

# Lane Fire Authority

## Resident Volunteer Program Handbook



## Contents:

Section 1 – General Provisions Resident Volunteer

Section 2 – General Obligations Resident Volunteer

Section 3 – Duties

Section 4– House Rules

Section 5 – Disciplinary Action

Section 6 – Scholarship Program

## SECTION 1. - GENERAL PROVISIONS RESIDENT VOLUNTEER

### PURPOSE:

To establish general provisions relating to the position of Resident Volunteer fire fighter.

### GENERAL:

The basic intent of the Resident Volunteer Program is to provide a way in which the District can increase its ability to protect the citizens of the community by providing additional immediate response personnel during an emergency. This is accomplished by having volunteers live in quarters at the fire station while covering a 48/96 hour shift.

### GUIDELINE:

#### APPLICATION

1. Application to the Resident Volunteer Program is open to any volunteer fire fighter who meets the minimum standard for application.
  2. Application to the program must be in writing using the form provided.
    - a. Volunteers already associated with the District need to complete the Resident Program Application Form.
    - b. All other applicants must use our standard application for membership indicating the position desired as Resident Volunteer.
  3. Minimum Qualifications: Must have one or more of the following;
    - a. Volunteers associated with this or any other fire district must be either a current EMR, or above, or be enrolled in either the EMT or Paramedic program, and have successfully completed an NFPA FF I recruit academy.
    - b. Persons who are not currently associated with a fire district, but have a history of being in good standing with a fire service agency in the recent past and have completed NFPA FF I or equivalent. Must be either a current EMT, or above, or provide proof of enrollment in either the EMT or Paramedic program, and successfully complete the District's NFPA FF I recruit academy or, approved lateral training plan.
    - c. Above requirements will be evaluated for determination by the District.
1. Applicant must be at least 18 years of age.
  2. Applicant must possess a valid Oregon driver license.
  3. Once application has been made, the applicant must participate in, and successfully complete, the first available driver training course provided by the District. It is expected that all residents will be a code 1 driver within the first six months with the district.

**Note:** Modification or waiver of these standards may be at the discretion of the Program Coordinator and/or the Fire Chief.

## TERM

Resident Volunteers will be on a 2 year contract with Lane Fire Authority. Exceptions and/or modifications to this rule will be at the discretion of the Program Coordinator and/or the Fire Chief.

## SECTION 2. - GENERAL OBLIGATIONS RESIDENT VOLUNTEER

**PURPOSE:** To provide a consistent understanding of general expectations surrounding the Resident Volunteer Program.

**GENERAL:** Admission to the Resident Volunteer Program is not only a valued service to the community, but also a privilege position with the District, and as such, carries extra responsibility. It must be understood that individuals participating in the program are first and foremost volunteer fire fighters with the District, and as such, are due all rights and privileges associated with that position. This guideline spells out the relationship between the Resident Volunteer and the District.

### **GUIDELINE:**

#### DISTRICT OBLIGATION

1. To furnish all necessary protective gear, uniforms, and insurance as afforded a volunteer fire fighter (due to increased duty requirements, resident volunteers may be issued additional uniform apparel items than is otherwise standard to volunteers).

4 - Tee shirts

1 - Ball caps

1 - Knit winter cap

1 - Pullover Sweat Shirt

1 - Dress uniform shirts

2 - Pair uniform pants

1 - Black leather belt

1 - Pair leather boots suitable for uniform dress

**Note:** The individual must discuss the purchase of boots with the Resident Volunteer Program Coordinator prior to committing District funds. It is estimated that boots should last, at least, two years.

Whenever a Resident Volunteer leaves the program, they have the option to keep their boots. If the individual leaves before two years of service, and wishes to keep their boots, then the cost of the boots will be pro-rated and the individual will be assessed the difference. If the pair of boots are at, or beyond, the two year life cycle then the individual will not be assessed the pro-rated cost.

As these apparel items become worn, or if they are ruined during sanctioned use, they are to be turned in for evaluation and exchange.

2. To furnish sleeping space at a fire station for the individual.

3. To provide kitchen and bathing facilities for the individual.
4. Permit the individual to use other portions of the station for recreation, study, or other uses in compliance with District policy.
5. Provide consistent guidance and leadership to assist in the development of the individual.
6. Resident Volunteers are eligible for educational reimbursement of tuition fees of up to \$1400 per term and an additional \$200 for books and school fees not to exceed \$4800 per year. Additionally, all volunteers accrue run points that can be used for reimbursement of any educationally related expenses. (See Resident Scholarship SOG for details.)

