

**PORT LUDLOW FIRE & RESCUE**

**VOLUNTEER PROGRAM MANUAL**



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1. **Purpose: To establish procedures and expectations for volunteer members.**

2. **Categories of Volunteers**

**General:** Volunteers serve the community by responding to a variety of situations, ranging from emergencies that immediately threaten life or property to routine citizen requests for information, assistance or education. The District has several categories of volunteers:

- a. **Firefighter/EMT Volunteer:** Volunteers who serve the community by responding to a wide variety of emergency situations, including fire suppression, emergency medical aid or rescue, hazardous material responses and confined space. This classification of Volunteer may also assist in non-emergency activities such as Public Education, Public information, inspections and routine day to day fire department activities.
- b. **EMS Only Volunteer:** Volunteers who serve the community by responding to and dealing with emergency medical situations that can pose a threat to life. Members in this position are responsible for the protection of life through medical services, emergency scene support and other like duties. This classification of Volunteer may also assist in non-emergency activities such as Public Education, Public information, inspections and routine day to day fire department activities.
- c. **Support Services Volunteer:** Volunteers who serve the community by being assigned to number of different areas of “non-hazardous” volunteer work that would otherwise have to be performed by suppression personnel. By so doing, they free up suppression personnel to focus on emergency duties. Typical support services functions may include but are not limited to assisting in performing non hazardous tasks at emergency scenes, driving apparatus to emergency scenes, Public Education and Public Information. This classification of Volunteer may also assist in routine day to day fire department activities to include assisting in administration functions.

**Unless specifically differentiated, the procedures contained herein apply to all categories of volunteers.**

3. **Job Descriptions:**

The District shall maintain job descriptions for the four categories of volunteers and shall review them on an as needed basis. **See Appendix A for Job Descriptions.**

#### 4. Application and Acceptance Process

**Step 1:** The Applicant shall complete a department application and furnish all required documentation.

**Step 2:** If not disqualified on basis of the application and documentation, the Applicant's paperwork will then be submitted for a background check.

**Step 3:** The Applicant may be required to complete the selected department assessment tool.

**Step 4:** After completing the assessment tool, and upon return of the background check, the applicant will be sent to:

a. A Firefighter interview panel, then to

b. The Chief's Interview

**Step 5:** Upon completion of the Interview Panels, if the applicant is approved by the Fire Chief to continue in the process, the applicant will be given the medical package and referred to the department's medical provider for the medical exam.

**Step 6:** After successful completion of the background check and medical exam, the Applicant will, upon approval of the Assistant Chief, be offered a Standard Volunteer position as applicable:

a. Firefighter/EMT Volunteers must successfully pass the Candidate Physical Ability Test (CPAT) within their first six months of membership. Failure to do so will result in the Volunteer being dismissed from the program. EMS Only and Support Volunteers will also be required to successfully pass a Physical Ability Test designed for their particular category of service.

**Step 7:** The Volunteer will begin Port Ludlow Fire & Rescue's in house training program that is appropriate for the volunteer category they are occupying. Firefighter/EMT Volunteers may be enrolled in the first available Volunteer Academy. The particular Volunteer Academy, if any, will be determined by the department based upon location, timing and budget. Firefighter Volunteers and EMS Only Volunteers who are **not already EMTs may be enrolled in** the next available EMT class. The particular EMT Class will be determined by the department based upon location, timing and budget.

## 5. Assessment Tool

The Applicant may be required to complete the Department's selected online assessment tool. This tool is designed to evaluate the applicant in various areas of comprehension, analysis, honesty and personality. In addition, by comparing the applicants profile with the "average ideal" profile as developed by having had current members complete the tool, the department is able to evaluate the applicant's "fit" in the organization as well.

## 6. Oral Interview panels

Each applicant will be required to appear before two separate interview panels:

- a. **Firefighter Panel:** This interview panel will be comprised of Department personnel of various ranks and categories. The purpose of this panel is to assess the applicant's knowledge of the Fire Service and the Department and to assess the applicant's likelihood of being a successful member of the Department.
- b. **Chief's Interview:** This interview panel will be comprised of the Fire Chief and/or the Assistant Chief and is designed to give the Department's Executive Team an opportunity to get to know the applicant and their desires and to formulate opinions as to what the applicant has to offer the Department.

The results of both interview panels and the online assessment tool will be utilized in determining whether the applicant is offered a Volunteer position with the Department.

