in writing, by the Fire Chief. Sworn Law Enforcement Officers are exempt from this restriction. Violation of this policy is a Major offense and violation will result in dismissal.

November 27, 2018

7 Member Conduct

Restrictions and guidelines regarding Member conduct are meant to maintain a professional, comfortable, safe, and productive environment at all times on FCFD property, or when a member or member(s) are involved in FCFD activities off of FCFD property, or when wearing any FCFD identification (uniform, t-shirt, hat, badge, etc).

7.1 Definition

For the purposes of this entire document, a "Member" is any person that is:

- An active FCFD Volunteer firefighter or Officer
- An FCFD Support member or Corporate/Logistics Officer
- An applicant, reserve, or probationary member
- A volunteer who was previously active, but has become inactive, is on a leave of absence, or has otherwise not formally (in writing) separated from the FCFD.

7.2 Code of Conduct

The Volunteer Code of Conduct (Code) is a statement of behavioral principles, expectations, and ideals. It reflects how we respect and treat each other as members of the FCFD and provides an ethos that guides our decision-making. It incorporates principles of natural justice and fairness so that everyone knows what is expected of them. The Code is intended to motivate and assert values to which we can aspire.

It is a "living" document reflecting the values of the past, guiding an ever emerging future, and seeking ways to continuously improve all our activities. It is a vision which aims to both explain the commitment of experienced members and to guide the induction of new Volunteers. The Code is consistent with the traditional values embodied in the Fire Service.

As a FCFD Volunteer I agree to:

Safety

- put safety first in all our activities
- respect and use all equipment in the way in which it was intended
- follow all procedures to the best of my ability at all times
- promote healthy and safe work practices
- recognize and congratulate those members who follow safe and caring practices
- report all injuries, illnesses, accidents, and near misses immediately to the appropriate people
- recognize that training is fundamental to everyone's safety

Respect

- respect the cultures, beliefs, opinions, and decisions of others although I may not always agree
- treat others with courtesy, sensitivity, tact, consideration, and humility
- accept the Chain of Command and respect all members regardless of position
- respect the Laws of the land as the basis for my behavior as a FCFD Volunteer

Trust

- value the trust we have in each other
- seek to understand and appreciate each other's abilities by working together and providing support
- honor the confidentiality people place in us

Integrity

- endeavor to balance organizational and individual needs
- give honest, constructive feedback and value the input of others

November 27, 2018

- treat each other fairly
- Honesty and Truthfulness**
- be truthful with my colleagues and myself
- admit when I am wrong and accept responsibility for my actions
- express my views openly and directly without fear or favor, with tact and in accordance with known, available facts
- Welfare**
- value my department's role in ensuring the safety of each other and the community
- foster an environment of well-being, happiness, health, and prosperity
- take care of, respect, and support the members of my department

- Loyalty**
- demonstrate commitment to the goals of the FCFD
- support, be faithful to and honor the integrity of the FCFD and its positions
- Self-Discipline**
- exercise self-control in managing stress, anger, and my behavior
- know when to walk away
- recognize my limitations and those of others
- believe in doing a job the right way and with appropriate enthusiasm
- Comradeship and Teamwork**
- rely on my fellow firefighters
- have a bond that has grown through shared experiences over time
- work together towards an identified and common goal
- recognize and acknowledge my fellow firefighters' skills and abilities
- create an environment that is supportive and encouraging to all members
- acknowledge that our combined efforts exceed the sum of our individual efforts
- accept that there are differing roles within the team
- promote participation and co-operation
- Support**
- share the load and provide encouragement to fellow members
- offer sympathy and understanding when appropriate
- help others achieve their endeavors and aspirations
- Communication**
- value effective two-way communication
- respect constructive comment and feedback
- practice effective listening
- are alert to non-verbal forms of communication
- seek advice whenever appropriate
- Leadership and Discipline**
- recognize the Chain of Command as part of our leadership structure
- encourage non-confrontational leadership
- give clear directions
- lead in a responsible, patient, and motivational manner
- share leadership through delegation and empowerment
- defuse conflict by focusing on the issues
- act in a responsible manner at all times, both in and out of uniform
- take pride in our actions and tasks being undertaken
- Commitment**
- acknowledge that commitment comes from within
- guard against over commitment
- do as much as I am able without detriment to myself or my family
- share and promote the culture, purpose and objectives of the Fire Service
- Equity and Diversity**
- provide fair access to training and development opportunities
- treat all people as unique individuals and value their beliefs, opinions, knowledge, and experiences

November 27, 2018

- ❑ use appropriate language that will not offend others
- ❑ actively discourage bullying, victimization, or demeaning humor
- ❑ assign roles according to talents and abilities
- ❑ encourage people to achieve and grow
- ❑ stand up for the rights of others as well as my own
- ❑ recognize and congratulate the achievements of others
- ❑ stand up for our rights and seek equitable solutions
- ❑ value others irrespective of race, religion, color, age, gender, or creed

November 27, 2018

7.4 Discrimination and Civil Rights

The FCFD is committed to deliver outstanding services to the public without regard to race, religion, ethnicity, national origin, sexual orientation, age, disability, or any other category protected by law. In addition, in keeping with FCFD and BCFR policies regarding Harassment, especially with regards to the creation of a hostile environment, members of the FCFD are required to avoid any/all behavior that is contrary to the best interests of the department and its members, or reflects poorly on the department.

The FCFD does not tolerate discrimination based on race, religion, ethnicity, national origin, sexual orientation, age, disability, or any other category protected by law.

This includes but is not limited to:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including limited English proficiency).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

Discriminatory misconduct in the form of speech, action, or inaction towards anyone or any group, while on duty, in FCFD uniform, or on FCFD property, or while participating in any departmental activities will be subject to disciplinary action in accordance with these SOG's, up to and including dismissal.

Further, discriminatory behavior of any member outside of department activities that reflects negatively on the department, including inappropriate social media usage, may result in disciplinary action, up to and including termination.

7.4.1 Access to services

The FCFD shall ensure complete compliance with regulations regarding the provisions of access to public facilities and public events for people with disabilities

The FCFD shall also ensure that access to services is provided to persons with limited English proficiency (BCFR dispatch has 24/7 access to translators).

7.4.2 Reporting Procedures

Any member who observes or becomes aware of any discriminatory behavior or possible civil rights violations shall report the entire matter to his/her immediate supervisor.

The supervisor or officer receiving the report shall ensure that a written report is created, and immediately report the entire matter to the FCFD Chief or a Deputy Chief.

If the immediate or next level supervisor is involved in the incident, the member may elevate his/her concern/complaint to a higher Operational or Corporate official.

Fire and or Corporate officers may also have a duty to report certain incidents to Brevard County Fire Rescue, Brevard County Risk Management, and other authorities.

Reports from the public of discriminatory behavior or possible civil rights violations by one or more FCFD members, either verbal, electronic or written, shall be documented by the member receiving the complaint, and immediately provide to the Chief or his/her

November 27, 2018

designee, where it will be reviewed/investigated by the Disciplinary Review Board, and reported to the appropriate next level authority as required.

7.5 HARASSMENT

It is our policy, in accordance with providing a positive, discrimination-free work environment, that harassment and sexual harassment in the department is unacceptable. FCFD has a zero tolerance policy for such behavior and it will not be condoned or tolerated.

All Firefighters are required to attend harassment and Sexual Harassment Awareness Training when made available. This policy shall parallel the Brevard County policy regarding harassment and Sexual Harassment.

7.5.1 Definition

The act or an instance of harassing, or disturbing, pestering, or troubling repeatedly when:

- Submission to such conduct is made explicitly or implicitly a term or condition of an individual's membership
- Submission to or rejection of such conduct by an individual is used as the basis for departmental decisions affecting an individual (such as assignments, promotions, discipline, etc.)
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment (this includes Public Displays of Affection beyond a "Common Greeting" while on duty or in uniform).

7.5.2 Fire and Corporate Officer Responsibility:

Fire and Corporate Officers are responsible for:

- Maintaining a business-like work environment free from all forms of member discrimination, including incidents of sexual harassment.
- Training their assigned members in the definition and prevention of harassment or sexual harassment so the entire department has a common understanding.
- Initiating immediate disciplinary or remedial action, if warranted.
- Documenting observed or reported incidents of harassment or sexual harassment and immediately reporting via the chain of command, up to and including the County.
- Taking immediate action.