### RESIDENT VOLUNTEER OBLIGATION

1. Each resident will be on an assigned 48/96 hour shift. It is expected that the resident volunteer will make themselves available to respond to secondary calls or major emergency incidents when at the station but not on duty.
2. The Resident Volunteer shall make the fire station their primary residence during the term of the contract.
3. Shall conduct themselves in a manner above reproach both on and off duty, as well as inside and away from the fire station.
4. Shall not use tobacco products in any form.
5. Shall be accountable for all assignments during duty periods.
6. Shall keep apparatus in a clean and orderly fashion inside and out.
7. Shall maintain apparatus so it is stocked and response ready at all times.
8. Must participate in maintaining a clean, healthful atmosphere in the living quarters.
9. Shall be punctual for all assignments, appointments, and other duties.
10. Shall maintain a cheerful, cooperative attitude while in the station or on duty.
11. Must follow all relevant District policy, house rules, and orders from superior officers.

### SECTION 3. - DUTIES

**PURPOSE:** To provide a consistent understanding regarding assigned and expected duties of participants in the resident volunteer program.

**GENERAL:** Each resident volunteer is expected to perform housekeeping and other duties that ensure a pleasant and healthful atmosphere in the station. In addition each resident volunteer will be

assigned duty shift periods to accommodate efficient response requirements of the District. It is the responsibility of all Duty Resident(s) to perform housekeeping during their respective shift days.

GUIDELINE:

SHIFT TIMES & DAYS

1. The shift starts at 08:00 and continues to 08:00 for a total 48 hour shift.
2. Residents are required to be ready to work or respond by the specified time for their shift.  
  
**Note:** The starting time of 0800 means that the Resident Volunteer is out of bed ready to go to work. Exceptions to this are whenever alarms of the previous night have kept the individual from having sufficient rest (i.e., structure fire, fatal MVA, extended medical emergency, etc). Any questions concerning the exception need to be directed to the Program Coordinator or the Shift Lieutenant/Chief Officer.
3. Shift days are not to be used for scheduling personal appointments, ie; doctor, dentist, grocery shopping or any other event that can be scheduled during off time. Speak with the Shift Lieutenant/ Program Coordinator if unavoidable situations arise.
4. Residents are required while on duty between the times of 0800 – 1700 to wear the appropriate uniform. After 1700 a District T-Shirt with shorts and or appropriate pants are acceptable station wear. Call response will be conducted in the approved, provided uniform clothing. The wearing of turnout bottoms on medical calls will only be acceptable in unique situations, ie; returning from an MVA, or structure fire.
5. Resident volunteers are assigned duty shift days based on an "A", "B", "C" schedule.
6. During the 48 hour shift, allowances will be made for regularly scheduled employment, school and other approved activities. Shift hours missed relating to the above conditions shall be retroactively made up as to insure the hourly commitment is attained. Resident Volunteers are expected to be in the station performing their duties at all other times during assigned shifts.
7. If work or school, or the combination there of, is greater than 12 hours in any given day, the Resident volunteer shall work with the Shift Lieutenants to arrange shift coverage.
8. Resident Volunteers will at all times keep their availability and schedule updated in FireManager. Failure to comply with this may result in disciplinary action and/or termination from the Resident Program.

EMERGENCY RESPONSE DUTY

1. Resident volunteers shall respond to all alarms in the assigned response area while on their duty shift. Resident volunteers who are not on shift duty will make themselves available to respond, to ensure the apparatus is adequately staffed. This will provide opportunity for shift hours missed due to permissible allowances listed above in SHIFT TIMES & DAYS, item 5.

**Note:** There has been a tendency in the past for the Resident Volunteers to completely staff a response vehicle, whether they were on duty or not. The negative side of this act was that it tended to reduce the active participation of Non-resident Volunteers, who felt crowded out and did not get sufficient experience to maintain interest. Of course the important issue here is to assure an adequate response to all emergencies in the assigned response area. So to accommodate all interests, it is expected that all off duty Resident Volunteers who are in the building at the time of an alarm will make themselves available to respond by going to the apparatus bay and coordinate the response with other members. If an adequate response is achieved through a combination of the on duty Resident Volunteers and the Non-resident Volunteers then the off duty Resident Volunteers may stand down once they have gained permission from the officer in charge.