## 7. Medical Examination

Each applicant will be required to undergo a department Medical Examination and provide an updated immunization record.

## 8. Uniforms and Personal Protective Equipment (PPE)

Upon acceptance into the District, Members will receive the following uniform allotments:

- a. Class B: 1 set

- b. Boots: 1 pair (up to \$100)
- c. Ball Cap, T-shirt, sweatpants, gym shorts 1 each
- d. PPE (excluding EMS only) 1 set

**EXCEPTION: Support Services Volunteers assigned to functions such as Public Education, Fire Prevention and Clerical duties, shall not be issued PPE.**

## 9. Training

The Volunteers must complete certain initial classes before beginning to respond to emergency calls and performing volunteer assignments. Failure to complete certain classes will be grounds for removal from program.

**Based upon the category that they are occupying, the volunteer's initial training classes will include:**

**District Orientation**  
**Fire Service Safety**  
**Firefighter Fundamentals**  
**Maps and Water Sources**  
**Fire District Radios**  
**Fire District Equipment**  
**NIMS IS-100 and IS-700 Training**

**The following classes must be completed during the Volunteer's probationary period:**

**Incident Command System (ICS)**  
**Recognizing and Identifying Hazardous Materials (R & I)**  
**Emergency Vehicle Incident Prevention (EVIP)**  
**Ambulance Operators Course**

**Medical Certification:** The Volunteer Firefighter/EMT and EMS Only Volunteer will be required to become an EMT within the first year of membership subject to course availability. Requirement may be waived by Chief and or his/her designees.

**Ongoing Training: Volunteers will be expected to attend regularly scheduled weekly training sessions as detailed below. The Volunteer Firefighter/EMT, upon successful completion of a 2 year cycle of these sessions will have met Firefighter I criteria.**

**Volunteer drills are conducted as follows:**

- The first Monday of each month from 1900 hours to 2100 hours. The third Monday of each month from 1800 hours to 2000 hours for FF/EMT training and 2000-2200 for EMS only.
- The second Saturday of each month from 1300 hours to 1600 hours.
- FF/EMT and EMS only Volunteers are to attend all drills unless specified EMS ONLY or EMS personnel excused.
- Exceptions:
  - ✓ Certain holidays
  - ✓ December-no Monday or Saturday drills.

These classes will be taught by the on duty Officer in Charge (OIC) and participated in by the on duty crews from station 31 and 33. If a volunteer is unable to attend a particular drill, that drill can be made up by drilling with the career staff during another shift, the makeup training must be coordinated and scheduled by the Officer in Charge (OIC) for that particular shift. If the volunteer firefighter is going to be absent for a prolonged period of time, he/she shall request a Leave of Absence which shall be submitted to the Assistant Chief for consideration.

**10. Minimum Active Status Requirements**

**Volunteers (other than Resident Firefighters):** In order to maintain their membership with the District, each Volunteer must meet the following minimum standards by the end of each calendar year.

- a. Drills: The Volunteer will attend all required/scheduled training (includes make-up training). Career Firefighter/EMTs employed outside of PLFR shall be required to attend a minimum of one drill per month to train with other Volunteers and PLFR career personnel. Training records to be provided to the District to insure mandated training requirements are being met. However, 100% drill attendance is highly encouraged.
- b. Shifts: The Volunteer will spend a minimum of 48 hours on shift at a station per quarter. Shifts to be scheduled in 6 or 12 hour blocks. A stipend will be provided for each 12 hours on shift worked as specified in Section 16.

**Compliance:** The District will, on a quarterly basis, furnish each Volunteer a report that will indicate for each of the above areas, their YTD percentage of compliance regarding the annual requirements that must be met.

**Failure to Comply:** At the end of each year, Volunteers failing to meet the minimum requirements shall be notified by certified letter of their deficiencies and then:

- a. Will have 30 days to make up any deficiencies
- b. Failure to remedy the deficiencies within 30 days will cause the Volunteer to be placed on probation or have their probation extended and to be prohibited from driving apparatus or operating equipment. The Volunteer will be given another 30 days to comply
- c. Failure to cure the deficiencies by the end of the second 30 day period will subject the Volunteer to removal from the program.

NOTE: These minimum requirements are separate from and should not be confused with the minimum standards established in WAC 491-03-010 by the Board for Volunteer Firefighters and Reserve Officers for purposes of Pension eligibility (**see Appendix "BC"**)

**11. Responding to Calls:** Volunteers are expected to respond to their assigned stations unless otherwise directed by the Officer in Charge.