7.5.3 Reporting Procedures

A member who believes he/she has been harassed or sexually harassed shall report the entire matter to his/her immediate supervisor.

The supervisor or officer receiving the report shall immediately report the entire matter to the FCFD Chief or a Deputy Chief.

November 27, 2018

If the immediate or next level supervisor is involved in the incident, the member may elevate his/her concern/complaint to a higher or corporate official. Fire and or Corporate officers may also have a duty to report certain incidents to Brevard County Fire Rescue and Brevard County Risk Management.

7.5.4 Investigative Procedures

All reports and or complaints of harassment and sexual harassment must be recorded in writing. Every effort shall be made to obtain written first-person accounts from all participants and witnesses. The Disciplinary Review Board will conduct a formal investigation into all allegations of harassment and sexual harassment.

7.6 Social Media

The FCFD recognizes the power of social media as a tool for public education, volunteer recruitment and volunteer recognition. The FCFD shall assign an individual or group to administer our department's social media presence. All members are encouraged to support the promotion of the many good things our department does, but those efforts must be coordinated with the FCFD's officers and/or social media Points of Contact (POCs). Individual members are not authorized to publish or post pictures or reports of BCFR or FCFD fire/emergency scenes without proper screening and approval. Only designated FCFD Social Media POCs are authorized to make posts on behalf of the department. Photography on scene is tightly regulated and subject to strict privacy laws. All members of the FCFD must be aware that even their personal comments, posts and discussions on social media are subject to scrutiny, and as public safety professionals, we are all subject to a higher level of scrutiny. As such, even personal social media posts that reflect poorly on our department, and/or BCFR, may be grounds for discipline. If a member chooses to post controversial material, they should ensure that their profile does not associated them with this Fire Department in any way shape or form.

7.7 Public Displays of Affection

In accordance with FCFD and BCFR policies regarding Sexual Harassment, Public Displays of Affection involving any FCFD member on duty, at the station, or in uniform, which exceeds the standard of a "Common Greeting" is prohibited. For the purposes of this section, behavior that takes place ANYWHERE on FCFD property or at any FCFD event is considered Public. An isolated, corrected incident may be considered a Trivial or Minor Disciplinary offense. Repeated violation of this Sexual Harassment policy will be considered a Major offense.

7.8 Use of Intoxicants

Any Member using or under the influence of any intoxicating substance (alcohol, drugs, chemicals, etc.) while on duty, or while wearing FCFD identification (uniform, t-shirt, hat, badge, etc.) is subject to immediate disciplinary action, including dismissal, and possible criminal prosecution.

November 27, 2018

Due to the inherently dangerous nature of firefighting, we find that the State guidelines for being legally “drunk” are not sufficient. Impairment begins at much lower blood alcohol levels. No one is permitted to be on duty or respond to any call within 8 hours of their last drink, or longer if impairment continues.

7.9 Health and Safety

All activities of our members must be conducted with a focus on health and safety. Health and safety is the responsibility of ALL members, and ALL members have the duty to report anything that is a potential danger.

7.9.1 Contamination

If you or your gear, clothing or equipment becomes contaminated due to exposure to bodily fluids, chemicals, gases, etc., it is your responsibility to safely isolate and contain the contamination as much as possible, protect yourself and those around you from further contamination, notify your officer and/or district chief of the exposure, and only if properly trained and equipped, to take steps to mitigate the hazard.

7.9.2 Carcinogens

Carcinogens are cancer causing substances, and they are common by-products of the fires that we fight. You will mostly likely not see them, or smell them, or taste them, but they can penetrate our PPE, be carried by our PPE and we can easily cross-contaminate our gear, apparatus, vehicles, lockers and personal clothing/belongings without being aware of it. Cancer is becoming the number one killer of firefighters in America.

Follow all FCFD and BCFR procedures for decontamination following a fire, assume all PPE is contaminated, and ensure that PPE is never brought into the living areas of the fire station or your home.

Always wear gloves when handling air bottles and air packs on a fire scene, as carcinogens will almost certainly be all over that equipment until or unless the packs are decontaminated. We commonly don't wear PPE when filling bottles, which means if you don't use care, your pants and shirts may become cross contaminated, and you could carry those carcinogens into your home at the end of shift.

7.9.3 Injuries

Most injuries can usually be avoided by proper use of PPE, proper body mechanics/techniques (i.e. lifting with your legs not your back), etc., but injuries can still happen. If you are injured on scene or when training, even if you do not feel you need immediate or emergent attention, you are **REQUIRED** to report it right away to your supervisor on scene. Failure to report an injury when it happens, will likely prevent you from obtaining the appropriate support later from the FCFD or BCFR if the injury worsens or is complicated. This means that if you fail to report it in a timely manner you will be personally responsible for the costs associate with your treatment.

7.9.4 Wellness

Firefighters will be required to have periodic physical examinations. These examinations not only provide an important screening for pre-existing conditions that can be treated if

November 27, 2018

caught early, but will help identify wellness areas for the firefighter to focus on. Also, with a baseline physical examination on file, new occurrences of possibly job-related injuries or illness will be easier to document.

All active firefighters are expected to participate in regular fitness activities to ensure they are able to carry out the duties that they are assigned.

7.10 Theft

The taking of any FCFD, County, or personal property without proper authorization will be considered theft. Failure to turn in any county or FCFD property when properly ordered will be considered theft. Any such theft is subject not only to severe disciplinary action (up to and including dismissal) but may also result in criminal charges and or civil litigation.

7.11 Behavior in Uniform

At all times when on duty, and or when in uniform (including just wearing an FCFD t-shirt) you are required to behave in a professional manor. The behavior of FCFD members in public is addressed throughout this document, and each member is responsible for knowing what is expected of them. In particular, when in public in uniform, certain behavior is prohibited:

- Purchasing alcohol, pornography, or fireworks
- Gambling
- Smoking
- Using profanity or discriminatory slurs (racial, sexual, ethnic, or any other)
- Engaging in any illegal act, including traffic law violations such as speeding, etc.
- Behaving in a discriminatory or harassing manner

7.12 Riding at Other Stations

Firefighters and Officers may ride at other BCFR stations only under the following conditions:

1. The firefighter must be cleared to ride on BCFR apparatus by BCFR.
2. Prior permission must be obtained from the FCFD Chief or his/her designee.
3. FCFD-owned gear can only be used with the expressed permission of the Chief. BCFR issued or personally owned gear may be used if in service and in compliance with all FCFD and BCFR rules and regulations. Damage to FCFD gear may be the responsibility of the firefighter to repair or replace.
4. The officer-in-charge of the Station where the firefighter wishes to ride must approve, and be aware of the level of training and experience of the firefighter.
5. The firefighter must be meeting or exceeding minimum participation standards at FCFD, and the ride time should not conflict with FCFD activities.

November 27, 2018

Probationary Firefighters are not allowed to take their issued bunker gear from the FCFD station without the Chief's permission, unless it is for an FCFD call or activity. In most cases, Probationary Firefighters are not allowed to ride at other stations, but may under the following conditions:

1. The firefighter must be cleared to ride on BCFR apparatus by BCFR and the FCFD Chief.
2. Prior written permission must be obtained from the FCFD Chief or his/her designee. The written authorization will contain the name of the Probationary Firefighter, a list of his/her training/certifications, and how long they have been an active member. A copy of this letter must be provided to the officer in charge of the station where the firefighter wished to ride.
3. FCFD-owned gear can only be used with the expressed permission of the Chief. BCFR issued or personally owned gear may be used if in service, and in compliance with all FCFD and BCFR rules and regulations (including appropriate helmet markings). Damage to FCFD gear may be the responsibility of the firefighter to repair or replace.
4. The officer-in-charge of the Station where the firefighter wishes to ride must approve, be given a copy of the Chief's written authorization, and be aware of the level of training and experience of the firefighter.
5. The firefighter must be meeting or exceeding minimum participation standards at FCFD, and the ride time should not conflict with FCFD activities.

November 27, 2018

7.13 **Red Light Permits**

Florida State Statute **316.2397 and 316.2398** allow for the issuance of Red Light Permits by the chief executive officers of a firefighting organization. These and other Statutes detail specific restrictions and conditions for the display or use red warning signals. A Red Light Permit is a special privilege, not a right. Red light permits are only to be issued by the Fire Chief.