2. Resident volunteers will be assigned response duty in accordance with their qualifications and the needs of the District. No person will be assigned duty that is beyond their capabilities.
3. Be sensitive of the sleep requirements of other residents when returning to the station after 22:00 hours, keep the noise level down.
4. Residents who are on duty may be asked to fill out the Incident Report by persons from other, more remote, stations and/or battalions.

#### TIME OFF

1. To allow for appropriate scheduling, requests for time off must be submitted to the Shift Lieutenants, through FireManager, at least 12 days (two (2) full shifts) -prior to the actual time requested.
2. It will be the responsibility of the resident volunteer to make arrangements for a replacement person to fill their position for the shift(s) and to notify the Shift Lieutenants. Exceptions to this rule will be whenever the resident volunteer is ill or injured and there was insufficient time prior to the illness or injury to make such arrangements. It is expected, best efforts will be made to fill the absence on the shift by the Resident Volunteer.
3. Shift and/or time trades will only be permitted between individuals of the same or similar qualifications.

Note: If a resident has a volunteer cover, it is expected that the volunteer will do their share of the chores, and adhere to the same conditions and expectations as the resident volunteer.

4. Special requests for time off will be reviewed on an individual basis by the Program Manager and Shift Lieutenants.

#### HOUSEKEEPING DUTIES

1. All personnel shall take the initiative to see that all living, meeting, and business areas are kept neat and clean. Resident volunteers will be responsible for assisting with clean-up on a daily basis.

**Note:** Adhere to the cleaning schedule pertinent to your station.

2. It is expected that the residents will take the lead role in accomplishing maintenance/cleaning duties at the resident station.

## SECTION 4. - HOUSE RULES

**PURPOSE:** To provide a standard approach to maintain an efficient, orderly, and clean work place and living environment.

**GENERAL:** When people live and work in close quarters, such as the fire station, rules must be established and adhered to in order to ensure a safe environment and pleasant atmosphere. It is the responsibility of each individual to participate at a level above the expected minimum, to cooperate as a team member meeting the needs of the whole.

It is the philosophy of the District that whenever it is practical and wherever it is possible we are committed to recycling programs.

**GUIDELINE:**

### TELEPHONE

1. Always answer the telephone professionally, using the District name.

### KITCHEN & DINING FACILITY

1. The kitchen and dining area shall be kept clean at all times.
2. Food lockers and the refrigerator shall be kept neat and clean.
3. The kitchen floor will be kept clean at all times.
4. After meals all food will be disposed of, or stored in a manner to ensure a neat, healthful environment. Fruit, cookies, candy, bacon or other like items shall be left out only if they are for the benefit of all personnel.
5. Dishes shall be rinsed immediately after use and placed in the dishwasher. If the dishwasher is full of clean dishes, put them away. If the dishwasher is full of dirty dishes, start the washer. Dirty dishes left in the sink will not be tolerated under any circumstances. You may need to hand wash your dishes while the dishwasher is operating.
6. The stove and table shall be cleaned immediately after use.
7. Respect the ownership of food items belonging to another individual, ask before eating. Gain approval from the other residents prior to inviting a guest to dine with the crew.

8. The general rule in the kitchen is: If you make a mess, clean it up. If you see a mess, see that it gets cleaned up.

### DORMITORY

1. The bed will be made immediately upon rising, and kept neat at all times. It is expected that bed linen will be changed routinely.
2. PPE will not be stored in the dormitory area. It will remain in the apparatus bay with all other member's response gear.
3. Bed lamps and other appliances will be allowed in the dorm as long as they are reasonable, in good repair, and used with discretion. Be sure to turn off all alarm clocks, radios, and other noise generating appliances when you leave your sleeping room.
4. District items/furniture will not be moved, altered, or removed from dorm rooms without the explicit permission of the Program Coordinator or Shift Lieutenant. Direct connection to the district's network within dorm rooms shall not take place without the explicit permission of the Program Coordinator or Shift Lieutenant.
5. Only district shift members are allowed in the dorm rooms. Other individuals may be allowed in the dormitory area under the following exceptions:
  - a. A tour has been scheduled during normal working hours, or an impromptu tour has been sanctioned by those resident volunteers in the area at the time of the request.
6. Noise in the dormitory area shall be kept to a minimum at all times. Respect the right of others to have a quiet space for sleep, meditation, study, or other activity that requires quiet. After 22:00 hours there must be complete quiet.
7. Respect the privacy of other residents.
8. Lockers for personal effects shall be kept clean and neat. No prohibited items, such as alcohol, illegal drugs or paraphernalia, flammable or hazardous materials, fire arms or ammunition, will be allowed in the station.
9. Personal effects, such as clothing, extra shoes, etc., will be kept in the assigned locker or other assigned storage space. Personal items must not be left on the bed, floor, or laying about in such a manner to appear messy.
10. Dirty laundry shall be stored in a suitable container and not allowed to accumulate.
11. Dormitory rooms shall be subject to inspection.
12. The general rule for the dormitory area is: If you make a mess clean it up. If you see a mess, see that it gets cleaned up.