- a. **Fire Responses:** Upon arrival at the station, volunteers will staff the District vehicle at the station and, after allowing a reasonable time for other Volunteers to arrive, respond to the call, notifying JeffCom of their response and the number of responders. In the event the Volunteer arrives at the station and does not staff a District vehicle they will remain at the station on stand-by until released by the Officer in Charge.
- b. **EMS Calls:** Upon arrival at the station, volunteers will staff the District vehicle at the station and respond unless directed otherwise by the Officer in Charge.
- c. **POV Responses:** Responses to incidents in private vehicles are to be avoided.

**(Exception -** On EMS calls, if responding to the volunteer's assigned station would require them passing by the location of the call, they may go to the scene in their POV. All traffic laws are to be obeyed anytime a response is made in a private vehicle. Violation of any traffic rules while responding POV will be cause for discipline.)

## **12. Disciplinary Process may include Verbal Reprimand, Written Reprimand, Suspension & Removal from Volunteer Program**

Volunteers shall comply with all District rules, policies and procedures and with the terms and conditions of the agreement at all times. Non-compliance may subject the Volunteer to penalty and/or discipline up to and including termination.

Volunteers may be terminated at any time with or without cause.

The District has the right to alter, amend, or change the Volunteer regulations and requirements at any time without prior notice to the Volunteer.

## **13. Dispute Resolution (Grievance and Appeal)**

The District recognizes that sometimes situations arise in which a volunteer feels that he/she has not been treated fairly or in accordance with District rules and procedures. For this reason the District provides its volunteers with procedures for resolving disputes.

**Step 1:** A volunteer should first try to resolve any problem or complaint with his/her supervisor. The supervisor should respond to the volunteer, in writing, within ten (10) working days after meeting with him/her, if possible.

**Step 2:** If the volunteer is not satisfied with the response from his/her supervisor, the volunteer may submit the problem, in writing, to the Fire Chief or his/her designee within ten working days after receiving the supervisor's response. The written complaint must contain, at a minimum:

- A description of the problem;
- A specific practice, guideline, or procedure, which the volunteer believes, has been misapplied;
- The date of the circumstances leading to the complaint or the date when the volunteer first became aware of those circumstances;
- The remedy sought by the volunteer to resolve the dispute.

The Fire Chief may meet with the parties, either individually or together, and will endeavor to respond in writing to the aggrieved volunteer within ten working days of any such meeting, if possible. Such determination will be final and binding.

## **14. Volunteer Points and/or Stipends**

**a. Volunteers:** Points will be awarded as follows:

- i. Wellness = 1pt (up to a maximum of 52 points annually)

- ii. Response = 1 pt  
(A "response" is defined as reporting to the station and standing by or actually responding to a call.)
- iii. Training & Drills = 1 pt (up to a maximum of 52 points annually)

Volunteers will receive a stipend of \$45 per required 12 hours worked on shift pursuant to Section 12 (c), above and shall not receive points for responses, training or wellness during these required shifts. A volunteer who chooses to spend time on shift over and above those required will only receive points for responses as specified in Section 16 (a).

As part of the budget process, points will be assigned a monetary value for each fiscal year. The current value of one (1) point for FY 2010 equals \$10.00.

## **15. Leaves**

A volunteer may request a Leave of Absence from the District for good cause. Such request shall be made in writing to the Assistant Chief and shall include the following information:

- a. Starting date
- b. Ending date (Total initial leave request may not to exceed 90 days, but an extension may be requested thereafter )
- c. Reason for leave

Any necessary documentation shall be included with the request. The Assistant Chief has full discretion in granting or not granting the request.

## **16. Resignation**

Volunteers are encouraged to submit written notice of resignation to their supervisor at least ten working days (two calendar weeks) prior to the effective date of their resignation. An exit interview with the Fire Chief shall occur prior to their last day with the District. When a volunteer resigns the volunteer is expected to return all District property, including uniforms, equipment and keys. Failure to do so may delay release of the volunteer's final stipend/points check and can result in criminal charges being filed.