The minimum qualifications for an FCFD Firefighter to be considered for a Red Light Permit are as follows:

1. Must be an active Firefighter for a minimum period of one year.
2. Must be an active Firefighter with average monthly duty hours greater than or equal to 70 hours.
3. Must have successfully completed BCFR EVOC.
4. Must have a valid Florida driver's license.
5. Must sign a written statement that they have read, understood, and will abide by the applicable Florida Statutes, and the FCFD SOPs.
6. Must provide proof of valid registration and insurance for the vehicle on which the red light will be used.
7. Must verify that the use of red light(s) does not void or violate their vehicle's insurance policy.
8. Must have the endorsement of the Fire Chief.

Failure to meet the above conditions will result in the suspension or revocation of the Red Light Permit. Red Light Permits remain the property of FCFD and must be surrendered upon request.

Firefighters who have been issued a Red Light Permit must:

1. Obey all motor vehicle laws/statutes. The red light is a courtesy light. It DOES NOT allow the authorized user to violate any traffic rules. All vehicles must stop at red lights, obey the speed limit, and operate in a safe manner at all times.
2. Keep the permit in the vehicle with the red light at all times
3. Only use the light in the line of duty while reporting to the station for a call, or if authorized, enroute directly to the scene of a fire or emergency call.
4. Are responsible to follow any other guidance or restrictions as mandated by the Chief.

Violation of these policies or applicable statutes may result in immediate termination, fines, and other legal action as allowed for and/or required by law.

November 27, 2018

7.14 Ethics

At all times when on duty, when in uniform, and or when conducting FCFD business, members shall strive to behave ethically, fairly, and professionally, and to adhere to the spirit and the letter of the FCFD By-Laws and SOPs. Members must understand that the mere perception of impropriety, whether true or not, can damage the reputation of FCFD, BCFR, and our community. Unethical, discriminatory or otherwise inappropriate behavior not specifically addressed by the By-Laws and SOPs may still be grounds for disciplinary action if agreed upon by the Disciplinary Review Board.

November 27, 2018

8 Discipline

In order to maintain order and enforce the rules and regulations of this Department, it is necessary to have a uniform disciplinary program. As an all-volunteer organization, we recognize that members choose to participate for a variety of reasons, and FCFD disciplinary actions are taken with that in mind. In all but the most extreme cases, discipline should be taken as a corrective action, with a focus on improving the behavior or performance of the individual being counseled.

In all disciplinary actions, the supervisor initiating or carrying out the action must always strive to focus on the facts and details of the behavior or actions that resulted in discipline being taken. Opinions, personal feelings, and/or personal biases should never be a part of disciplinary counseling. Disciplinary documentation must be written with the knowledge that they are corporate records, and could be scrutinized at a later date.

8.1 *Disciplinary Authority*

The Board of Directors has delegated to the Fire Chief the ultimate authority and responsibility for the discipline of all FCFD Volunteers. The concurrence of the Disciplinary Review Board is required for all long-term suspensions, demotions, and dismissals. A Disciplinary Review Board, made up of key members of the Board of Directors and Senior Fire Officers, shall be maintained to review any significant disciplinary problems or appeals.

8.2 *Lawful Orders*

Participation in FCFD activities implies consent to follow the directions and orders of all duly elected or appointed officers and supervisors, as well as to follow the SOPs, By-Laws, Rules & Regulations and Standing Orders of the FCFD and BCFR. The only exception to this, is where the order is contrary to the SOPs, By-Laws, Rules & Regulations or Standing Orders of the FCFD or BCFR, or is illegal, or where compliance with the order would cause personal injury or avoidable damage/loss. Willful or repeated failure to comply with a lawful order may be grounds for discipline, up to and including dismissal.

8.3 *Violations of Law*

Any member who violates any local, state or federal law while on duty or in the performance of their duties will not only be subject to departmental discipline, but the FCFD also has a responsibility to report the violation to the appropriate law enforcement authority.

8.4 *Disciplinary Levels*

There are four levels of discipline that may be administered, depending on the type and/or severity of the infraction or problem.

- 1) Trivial/Verbal, 2) Minor, 3) Major, 4) Dismissal.

November 27, 2018

8.4.1 Trivial / Verbal

A Trivial or Non-actionable disciplinary action is an undocumented verbal correction of behavior for very minor problems. The need to frequently verbally correct a member may result in the elevation of the problem to a "Minor" action level.

8.4.2 Minor

A Minor disciplinary action is either a documented verbal reprimand/correction, or a formal written reprimand. While minor, this action should serve notice to the member that he/she must take steps to correct their behavior. Minor disciplinary action may include verbal or written correction or counseling, up to restriction of duty or activities. A Duty Restriction should be documented as part of an Interview Report or letter from a ranking officer. The two forms of Minor action are Verbal and Written:

8.4.2.1 Minor - Verbal

The supervisor is required to advise the member that a note of the verbal reprimand/correction will be documented as having taken place, and will be placed in their personnel file.

8.4.2.2 Minor - Written

The supervisor is required to provide the member with a copy of the documented reprimand/correction (Interview Report), and advise them that it will be placed in their personnel file. The member receiving the discipline has the right to make written remarks on the Interview Report, or to attach comments on a separate sheet.

8.4.3 Major

A Major disciplinary action is a formally documented reprimand/correction. This action should serve notice to the member that his/her membership may be in jeopardy, and they must take immediate steps to correct their behavior. There are four forms of Major Action:

8.4.3.1 Major - Written Report

The supervisor is required to provide the member with a copy of the documented reprimand/correction (Interview Report), and advise them that it will be placed in their personnel file. The member receiving the discipline has the right to make written remarks on the Interview Report, or to attach comments on a separate sheet.

8.4.3.2 Major - Improvement Plan

In addition to the Written Report, the supervisor is required to provide the member with measurable goals for improvement. The supervisor and member should clearly identify what key actions are required in order to ensure that the offensive behavior is stopped, and not repeated. A date for a performance review should be established, at which point the member's success in improving will be reviewed and documented.

November 27, 2018

8.4.3.3 Major - Demotion

If warranted, after the completion of the formal written reprimand/correction, and/or as part of an Improvement Plan, A Firefighter member may be demoted in rank, or placed on probation by the Chief, with the majority concurrence of the Disciplinary Review Board. A date for a performance review should be established, at which point the member's success in improving will be reviewed and documented.

8.4.3.4 Major - Suspension

If warranted, after the completion of the formal written reprimand/correction, and as part of an Improvement Plan, a firefighter may be suspended by the Chief for 30 days, and a Support Member may be suspended by the Chief or Deputy Chief for 30 days (or longer with the majority concurrence of the Disciplinary Review Board).

The Chief or Deputy Chief may suspend a volunteer for serious or significant cause for 30 days, with a verbal notice, so long as the suspension is documented within 3 business days.

Suspended firefighters and members are required to turn in, surrender, or return all FCFD and BCFR property immediately.

If the suspension is contested or questioned by the recipient, a date for a status review must be established within the suspension period, at which point the member's status will be reviewed and documented by the Disciplinary Review Board.

8.4.4 Dismissal

A Support Member may be dismissed by the Chief within the first 90 days of membership, without notice, for any cause. An Applicant or Probationary Firefighter may be dismissed by the Chief within the first 90 days of membership, without notice, for any cause. The dismissal must be documented, and is subject to review by the Disciplinary Review Board.

A Support Member with more than 90 days of service, or Firefighter (Senior/Non-Probationary), may be dismissed only after proper documentation of the offense, or failure to comply with a corrective action plan, and with the concurrence of the Disciplinary Review Board.

If necessary, the Chief or Deputy Chief may take immediate action to suspend an FCFD member for 30 days for significant or serious cause, while the firefighter's dismissal is processed.

Upon suspension or dismissal, firefighters and members are required to turn-in / surrender / return all FCFD and BCFR property immediately (within 5 regular business days). Failure to turn in Department or County property within 5 regular business days may result in action by the Brevard County Sheriff's Office.

If the member being dismissed holds an elected office, that office will become vacant, and the Board of Directors may appoint an acting officer for 30 days, until a special election can be held. If the suspension/dismissal is contested or questioned

November 27, 2018

by the recipient, a date for a status review must be established within the suspension period, at which point the member's status will be reviewed and documented by the Disciplinary Review Board.

8.5 Process Review

Any member of the Disciplinary Review Board that acts in a manner contrary to the best interests of the FCFD and the Fire Service, or fails to follow the rules, policies, and procedures of the FCFD in the administration of disciplinary action, or applies discipline in a manner that is not fair & objective, is himself or herself subject to disciplinary action. The FCFD shall not tolerate any member that acts in a retaliatory manner towards another member for reporting violations or misconduct.