### SHOWER FACILITIES

1. Each resident volunteer shall be responsible for their own bathing supplies.
2. Residents shall not use another's bathing supplies without first asking permission. Sharing another person's razor is in violation of District policy relating to the prevention of spreading blood borne pathogens.
3. Each shower will be cleaned in accordance with the stations cleaning schedule.
4. All soiled towels will be hung to dry or cleaned in the provided laundry area. Bath towels left for future use will not be piled on the floor in the shower area.
5. Toiletries shall be returned to an individual's personal locker or approved storage area after use. Storage of toiletries on the countertop in the lavatory will not be tolerated.
6. The general rule for the shower facilities is: If you make a mess clean it up. If you see a mess, see that it gets cleaned up.

### COMMON AREAS

1. There shall be no overnight sleeping in any of the common areas by anyone. Except by explicit permission of a Shift Lieutenant and/or Chief Officer.
2. The last person leaving any common room must make sure that all lights and appliances are turned off.
3. All residents are responsible for maintaining a neat appearance of all common areas.
4. Resident volunteers may use the meeting rooms, exercise area, study room, and kitchen/dining areas for studying or other personal use during business hours, provided that the activity will not interfere with department operation. The use of office areas for anything other than official business must gain prior approval from the Fire Chief, or designee.
5. Personal activities, such as watching tv, gaming, or social networking as examples will take place only after 5pm each day.
6. All personnel using common areas must show consideration for other people using the same room or area. A behavior that may promote discomfort for others is prohibited.
7. Music will be allowed in common areas only as long as it does not distract others using the same area, or adjacent areas.
8. Hobbies or other projects will be allowed provided they are appropriate for the setting, do not disturb others, or create a hazard. A project may not be left out over night or for any prolonged time when the individual is not actively working on it.
9. The general rule for the common areas is: If you make a mess clean it up. If you see a mess, see that it gets cleaned up.

## VEHICLES & PARKING

1. Resident volunteers must park their vehicles in areas other than those used by either the public or other volunteers during the normal course of business. Resident volunteers must park in a clearly marked parking space for cars.
2. Only the rear driveway apron of the station may be used for washing private vehicles. Vehicles must not be left unattended in this area, alarm response is the only exception. Be sure to not block response vehicles.
3. Working on private vehicles is limited to non-business hours, shall not be a major project, and is subject to the approval of the Maintenance Staff, Shift Lieutenant, Program Coordinator or the Fire Chief.
4. The general rule for the apparatus bay & parking areas is: If you make a mess clean it up. If you see a mess, see that it gets cleaned up.

## VISITORS

1. All unaccompanied visitors must check in at the reception area during business hours. It is the responsibility of each resident to inform their visitors of this rule.
2. Visitors will not be allowed in the station after 22:00 hours.
3. Station access codes for the doors shall not be given out to non-department persons.
4. Non-department personnel will not be allowed in the dormitory area or within dormitory rooms.

## PERSONAL CONDUCT

1. Resident Volunteers must maintain a clean, neat appearance.
2. Resident Volunteers must observe and practice good personal hygiene in accordance with District standards.
3. Horseplay will not be tolerated in any area of the station under any circumstance.
4. Sports activities, basketball games, catch, etc., may be played at the rear of the station.
5. Personal gear must not be scattered about the station. All personal items shall be stored in lockers or other appropriate areas.
6. Each Resident Volunteer is expected to conduct themselves in a responsible manner conducive to team building. This will require conscious effort toward open and honest discussion of problems as they arise, seeking a solution rather than attaching blame.
7. Overtly romantic or behavior which is sexual in nature is strictly prohibited in all stations.