**APPENDIX A**  
**JOB DESCRIPTIONS**

**JOB DESCRIPTION**  
**Volunteer Firefighter/Emergency Medical Technician (Volunteer FF/EMT)**  
**(Volunteer Position)**

**GENERAL PURPOSE**

The Volunteer Firefighter/Emergency Medical Technician (Volunteer FF/EMT) serves the community by responding to a wide variety of situations, ranging from emergencies that immediately threaten life or property to routine citizen requests for information or assistance. They perform within the scope of the policies and procedures of Port Ludlow Fire & Rescue and they perform duties in the following general categories: fire suppression, emergency medical aid or rescue, hazardous material responses, training, building inspections and public education. The Volunteer FF/EMT normally works under the supervision of a company officer and is expected to function effectively as part of a highly trained team. They are also expected to perform their duties under adverse conditions and physical conditions that may pose a high risk of personal injury or exposure to hazardous conditions or infectious diseases.

The Volunteer FF/EMT is required to attend regularly scheduled training in order to maintain the high level of knowledge, skill and ability necessary to function safely and effectively as a firefighter and EMS provider in accordance with state law, county protocols, and standard operating procedures.

The work performance of a Volunteer firefighter/EMT is continuously evaluated for general knowledge, skill proficiency, and ability to work as part of a team. Any deficiencies are corrected through remedial training.

**DISTINGUISHING CHARACTERISTICS**

The Volunteer Firefighter/EMT is a non-compensated position. The Volunteer Firefighter/EMT may be awarded "points" in an effort to cover expenses incurred in the course of volunteering for the District. Volunteer Firefighter/EMTs are not normally assigned shifts but are expected to respond from home or work to District calls.

Individuals fulfilling the duties and responsibilities of a Volunteer Firefighter/EMT will at all time present themselves in a courteous, professional and responsible manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Volunteer Firefighter/EMT drives or rides an emergency vehicle in response to fire, rescue and emergency medical events, hazardous materials response/mitigation and routine requests for help or assistance. In the performance of their duties, the Volunteer Firefighter/EMT places equipment, lays and connects hose; operates high-capacity pumps and directs water streams; raises and climbs ladders; uses chemical extinguishers, safety belts, lines and hooks and uses self-contained breathing apparatus. The Volunteer Firefighter/EMT may enter burning buildings as part of a fire suppression team, perform ventilation tasks above ground, carry heavy objects and equipment and rescue injured or trapped victims. The Volunteer Firefighter/EMT also responds to requests for pre-hospital emergency medical care and transport of sick or injured persons, setting up and/or operating oxygen and auto-defibrillation equipment, administering pre-hospital emergency medical care to the sick and injured and performing other related work as assigned.

## DESIRED MINIMUM QUALIFICATIONS

### Knowledge of:

- Modern fire service principles, procedures, techniques, and equipment.
- Fire protection systems, evacuation considerations, and building construction regulations for fire safety.

### Ability to:

- Communicate effectively, both orally and in writing; ability to understand and carry out verbal and written instructions using the English language.
- Obtain or possesses and maintain certification as an EMT-Basic or IV Tech, or Intermediate, when eligible per County standards.
- Maintain physical conditioning necessary to perform efficiently in emergency situations; meet medical and physical agility standards as established.
- Learn the geography of the District, the location of important buildings and the street system.
- Participate in training drills; attend school and classes on fire fighting, hydraulics, first aid and emergency medicine, fire equipment, and apparatus, and other classes associated with recognized fire fighter and EMT standards.
- Learn and apply technical information pertaining to fire fighting.
- Assist career staff in performing protective inspections of structures and businesses in the community for fire hazards and pre-incident surveys for tactical planning.
- Assist career staff in conducting fire-safety education classes.
- Analyze and cope with a variety of emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent, and nature of fires and emergency aid requests.
- Sustain heavy physical labor during periods of intense activity in emergency situations; to work at varying heights above grade.
- Work within a para-military organization and respond readily to directives.
- Establish and maintain effective working relationships with co-workers, supervisors, and the general public; to work effectively as a team member.
- Assist career staff in updating map book for new additions, streets, and complexes for use in emergencies.
- Service and operate all District equipment and apparatus.
- Perform necessary maintenance, testing and care of fire hoses, trucks, ladders, and auxiliary equipment and apparatus.
- Prevent waste and damage of materials, supplies, and equipment.

- Perform general maintenance and minor repairs to station facilities; perform assigned janitorial activities and minor maintenance and painting.
- Perform community service activities.
- Maintain necessary records and reports, incident forms, and daily shift operation logs, to accommodate needs of the district including computer data entry.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school and it is desirable to have obtained an associate's degree and/or a four-year college degree in fire suppression, emergency medicine or a related field.

### **Licenses; Certificates; Special requirements:**

- High School Diploma or GED
- A valid Washington State Driver's License
- Washington EMT-Basic certification
- IFSAC Firefighter I or equivalent education and experience.