8.6 Disciplinary Review Board

The Disciplinary Review Board is established to ensure a fair, equitable, and appropriate application of the policies, regulations, and rules of the FCFD and BCFR. A member may, in writing, request a hearing in front of a Disciplinary Review Board to contest any documented disciplinary action, and the Disciplinary Review Board will regularly review disciplinary records.

8.6.1 Disciplinary Board Members

In order to ensure that the balanced interests of the department are represented, the Disciplinary Board should be made up of the 2 or 3 most senior officers and/or members on both the Operations and Support sides. The Chair will be a non-voting, administrative member of the board, voting only in the event of a tie vote.

The recommended members of the board should be:

- Chief
- Deputy Chiefs
- Lieutenants
- Treasurer
- Secretary (non-voting member, record keeper)

In the event that a member of the board is directly involved in the disciplinary action, the Chair may excuse and replace the member.

8.6.2 Disciplinary Review Board Meeting

8.6.2.1 Regular Meeting

The Disciplinary Review Board should meet at least once a year, if required to review disciplinary policies and Interview Records. All written Interview Reports, or related Disciplinary documentation generated since the last regular meeting will be reviewed for the following:

1. Conformance to the SOG's and Disciplinary Policies
2. Conformance to all applicable local, state and federal laws and regulations
3. Objectiveness, Fairness, Non-Discrimination and Civil Rights
4. Completion of follow-up activities

November 27, 2018

5. Closure

8.6.2.2 Special Meeting

The Disciplinary Review Board will be convened at the written request of a member who is under or facing disciplinary action.

Any standing member of the Disciplinary Review Board may request a special meeting to address a disciplinary issue.

Said notice should be made in writing to the Fire Chief, who will then inform the members of the request. The board shall meet within 2 weeks of the request, on FCFD property, on a date/time that is most convenient for all involved. The committee will establish an agenda and ensure that all interests are objectively represented.

9 Volunteer Recognition

It is the responsibility of the officers of the FCFD to actively seek out and reward significant contributions to the FCFD.

9.1 Firefighter Recognition

At least once a year the fire officers should publicly and formally recognize at least one Firefighter as an exemplary volunteer. All firefighters should be encouraged to nominate individuals for recognition, but the decision shall be made by a committee of all Fire Officers.

9.2 Support Member Recognition

At least once a year, at least one Support Member should be recognized as an exemplary volunteer. All members should be encouraged to nominate individuals for recognition, but the decision shall be made by an executive committee of the Board of Directors.

9.3 Special Recognition

When warranted, special recognition can and should be given to individuals, organizations, and or corporations who have provided a great deal of support and/or help to the FCFD.

November 27, 2018

10 Critical Incident Stress Debriefing

The purpose of this section is to establish the procedure for requesting the Brevard County Critical Incident Stress Debriefing (CISD) Team.

In the event FCFD members become emotionally overwhelmed due to a traumatic or critical incident, and it is determined that CISD is needed, the Deputy Chief or Chief shall be notified and they will contact the Brevard County CISD team. In addition, the Chief shall be notified of any CISD activation.

Participation in the CISD procedures will be considered MANDATORY for all members operating at the incident. Only the Fire Chief or his/her designee may grant exceptions to this procedure.

The following criteria are indicators for CISD:

1. Suicide
2. Loss by death of an emergency worker
3. Serious injury of an emergency worker
4. Media interest in incident
5. Prolonged incident with loss of life or serious injury
6. Incidents involving children
7. High emotion impact incidents
8. Relative's death
9. Mass Casualty Incidents

Key Points of CISD:

1. Debriefing should take place within 24 to 48 hours of notification
2. A location away from the Fire Station will be used for the debriefing
3. In order to maintain strict confidentiality, ONLY the people involved at the scene will be admitted to the debriefing room
4. All personnel shall be relieved from FCFD duty to attend debriefing
5. CISD is not to be used as a critique of the emergency operation.
Performance issues will not be discussed at the debriefing
6. No media personnel or observers will be allowed in the debriefing

Information needed when CISD is needed:

1. Name and title of person requesting CISD
2. Information that led to the call for the CISD :
 - a. Date and time of incident
 - b. Duration of incident
 - c. Number of victims/patients
 - d. Type of incident
 - e. Suggested time and location for debriefing

Requests for the CISD should be made by the FCFD Deputy Chief or Chief through the District 20 Chief or through BCFR Dispatch.

November 27, 2018

11 Training

All active Firefighters and Probationary Firefighters are required to participate in regular training without exception. The FCFD is committed to providing its Firefighters with the best available training, in the most professional manner. Any training requested by a member that is not provided by BCFR and FCFD may be considered for a portion of reimbursement. All requests will be handled on a case by case basis subject to time in service and subject to approval if funds exist in the treasury.

11.1 Times

Regular training begins promptly at 18:30 (6:30 pm) on Tuesday evenings, except for Business Meeting nights. Training will normally be complete by 2130 (9:30 pm) but may run as much as an hour late. If a firefighter is late to training, he/she may not be given credit for that training. If the number of applicants warrant it, a second training night may be added to cover more fundamental and basic information and skills. The first 30 minutes of training (1830 to 1900) will normally be used for equipment and or apparatus checkout. If a firefighter or applicant will be absent from training, the individual is required to call the station and leave a message stating who they are and why they will not be attending training. Do not call or text individual officers or members stating you will be absent from training.

11.2 Training Record

A training record/log will be kept for each training session, indicating the date, time and type of training, as well as who the instructor(s) were, and each participating firefighter is responsible for recording his/her name and signature. Additional training data may be added as needed for BCFR record keeping. Standard BCFR or mandatory timed training evolutions will also be recorded with the successful completion (and time) for each FCFD firefighter.

11.3 Safety

Training scenarios may place members at risk of injury if not performed correctly. A briefing explaining the risks to the participants must precede any training that involves any element of risk, and at least one Firefighter will be assigned as a Safety Officer. The Safety Officer has the responsibility and duty to observe the training evolutions and immediately correct or halt the activities if safety is compromised, or is about to be compromised.

11.4 Guests

Just as on a fire scene, Firefighters are not allowed to have family, friends or personal guests with them during training. These personal guests can and do distract firefighters, and may place themselves and the firefighters at risk.

The only people who should be at training are FCFD Firefighters, Firefighter Applicants, and/or duly authorized visiting Firefighters. Guests, support members, and visitors are not

November 27, 2018

allowed to participate in training, and are not allowed to be in the area during any hazardous operations. A distinctly separate area shall be designated for official guests to stay in during training evolutions. Members may, with the prior permission of a Chief Officer, bring guests to training, only if special provisions have been made to accommodate them.

November 27, 2018

12 Vehicle Operations -

12.1 Minimum Crew

12.1.1 Engine

Unless specifically authorized by an FCFD Chief Officer, or in the case of BCFR Apparatus, by a Lieutenant or higher grade BCFR officer, an "In-Service" Engine is not allowed to leave the station without at least three firefighters (with Firefighter 1 training or higher). At least one must be a certified First Responder, EMT, or Paramedic, and at least three should be cleared Firefighters (off of FCFD Probation) unless authorized by the an FCFD Chief Officer. On rare occasions (for maintenance, etc.) the Engine may be operated by a single firefighter in an "Out of Service" condition so long as that has been approved and appropriately reported.

12.1.2 Brush Truck / Tender

Unless specifically authorized by a FCFD Chief Officer, or in the case of BCFR Apparatus, by a Lieutenant or higher grade BCFR officer, an "In-Service" Brush Truck/Tender is not allowed to leave the station without two firefighters, and at least one must be a full FCFD Firefighter (off of FCFD Probation) unless authorized by an FCFD Chief Officer. Firefighter must have all appropriate Wildland firefighting certifications to be on a brush truck, without exception. It is, however, common acceptable practice to have one firefighter pick up the brush truck/tender and take it to a scene after coordination with an officer. All firefighters involved in brush/wild land firefighting must have successfully completed the training requirements for wild land firefighting.

12.2 BCFR Driving Requirements

Firefighters must meet all FCFD and BCFR requirements prior to driving any County owned vehicle. For most Fire Apparatus, this includes :

- At least Probationary Firefighter status (Voted in, Passed Physical, Clean Driver History, CPR Certified, Bunker Gear, etc.)
- Possess a valid Florida license
- Successfully completed BCFR EVOC (Emergency Vehicle Operator Course)
- Successfully completed station driver training
- Be "checked out" on the specific apparatus by an Officer. (may include tool, pump and equipment expertise).