## DEPARTMENT PROPERTY

1. All personnel will make every effort to protect and maintain the condition and appearance of District owned property.
2. Tools shall not be removed from any apparatus without authorization from the Shift Lieutenant, or Fire Chief. District owned shop tools may be used for personal projects with the permission of Maintenance Staff. All tools must be returned to their proper storage location immediately after use. Tools shall not be removed from the premises. Tools owned by other volunteers or employees shall only be used provided prior authorization has been given.
3. Uniforms and turnout gear will be worn only while engaged in District sanctioned activities, unless otherwise authorized by the Program Coordinator, Shift Lieutenant or Chief Officer.
4. Badges, caps, tee shirts, or other uniform type clothing representing the District, by virtue of the displayed name, shall not be worn during inappropriate times, functions, places, or under circumstances which may reflect poorly on the good reputation of the District. District issued apparel and uniform clothing shall only be worn for District activities and not for personal activity use.
5. All chairs, stools, tables, and other furniture and equipment shall be returned to their proper location after use.
6. The gaining of access to rooms through ceiling tiles is strictly prohibited. If broken tiles are found in the resident dorm rooms, or in areas of primary use by Resident Volunteers, appropriate disciplinary action will be taken.

## SECTION 5. - DISCIPLINARY ACTION

### PURPOSE:

To provide a consistent approach to the application of any necessary corrective action.

### GENERAL:

The District recognizes the fact that, at times, people may not measure up to an expected level of achievement or behavior, and that those occurrences require positive corrective action designed to promote personal growth for the individual. The philosophy of the District, regarding discipline, is one guided by corrective counseling rather than punitive measures.

### GUIDELINE:

Under circumstances where there does not exist a specific rule the individual must be guided by common sense and good judgment, understanding that they are responsible for their actions.

1. All disciplinary action shall follow District policy relating to such matters.
2. Where there have been no serious infractions reprimands will be verbal. However, several verbal reprimands relating to the same issue may indicate a chronic condition requiring more severe action.

Such action may include but is not limited to:

- a. An extra duty assignment to be determined by the Program Coordinator or Shift Lieutenant
  - b. Temporary reduction of tuition reimbursement
  - c. No trades or covers allowed for a time period to be determined
3. A verbal reprimand may be given by any officer. Written reprimands are administered by an Officer, Program Coordinator or higher authority.
  4. Rebuttal to any action can be made through the Program Coordinator with a final decision made by the Fire Chief, or designee.

## SECTION 6. SCHOLARSHIP PROGRAM

### Purpose:

To provide a scholarship program for those members who have been chosen as Resident Volunteers to cover the majority of the costs incurred in pursuit of fire and EMS degrees or related education.

### Eligibility:

Members who have a signed agreement in place agreeing to a 48/96 shift schedule with additional duties and status as Resident Volunteer.

- Must be currently enrolled in an approved (by a Chief Officer) accredited college or program that leads to a degree or certification in either fire, EMS, or related field.
- Must be a Resident in good standing.
- Scholarships cover from the time of initial entry into the Resident Program until graduation, completion of certification, termination, or 24 months in the Resident Program.
- Funds may not be used to repay student loans or debts incurred prior to service as Resident Volunteers.
- Reimbursement requests must be dated within the fiscal year of the District, July 1 thru June 30.
- Funds may be used for tuition, lab fees, student activity fees, text books, or related expenses.
- Residents must maintain passing grades in classes in order to maintain eligibility in the scholarship.
- Funds may be requested after an initial six month probationary period from the start of their residency. Thereafter, funds may be disbursed at the completion of each term, showing a valid receipt for funds paid to the college or institution and a grade report indicating passing grades. The District will not reimburse late fees and penalties. (Forms to request reimbursement may be obtained from the Program Coordinator or from the Forms section on the e-library.)
- Failing grades and/or failure to obtain certification as applicable may result in the repayment of scholarship reimbursement funds at the discretion of the Program Coordinator.

- Requests for reimbursement must be authorized by the Program Coordinator before disbursement by the Business Manager.
- Failure to fulfill the 2 year Resident Volunteer agreement could result in the repayment of all scholarship funds.

Available Funds:

- Residents are eligible for up to \$1,400 per term for tuition and an additional \$200 per term for books, student fees, and equipment. (This figure is based on a three term year and may not exceed \$4,800.00 per student per year.)
- School related expenses such as lap-tops, calculators, reference books, etc. may also be reimbursed from funds accrued as “run points” under the Fully Accountable Plan.
- Cell phones and associated plans are reimbursed at a rate of \$180.00 each six months as with other volunteers with a cell phone reimbursement form on file signed by the Fire Chief.
- For students with difficulty paying tuition out of pocket, a loan program may be arranged by request to the Program Coordinator.