### **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands:**

Work is performed primarily in the fire station, then on emergency medical scenes, mass casualty, fire scenes and extra ordinary events as they occur. Performing tasks under emergency conditions may require strenuous exertion. The exposure to death, emotional stress, patients with contagious diseases and terminal illnesses can be expected.

#### **Mental Demands:**

While performing the duties of this position, the employee will be regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; and interact with fire district members, other organizations and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical hazard from fire, equipment, traffic, smoke inhalation, and falling objects at emergency scenes, and exposure to health risks may occur. Performance of hazardous tasks under emergency conditions may require strenuous exertion under such handicaps as limited visibility, exposure to hazardous or toxic chemicals and gases, extremes in temperatures, cramped surroundings, and contact with death, emotional stress, contagious diseases, and terminal illness.

**JOB DESCRIPTION**  
**Emergency Medical Service Volunteer (EMT)**  
**(Volunteer Position)**

**GENERAL PURPOSE**

The Emergency Service Only Volunteer (EMT) serves the community by responding to and dealing with emergency situations, natural conditions that pose a threat to life and property, and incidents of service to the citizens. They perform within the scope of the policies and procedures of Port Ludlow Fire & Rescue and are responsible for the protection of life and property through medical services, emergency scene support, public education and other like duties. They perform a full range of emergency medical work under adverse and strenuous physical conditions. EMS Only Volunteers have a high risk of exposure to infectious diseases encountered during emergency medical incidents. The EMS Only Volunteer will render emergency medical aid at the level of his/her training and certification in the State of Washington.

EMS Only Volunteers are required to attend regularly scheduled training in order to maintain the high level of knowledge, skill and ability necessary to function safely and effectively as an EMS provider in accordance with state law, county protocols, and standard operating procedures.

The work performance of an EMS Only Volunteer is continuously evaluated for general knowledge, skill proficiency, and ability to work as part of a team. Any deficiencies are corrected through remedial training.

**DISTINGUISHING CHARACTERISTICS**

The EMS Only Volunteer is a non-compensated position. The EMS Only Volunteer may be awarded "points" in an effort to cover expenses incurred in the course of volunteering for the District. EMS Only Volunteers are not normally assigned shifts but are expected to respond from home or work to District calls.

EMS Only Volunteers do not perform fire suppression activities. Their service is limited to functions that are classified as Emergency Medical Services.

Individuals fulfilling the duties and responsibilities of an EMS Only Volunteer will at all times present themselves in a courteous, professional and responsible manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

EMS Only Volunteers participate in EMS drills and attend classes on emergency medical services, disaster control, and related fields, maintain skill level through ongoing training to prevent degradation of skills, receive emergency alarms; operate radio and other communications equipment under routine and emergency conditions, work in conjunction with firefighters and other EMS providers at emergency scenes, drive or ride Fire Department apparatus to alarms, place equipment, and other tools and equipment as required. EMS Only Volunteers respond to requests for pre-hospital emergency medical care and transport of sick or injured persons, setting up and/or operating oxygen and auto-defibrillation

equipment, administering pre-hospital emergency medical care to the sick and injured and performing other related work as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Modern EMS principles, procedures, techniques, and equipment
- Modern fire service principles, procedures, techniques, and equipment as they relate to EMS.

### **Ability to:**

- Communicate effectively, both orally and in writing; ability to understand and carry out verbal and written instructions using the English language.
- Deal with the public courteously and effectively.
- Maintain harmonious working relationships with coworkers.
- Understand and execute specific orders or instructions.
- Ensure that all work is performed in a safe manner, following all applicable safety guidelines.
- Work in real and potential hazardous conditions to the extent of possible serious injury or loss of life.
- Recall facts and conditions observed while under severe physical and emotional stress.
- Obtain or possesses and maintain certification as an EMT-Basic or IV Tech, or Intermediate, when eligible per County standards.
- Maintain physical conditioning necessary to perform efficiently in emergency situations; meet medical and physical agility standards as established.
- Learn the geography of the District, the location of important buildings and the street system.
- Participate in training drills; attend school and classes on first aid and emergency medicine and other classes associated with recognized EMT standards.
- Learn and apply technical information pertaining to EMS.
- Analyze and cope with a variety of emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent, and nature of fires and emergency aid requests.
- Work within a para-military organization and respond readily to directives.
- Establish and maintain effective working relationships with co-workers, supervisors, and the general public; to work effectively as a team member.