12.3 FCFD Owned Vehicles

Driving a vehicle owned by FCFD is a privilege, not a right. The Board of Directors has the ultimate authority to grant or deny said privilege.

November 27, 2018

12.3.1 Driver Requirements

Only members in good standing of the Four Communities Fire Department, who have been duly authorized, may operate or drive a vehicle owned by Four Communities Fire Department. The Chief, with recommendations by the Board of Directors, shall establish a list of FCFD members who are authorized to drive department vehicles.

In order to be qualified to drive, the member must satisfy at least one of the following sets of conditions:

1. Be an active Firefighter with a valid Florida driver's license who
 - a. Has been cleared to drive BCFR vehicles,
 - b. Has successfully completed an approved EVOC class
 - c. Has demonstrated the ability to safely operate department motor vehicles
 - d. Has demonstrated a knowledge of the FCFD Vehicle SOP's

2. Be an active Firefighter or Support member with a valid Florida driver's license who
 - a. Has submitted their driving history/record for the past 5 years (or since obtaining their first driver's license if under 21 years of age).
 - b. Has had their driving history reviewed by the Board of Directors, and been cleared for an FCFD driving test
 - c. Has successfully completed an FCFD driver test
 - i. If they have been driving for less than 5 years, or have any violations or at-fault accidents in the past five years the driving test will be an on-road examination by a Chief Officer, plus a verbal test of the applicable FCFD Vehicle SOP's.
 - ii. If they have a clean record for 5 or more years, the on-road driving test is waived, and they must just pass a verbal test of the applicable FCFD Vehicle SOP's.

In addition, in order to be authorized to drive FCFD vehicles, the member must have submitted a photocopy of:

- iii. Their valid Florida driver's license
- iv. Their current automobile insurance card (if they own a vehicle)
- v. Any other related documents as needed such as EVOC Certificate, Driver Safety Course Certificate, Out of State Driver History, etc

By driving an FCFD vehicle, the member asserts that they have read, understood, and agree to abide by these SOP's, as well as all applicable local, state, and federal laws.

12.3.2 Change in Status

If a member who has been authorized to drive department vehicles has any change in their driver status, he/she must report that change to a Chief Officer within 24 hours. Changes that must be reported include:

1. Loss, revocation, or suspension of their Florida driver's license.

November 27, 2018

2. Receipt of a citation/ticket for any moving violation
3. Arrest for any reason
4. Involvement in any vehicle accident as a driver (whether at fault or not)
5. The cancellation of an automotive insurance policy in their name
6. Any change in health, eyesight, or the long-term prescribed use of any substance that impairs the ability to safely operate a motor vehicle

12.4 Vehicle Checkout

The Driver or Driver/Engineer is responsible for ensuring that the apparatus is "checked out" at the beginning of each and every shift. The Driver can and should enlist the entire crew on his/her shift to perform the apparatus checkout.

If a Firefighter fails or refuses to assist with vehicle checkout when requested, he/she will be removed from their assignment on the apparatus, and a report will be made to the Chief. Vehicle Checkout Sheets for the Engine and Brush truck are available and should be used whenever possible. Each piece of equipment, apparatus, or tool has specific standards that must be met to consider it "In Service".

Do not check off that something is "In Service" unless you would stake your life on it, because you just might have to!

12.5 Vehicle 360

The Driver or Driver/Engineer is responsible for ensuring that a brief 360 degree inspection of the apparatus is performed prior to the vehicle being moved or driven anywhere. He/she will inspect that

- all compartments are closed and secured
- all externally mounted tools, fittings, gear, and equipment are present and properly secured (ladders, rigid suction, axe's, extinguishers, lights, spanners, etc.)
- all hoses are present and properly stored
- all firefighter PPE is properly stored
- there are no obvious safety hazards, defects, or broken/missing lights.

12.6 Passenger Safety

The Driver or Driver/Engineer is responsible for checking that all passengers are seated, and belted in prior to moving the apparatus. If equipped with an intercom system, he/she shall perform a quick communications check to make sure all passengers can hear the driver, and vice versa.

12.7 Equipment Control

The Driver or Driver/Engineer is responsible (along with the officer in charge) for all equipment and supplies on the apparatus while he/she is in control of the vehicle. However, each and every firefighter that removes equipment from the apparatus is responsible for ensuring that the equipment is returned, in "in service" condition. Support members and corporate members are not allowed to remove any equipment, gear, or supplies from any apparatus unless specifically directed to do so by a firefighter.

November 27, 2018

The Engine's toolbox is exclusively for working on Fire Apparatus, or for use on an emergency scene to aid in extrication, patient care, tool repair, or in accordance with BCFR SOP's. Anyone removing any tool from the Engine for any other reason is committing a Major disciplinary offense, and will be dealt with accordingly. If any equipment is found to be out of service or missing, it must be reported immediately to the ranking firefighter on the apparatus, and then reported to the next level of chain of command. It also must be documented on the white board in the Day Room, even if it is repaired or replaced.

12.8 Vehicle Control

The Driver or Driver/Engineer is responsible to ensure that the vehicle/apparatus is never left un-secured or left alone in a public area.

12.9 Vehicle Backing

The Driver or Driver/Engineer is responsible to ensure that the vehicle/apparatus is never backed up without a spotter. The Spotter is responsible for ensuring that the area into which the vehicle/apparatus is backing is free and clear of any obstructions, people, or hazards. The Spotter must be able to see the Driver (in a mirror), and the vehicle must immediately stop if the Driver loses sight of the Spotter.

12.10 Vehicle Fuel

The Driver or Driver/Engineer is responsible to ensure that the vehicle/apparatus is maintained with at least three quarters (3/4) of a full tank of fuel when in service, or at the completion of an assignment. The Driver shall be familiar with the location and operation of all appropriate fuel depot locations in the area of operations.

12.11 Firefighting Water

The Driver or Driver/Engineer is responsible to ensure that the vehicle/apparatus is maintained with a full tank of water whenever in service, or at the completion of an assignment. The Driver shall be familiar with the location and operation of all appropriate hydrants in the area of operations. An Engine, Tender, or Brush Truck shall not pass a water source if the tank is not full. The apparatus is not "In Service" if it doesn't have a full tank.

12.12 Passenger Behavior

Firefighters are expected to conduct themselves in a professional manner at all time while working with/on any apparatus. Misconduct such as horseplay, sleeping, smoking, swearing, or failure to act in the best interests of the FCFD and its members may result in removal from the apparatus, and further disciplinary action.

12.13 Radio Operations

Familiarization with the Brevard County radio system is a vital part of the skills a Firefighter must have. Receiving or sending certain information in a timely fashion can quite literally make the difference between life and death. No radio system is perfect, and

November 27, 2018

no radio operator/user is perfect, so sometimes you need to be able to compensate or work around problems beyond your control, but communications is absolutely vital, and you must master the tools we have at our disposal.

FCFD members should either be certified in, or very familiar with, the communications terminology and standards as established by the Blue Card Incident Management training system.

12.14 Reporting Status

Brevard County Fire Rescue Operations ("Brevard") maintains an up to the minute status record of all BCFR apparatus. Whenever the current status of a piece BCFR apparatus that is assigned to FCFD changes, it must be reported immediately, and preferably via (recorded) radio transmission. The following are the typical statuses that our apparatus might be in:

12.14.1.1 "In Quarters"

The vehicle is fully operationally capable, and available at Station 28

12.14.1.2 "Responding to _____"

The vehicle is fully operationally capable, properly staffed, and responding with lights and siren to the required location.

12.14.1.3 "En Route to _____"

The vehicle is fully operationally capable, properly staffed, and en route at a routine speed to a given location (no lights, no siren)

12.14.1.4 "Returning to Quarters"

The same as "En Route to Quarters". The vehicle is fully operationally capable, properly staffed, and en route at a routine speed back to Station 28.

12.14.1.5 "Out of Service"

The vehicle is not fully operationally capable, or is not fully manned. It may be being shuttled, or transferred, need water, air bottles filled, or need maintenance. When the apparatus is out of service, it should be reported with the duration of time, and/or what is being done to get it back in service (ie: En Route to ____ for fuel, air, water, pick up firefighters, etc).

12.14.1.6 "In Service - Special Detail"

The vehicle is fully operationally capable, properly staffed, but is assigned to a special function, where the apparatus can still be called upon to respond.

12.14.1.7 "Dedicated Special Detail"

The vehicle is fully operationally capable, properly staffed, but is assigned to a special function, where the apparatus cannot be easily called upon to respond.

November 27, 2018

12.14.1.8 "In Service"

The vehicle is fully operationally capable, properly staffed, ready to respond to a call, but is not in quarters. This may be for Training, Area Familiarization, to Get Fuel or Supplies, or just to pick up dinner.

Reporting "In Service" is often accompanied by further clarification such as "In Service, The Area" ... or "In Service, En Route to __ for Fuel", or "In Service for Special Detail at _____".

The Mobile Data Terminal (MDT) is used for wireless communication with dispatch and training on MDT use should be completed by anyone who is cleared to ride on the Engine, regardless of rank.

12.15 Air Trailer

The SCBA Air Trailer, and associated equipment (compressor, fill station, etc) may only be operated by persons who are properly trained, or under the supervision of someone who is properly trained. Every effort will be made to ensure that all four banks of the Air Trailer are kept full at all times.

When the Air Trailer is attached to the Utility Truck, or any other vehicle, that vehicle's radio designation becomes "Air 28".

November 27, 2018

13 Record Keeping

It is the responsibility of EVERY active member of the FCFD to maintain timely and accurate records of all key fire department activities. The FCFD has a legal responsibility to the County, as well as to the State and Federal government to keep and maintain records on almost all of our activities. These records include, but are not limited to:

1. Run Reports: A Run Report must be completed immediately upon returning to the station. It is the officer in charge's responsibility to ensure that the report is completed, but he/she may delegate the writing of the report to another member present. Run Reports may be done on paper forms or in the computer, as directed by the Chief.
2. BCFR Fire reports us an on-line fire/incident report that is filed on every single run. An on-line report must be completed every time the Engine, Brush truck, or Tender goes out on a call. The information needed to complete this report is similar to our Run Report, but can require MUCH more detail, depending on the type of call. The officer in charge will typically do the BCFR online report.
3. Refusal Reports: Every single patient that we (as an agent of BCFR) come in contact with, MUST either be transported to the hospital, or formally refuse examination and/or treatment and/or transport. Only an EMT or Paramedic are authorized to sign off on a Patient Refusal, however, if instructed to, any firefighter may start the paperwork and obtain the required information from the patient, and then have an EMT or Medic explain the possible consequences of refusal, and sign off. All patients refusing examination and/or treatment and/or transportation MUST also receive a copy of the BCFR policies on Patient Confidentiality in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). They also must sign at the bottom of the refusal form that they have received the HIPAA information sheet. Every paper form refusal must be entered into the BCFR PDOCs computer system.
4. Patient Care: For all patients that we examine, treat and or transport, we must complete a Patient Care Report. In the future, this information may be collected on a PDA or Palm-top Computer, but at this time the Patient Care report is the primary way to record vital patient information, including their personal information, chief complaint, vital signs, and symptoms, medical history, prescription drug use, etc. This form is a critical part of the transition of care from the first responders, to the transport unit and especially to the hospital.
5. Time Sheets: Each and every firefighter MUST maintain a time sheet that records any/all time spent on duty, training, on a call, or any approved fire department activity. Failure to keep your time sheet up to date and complete may result in your not receiving credit for hours served. We also rely on these numbers to report up to the County on our activity, training, and other contractual performance measurements.

Failure to maintain accurate records, or falsification of records, may result in immediate suspension, pending termination.

14 Tactics

All tactics will be in accordance with BCFR SOP's, and NFPA Guidelines & Regulations, as well as the incident management training standards of the Blue Card system. FCFD specific

November 27, 2018

regulations are to be determined. All firefighters and applicants are responsible for familiarity with all applicable SOP's and SOG's.

15 Purchasing

The Four Communities Fire Department has established these guidelines to ensure that we remain good custodians of the granted, contracted and donated monies that we receive. These guidelines apply to all purchases in excess of \$1,000.

15.1 Purchasing Overview

Unless otherwise specified, for purchases in excess of \$1,000 the Deputy Chief or Treasurer shall act as the Purchasing Agent for Four Communities Fire Department Inc. A Purchasing Advisory Committee may be formed by the Chief or his/her designee to help research and define specifications, evaluate bids, and make recommendations to the Board of Directors. The Fire Chief or his/her designee shall co-chair the Purchasing Committee for any/all operational equipment purchases.

The Purchasing Agent, in conjunction with a Purchasing Advisory Committee makes recommendations to the Board of Directors, as provided for by Board Policy.

Purchases greater than \$1,000 but less than \$15,000 are obtained by Informal Quotations and can be solicited by a duly authorized committee or member of the Board of Directors. These quotes may be obtained either by telephone, fax, email, or in person.

In accordance with the By Laws, expenditures in excess of \$100 but less than \$500 require approval of the Board of Directors, and expenditures of in excess of \$500 require a vote of the membership.

All competitive purchases exceeding \$15,000 are normally purchased on the basis of detailed specifications. Formal Quotations are solicited for all purchases over \$15,000. Requests for Formal Quotes will be posted on the Department's Web Site, and may also be solicited by telephone, fax, or email.

The FCFD may, when possible, "piggy-back" on pre-negotiated Federal, State or Local Bid Programs, where the competitive bids and pricing have already been resolved, and we can take advantage of the negotiated bid price, without conducting our own competitive bid solicitation.

15.2 Purchasing Ethics

All purchases will be conducted in accordance with existing departmental procedures and guidelines regarding personal and ethical conduct, and impartiality.

No member or agent of FCFD may benefit personally or accept any personal gifts* or favors* from any vendor, supplier, or other party involved in a Quote Request or Competitive Purchase.

*Gifts or favors are considered to be any durable goods or services with a fair market value at the time it is presented of \$25 (twenty-five dollars) or greater. This includes significant discounts (more than 20% below fair market value) for personal purchases.

Even if there is no implied or explicit tie between a gift and the purchasing activity, the possible perception of impropriety exists, and must be prohibited.

November 27, 2018

This does not preclude a competitor from providing evaluation equipment/gear/products to the FCFD. Products may be provided to the FCFD for evaluation so long as it is agreed upon in advance that it is either (a) to be returned at the end of the evaluation period, or (b) to remain property of the FCFD, regardless of which Quote is selected.

The Purchasing Agent will document the receipt of all evaluation gear/equipment/products, along with the source, and disposition agreement. All gear/equipment/products that are to remain the property of FCFD will be inventoried in accordance with SOP's.

This also does not preclude members of the FCFD from accepting customary "giveaways" or promotional items or from participating in promotional activities provided by vendors or suppliers in/at Trade Shows, Seminars, or Conferences which are attended by multiple agencies and or vendors, and where all attendees have a fair and equal exposure and benefit.

15.3 Competitive Purchasing Process

Specifications shall be developed for all acquisitions that require Formal Quotes. The more research and detail put into the specifications up front will result in a better end product. These specifications shall be based on the best available information available, including:

1. Applicable Local, State and or Federal Compliance Standards/Guidelines (i.e.: NFPA, OSHA, etc)
2. Technical Performance Data, which should include minimum performance standards, capabilities, compatibility with other equipment or systems, etc
3. Physical Characteristics, which may include size, shape, material composition, color, etc
4. Subjective evaluation criteria such as fit, comfort, appearance, etc

Each of the specification's elements should be qualified as being "critical", "important" or "desired".

If elements of the specification mandate the purchase of a specific brand, or require a purchase from a specific vendor, a Sole Source Justification Memorandum must be drafted and approved by the Purchasing Advisory Committee, the Purchasing Agent, and the Chief or his/her designee, detailing why no other alternatives are possible or practical.

All Formal Quotations must satisfy all "critical" specifications to qualify for consideration. Those that do, will then normally be evaluated as follows:

1. 40% Based on Satisfaction of non-critical specifications. Within that 40%:
 - a. 70% based on Satisfaction of the maximum number of "important" elements
 - b. 30% based on Satisfaction of the maximum number of "desired" elements
2. 40% based on Lowest Net Price, including expected maintenance and operations costs.
3. 20 % Based on Vendor and Supplier Performance:
 - a. Ability to deliver on time
 - b. Ability to provide prompt service if required (local service, etc)
 - c. Past performance
 - d. Recommendations from other users

November 27, 2018

15.4 *Emergency Purchases*

Emergency purchases are sometimes necessary due to unforeseen events that would seriously affect the operation of the Department if delayed.

In the event that an emergency purchase in an amount in excess of \$1,000 must be made without formal or informal quotes being obtained, a Sole Source Justification Memorandum explaining the emergency and the reason for the exception must be drafted and approved by the Membership.

November 27, 2018

16 Recruitment and Retention

The FCFD is committed to the recruitment and retention of the best volunteer firefighters available in its community.

This Plan is to identify considerations for recruitment and retention of volunteer firefighters.

16.1 *Recruitment and Retention Plan*

Volunteer Firefighters provide a vital resource estimated to save residents more than \$250,000 annually in the FCFD run area alone.

We anticipate that volunteer firefighter careers will be shorter than full-time personnel and as a result, they need strong recruiting and retention programs in place.

Recruiting is an investment in the future. Retention is the ability to maximize that investment. In order to remain a successful organization, we need a strong organizational philosophy about volunteers. It is vital that adequate and appropriate resources be committed to the recruitment and retention of suitable volunteer firefighters.

Management and leadership are major considerations for fire departments employing volunteer firefighters. Satisfied volunteer firefighters enhance a community's impression of a fire department making recruitment and retention much easier.

Volunteer recruitment and retention is a two-way street. You need to clearly explain your expectations, the volunteer's obligations and time commitment, how the department operates, and answer all questions. Fire department managers need to help volunteer firefighters achieve their goals with the organization, provide the things necessary to make volunteers feel like part of the organization, and help volunteers to impact and influence positively.

As part of a successful recruitment plan, the FCFD should, when possible:

- Create a recruiting task force or committee and train them. Recruiting should be ongoing, not time-limited. Recruiting takes effort. Use a good recruitment process - seek, sell, screen, select.
- Conduct a needs assessment and know how to focus your recruiting efforts. How many volunteers are needed this year and for the next five? Should the thrust be for volunteers available during traditional low turnout times? Are any special skills required? What diversity goals need to be met?
- Advertise. Create recruiting partnerships - paper placemats in local restaurants; recruiting flyers attached to pizza boxes; local cable service announcements; posters; newspaper inserts; media pieces; community or municipal web page; e-mail contacts; souvenir booklets; community newsletters; etc.
- Coordinate volunteer recruiting with other fire departments or other organizations that recruit volunteers.

In addition, we must follow-up with interested individuals or community volunteers. If any member of your department has contact with someone interested in the fire service, forward their name and phone number to your recruiting task force or committee. If your community experiences an unusual event that brings volunteers out to assist, follow-up with those people to determine if they might be interested in a volunteer firefighters position.

November 27, 2018

Do exit interviews with volunteer firefighters that are leaving the department to assist you in understanding motivation to join, reasons to stay and reasons to leave. Use this information to assist the recruitment/retention process.

Recruiting a volunteer firefighter is only the beginning. Over the first year or two, excitement of training and emergency activity generates tremendous motivation to be a fire department member. To maintain continuing interest after the initial recruitment, there are several ways to motivate and retain your volunteer staff:

- Train members in volunteer management and leadership.
- Solve small problems to keep them from influencing member's decisions to stay or even keep good word-of-mouth information flowing about the department.
- Create a waiting list of potential volunteer firefighters. It is an indication that an organization is a desirable place to be, which helps create morale and makes people want to stay. It is a not-so-subtle reminder that anyone can be replaced.
- Recruit a volunteer and you must consider his/her family. Create a partners recruit program that allows those people living with your volunteer to learn about the department, the obligations, the risks, and the benefits.
- Benefits. Essential programs should include life and accident insurance, and appropriate WSIB (Workplace Safety and Insurance Board) coverage.
- Recognition incentives. Many volunteers simply want to be appreciated and receive some form of recognition. Tangible awards might include pensions or length of service awards, retirement savings plans, discounts at local stores, education/tuition assistance, low- or no-interest loans, employee assistance programs, etc.
- New initiatives. Volunteer firefighters can go through cycles of activity/interest and reduced activity. Add a new program to keep firefighters interested. For example, special teams or rescue squads that require specific qualifications to participate. Follow this with special jacket or uniform patches.
- Volunteer of the month or year program, including their picture displayed in all stations, short media piece, and a tangible reward.
- Annual awards dinner. Develop criteria for best rescue, best training attendance, best emergency call turnout, most significant community service, most fire prevention and/or public education activity, best station, etc.
- The "Fun" factor. Social activities that might include a partners night; family barbecues, baseball or skating; children's Christmas party; supporting a charity; etc. Firefighter competitions and conferences.
- Conduct anonymous surveys of firefighters every year or two. This should probe about issues such as respect for leadership, competency of the organization, image of the fire department, respect for people's time, things the members would like to see the department do, things they don't like, etc.
- Assign projects to task groups of firefighters and officers. Common projects would include standard operational guideline committees, vehicle specifications, station design/redesign, equipment selection, burn house or residential sprinkler demonstration projects, training facility design and specification, special public education and fire prevention projects or initiatives.

November 27, 2018

16.2 Recruitment and Retention Program

The department shall have a designated Recruitment and Retention Officer. This will normally be an Officer, but these duties may be reassigned by the Chief.

16.2.1 Goals

The primary goal of the Recruitment and Retention Program will be to maintain adequate volunteer staffing to meet or exceed the needs of the community and maximize compliance with applicable NFPA guidelines. Supplemental goals shall include activities for career and leadership development, and to increase participation levels. The Department shall strive to recruit, include, develop, retain, engage and motivate a diverse, results-oriented, high-performing volunteer workforce.

16.2.2 Funding

Funding for specific Recruitment and/or Retention (R&R) programs may be solicited from available local, state and federal programs and organizations. Funded programs shall have specific and measurable goals and expected outcomes, against which actual results can be measured. If budget permits, department funds may be allocated to Recruitment and/or Retention programs, with the appropriate Executive or Membership approval (as per Department By-Laws).

All associated procurement activities shall be conducted in accordance with our Department's SOPs and By Laws, as well as any applicable local, state and or federal regulations.

Not all R&R activities require funding, as some of the most effective recruitment resources are our volunteers. Volunteers should be encouraged to seek out colleagues, friends, and associates that may candidates for becoming a Volunteer Firefighter, or Support Member.

All active volunteers are empowered to recruit and invite new members, however, requests for Fire Department Presentations or Speakers at organizations or events, should be handled through a Chief Officer

16.2.3 Recruitment Program

Recruitment may include any/all activities that attracts and brings qualified new volunteers to our department. Recruitment begins at the most personal level, involving all active volunteers who can and should act as representatives of our department, and project a positive, professional and inclusive message about our department.

Recruitment programs may include, but are not limited to

1. traditional advertising via print, radio, television and signage,
2. social media outreach
3. public education and demonstrations
4. direct outreach to specific groups and organizations (Schools, Fire Academies, Civic Groups, etc).

16.2.4 Retention Program

Retention may include any/all activities that reduces or mitigates the loss of active volunteers due to circumstances within the control of the department. Retention activities can also address career and leadership development and increasing participation levels of volunteers.

November 27, 2018

Retention programs may include, but are not limited to

1. Volunteer recognition and awards
2. Tuition support for higher education
3. Developmental training for fire leadership
4. Stipend/Achievement awards based on participation and training levels

16.2.5 Point Based Call Stipend

In order to recognize, reward and encourage volunteer participation and achievement, the Department may employ a stipend program, as funding permits, to reward active volunteers for participation in operational activities and for responding to calls.

To be eligible for the stipend program in any given month, volunteer firefighters must meet or exceed the minimum monthly participation requirements as detailed in this SOP.

Points per call will be assigned according to the volunteer’s certification levels, and the type of call. Initial points basis is outlined in the table below

IDLH Fires (Structure Fires, Car Fires, etc)		
Volunteer Type	Certifications Required	Points
Non-IDLH FF*	CPR, Bloodborne Pathogens, Hazzmat Awareness, NIMS	10*
Firefighter 1	FL Firefighter 1	40
Firefighter 2	FL State Standards	50

**only as support OUTSIDE of the fire area*

Medical Calls (Including MVCs)		
Volunteer Type	Certifications Required	Points
Non-IDLH FF*	CPR, Bloodborne Pathogens, Hazzmat Awareness, NIMS	10*
EMR / First Responder	CPR, Bloodborne Pathogens, Hazzmat Awareness, NIMS, EMR	20
EMT	EMT Basic	25
Medic	Paramedic	30

**only working under EMT/Medic direction*

Wildland & Brush Fires		
Volunteer Type	Certifications Required	Points
Non-IDLH FF*	CPR, Bloodborne Pathogens, Hazzmat Awareness, NIMS	10
Wildland FF	Ext. FF + S130/S190 ICS100	30
Firefighter 1	Wildland + Fire 1	40
Firefighter 2	Wildland + Fire 2	40

**only as support OUTSIDE of the fire area*

Special Details and/or Service Calls		
Volunteer Type	Certifications Required	Points
Non-IDLH FF	CPR, Bloodborne Pathogens, Hazzmat Awareness, NIMS	10
Firefighter and/or EMT	Firefighter 1 or 2, or EMT-B/EMT-P	25

IDLH Calls x IDLH Rate		
Brush Calls x Brush Rate	Activity for Monthly Bonus	Bonus
Med Calls x Med Rate	Call Longer than 4 hours	20
Service Calls x Service Rate	Exceptional Maintenance/Admin Activities	20
Duty Hrs - 49		
Bonus Points	All Call Type	Bonus

November 27, 2018

= Total Points

Officer on Call

20

Payment of stipends to individual volunteers will be done either quarterly or semi-annually. The R&R Officer, or his/her designee will collect and tabulate point data based on the documented run reports, firefighter time sheets, and firefighter roster. The dollar value per point shall be calculated each period, based on the total funding for the applicable period, divided by the total points for all volunteers for that period. The point and dollar tabulation will be reported and recorded in the next regular monthly business meeting. Stipend payouts will be done by the Treasurer, who will ensure all recipients sign for the received stipend.

16.2.6 Tuition Reimbursement

In order to recognize, reward and encourage volunteer participation, the Department may make Tuition awards as funding permits.

To be eligible, volunteer firefighters must:

- Be off of probation, unless waived by a vote of the general membership
- Meet or exceed the minimum monthly participation requirements as detailed in this SOP.
- Have been an active member for at least two years, or agree to remain an active member for two years (or an agreed upon duration) following the award. If the volunteer does not remain active for the agreed upon duration, he/she agrees to repay a pro-rated portion of the award.

Qualified applicants will be vetted by the Fire Chief, and approved in accordance with the Department's By Laws and SOPs, on a first-come, first served basis until the applicable year's funding is exhausted. Awards under \$501, and within the allocated Tuition Reimbursement Budget, may be approved by the Executive committee, and awards over \$500 must be approved by a vote of the general membership.

Tuition reimbursement to be paid contingent upon successful completion of the higher education class/course. Advanced payment may be approved by a vote of the membership, with the agreement that the award is still contingent on successful course completion. Normal awards should not exceed \$1,000 per year, but may be adjusted based on needs, available budget and the number of applicants.

Any tuition funding not used in a given period, along with any refunded or returned funds, will be added to the tuition fund for the next period, and made available for award.

16.2.7 Leadership & Career Development

In order to recognize, reward and encourage volunteer participation, the Department may make awards, as funding permits, for volunteers to attend Leadership or Career Development training. This award may fund the training and associated travel expenses.

To be eligible, volunteer firefighters must:

- Be off of probation, unless waived by a vote of the general membership
- Meet or exceed the minimum monthly participation requirements as detailed in this SOP.
- Have been an active member for at least two years, or agree to remain an active member for two years (or an agreed upon duration) following the award. If the volunteer does not

November 27, 2018

remain active for the agreed upon duration, he/she agrees to repay a pro-rated portion of the award.

Qualified applicants will be vetted by the Fire Chief, and approved in accordance with the Department's By Laws and SOPs, on a first-come, first served basis until the applicable year's funding is exhausted. Awards under \$501, and within the allocated Leadership & Career Development Budget, may be approved by the Executive committee, and awards over \$500 must be approved by a vote of the general membership.

Training reimbursement to be paid contingent upon successful completion of the training class. Advanced payment may be approved by a vote of the membership, with the agreement that the award is still contingent on successful training completion. Normal awards should not exceed \$800 per year, but may be adjusted based on needs, available budget and the number of applicants.

Any career development funding not used in a given period, along with any refunded or returned funds, will be added to the career development fund for the next period, and made available for award.

16.3 Inclusion and Diversity

All R&R activities shall be conducted in such a manner as to promote an inclusive and diverse membership. R&R activities shall not exclude any group or individual, nor shall they target any group or individual based on ethnicity, gender, age, national origin, disability, sexual orientation, and religion.

Recruitment efforts may, however, screen for minimal Firefighter eligibility requirements such as:

1. US Citizenship or appropriate Work Visa
2. High school Diploma or GED
3. Valid Florida Driver's License, with no history of significant violations
4. Ability to pass a criminal history background check as per Brevard County Fire Rescue
5. Ability to perform physical activities as required for a Firefighter

All firefighter candidates will also be required to obtain medical clearance prior to participation in the required physical training.

November 27, 2018

17 Conflict of Interest

All trustees, officers, agents, and volunteers of this organization shall disclose all real or perceived conflicts of interest that they discover or that have been brought to their attention in connection with this organization's activities.

A "conflict of interest" occurs where a person is responsible for promoting the interest of the department at the same time he or she is involved in a competing personal interest (financial, business, personal, or relational).

"Disclosure" shall mean providing properly, to the appropriate person, a written description of the facts comprising the real or apparent conflict of interest. An annual disclosure statement shall be circulated to trustees, officers, and certain identified agents and volunteers to assist them in considering such disclosures, but disclosure is appropriate and required at any time conflicts of interest may occur. The written notices of disclosures shall be filed with the Chief Executive Officer or such other person designated by the Chief Executive Officer to receive such notifications. At the meeting of the top governing body, all disclosures of real or perceived conflicts of interest shall be noted for the record in the minutes.

An individual trustee, officer, agent, or volunteer who believes that he or she or an immediate member of his or her immediate family might have a real or perceived conflict of interest, in addition to filing a notice of disclosure, must abstain from

1. participating in discussions or deliberations with respect to the subject of the conflict (other than to present factual information or to answer questions),
2. using his or her personal influence to affect deliberations,
3. making motions,
4. voting,
5. executing agreements, or
6. taking similar actions on behalf of the organizations where the conflict of interest might pertain by law, agreement, or otherwise.

At the discretion of the top governing body or a committee thereof, a person with a real or perceived conflict of interest may be excused from all or any portion of discussion or deliberations with respect to the subject of the conflict.

A member of the top governing body or a committee thereof, who, having disclosed a conflict of interest, nevertheless shall be counted in determining the existence of a quorum at any meeting in which the subject of the conflict is discussed. The minutes of the meeting shall reflect the individual's disclosure, the vote thereon, and the individual's abstention from participation and voting.

The President and Board Chair shall ensure that all trustees, officers, agents, volunteers, and independent contractors of the organization are made aware of the organization's policy with respect to conflicts of interest.

November 27, 2018

Annual Reporting Statement

I have read and understand the Conflict-of-Interest Policy. I hereby declare and certify the following real or perceived conflict(s) of interest:

Disclosure Statement *(provide details or N/A):*

(If necessary, attach additional documentation.)

I agree to promptly inform the board upon the occurrence of any event that could potentially create for me a conflict of interest.

Date _____

Name _____

Signature _____

Title _____

November 27, 2018

18 Certificate of Receipt

I _____ hereby acknowledge that I have received a complete copy of the Standard Operating Procedures, including the Code of Conduct, and Sexual Harassment Policy, and agree to abide by them and all applicable local, state, and federal laws & regulations in their entirety.

I also understand and agree to report any and all of the following to the Chief within 24 hours:

1. Loss, revocation or suspension of my Florida driver's license.
2. Receipt of a citation/ticket for any moving violation
3. Arrest for any reason
4. Being notified of involvement in or interviewed as a target of a criminal investigation
5. Involvement in any vehicle accident as a driver (whether at fault or not)
6. Any change in health that might impair my ability to drive or perform my FCFD duties
7. The prescribed use of any substance that might impair my ability to drive or perform my FCFD duties
8. The use of any controlled substances not legally prescribed to me
9. The change of my home address, contact phone number(s) and/or emergency contact information

Signature: _____

Date: _____

Witness: _____

Date: _____