- Assist career staff in updating map book for new additions, streets, and complexes for use in emergencies.
- Service and operate District EMS equipment and apparatus.
- Perform necessary maintenance, testing and care of EMS equipment and apparatus.
- Prevent waste and damage of materials, supplies, and equipment.
- Perform general maintenance and minor repairs to station facilities; perform assigned janitorial activities and minor maintenance and painting.
- Perform community service activities.
- Maintain necessary records and reports, incident forms, and daily shift operation logs, to accommodate needs of the district including computer data entry.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school and it is desirable to have obtained an associate's degree and/or a four-year college degree in emergency medicine or a related field.

### **Licenses; Certificates; Special requirements:**

- High School Diploma or GED
- A valid Washington State Driver's License
- Washington EMT-Basic certification

### **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands:**

Work is performed primarily in the fire station, then on emergency medical scenes, mass casualty, fire scenes and extra ordinary events as they occur. Performing tasks under emergency conditions may require strenuous exertion. The exposure to death, emotional stress, patients with contagious diseases and terminal illnesses can be expected.

**Mental Demands:**

While performing the duties of this position, the employee will be regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; and interact with fire district members, other organizations and the public.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical hazard from heavy lifting, equipment, traffic, and falling objects at emergency scenes, and exposure to health risks may occur. Performance of hazardous tasks under emergency conditions may require strenuous exertion under such handicaps as extremes in temperatures, cramped surroundings, and contact with death, emotional stress, contagious diseases, and terminal illness.

**JOB DESCRIPTION**  
**Support Services Volunteer**  
**(Volunteer Position)**

**GENERAL PURPOSE**

The Support Services Volunteer serves the community by rendering support at emergency scenes and providing additional support within the department as needed. They perform within the scope of the policies and procedures of Port Ludlow Fire & Rescue and they perform duties in the following general categories: responsible for the support operations within the department i.e., rehab, filling SCBA bottles, equipment maintenance, public education, fire prevention, clerical duties and other duties that may be assigned by a District officer. The benefit to the District is that this position frees up career, volunteer and resident firefighters to perform more hazardous tasks within the zone of danger.

Support Services Volunteers are required to attend regularly scheduled training in order to maintain the high level of knowledge, skill and ability necessary to function safely and effectively in the particular position they occupy in accordance with state law, county protocols, and standard operating procedures.

The work performance of a Support Services Volunteer is continuously evaluated by company officers for general knowledge, skill proficiency, and ability to work as part of a team. Any deficiencies are corrected through remedial training.

**DISTINGUISHING CHARACTERISTICS**

The Support Services Volunteer is a non-compensated position. The Support Services Volunteer may be awarded "points" in an effort to cover expenses incurred in the course of volunteering for the District. Support Services Volunteers are not normally assigned shifts but are expected to respond from home or work to District calls.

The Support Services Volunteer will render support at the level of his/her training and assignment. They do not normally perform hazardous functions within the zone of danger at an emergency scene.

Individuals fulfilling the duties and responsibilities of a Support Services Volunteer will at all time present themselves in a courteous, professional and responsible manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Support Services Volunteer, depending upon their classification and abilities, may perform a number of non hazardous details. These may include establishing and maintaining a rehabilitation station at an emergency scene, filling SCBA bottles from a compressor or cascade system at an emergency scene, operating fire pumps on apparatus at emergency scenes, performing minor maintenance and inspection of fire station, apparatus, and equipment and/or driving or riding Fire Department apparatus to alarms, placing equipment and other tools and equipment as required. The Support Services Volunteer may also assist career staff with in service company inspections and fire prevention duties, perform public education functions and assist in the District's Administrative Office.

The Support Services Volunteer shall participate in fire drills and attend classes on firefighting, emergency medical services, disaster control, and such classes for educational purposes and familiarization of operations and shall maintain appropriate skill level through ongoing training to prevent degradation of skills. The Support Services Volunteer may also receive emergency alarms; operate radio and other communications equipment under routine and emergency conditions. The Support Services Volunteer will perform and maintain physical conditioning commensurate with their assignment, complete and maintain paper work, records and forms as directed by the Company Officer, be familiar with and adhere to department policy and procedures and maintain personal appearance as directed by department policy and procedures.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Modern fire service principles, procedures, techniques, and equipment as it pertains to the support volunteer's area of assignment.
- Principles and practices of first aid including

### **Ability to:**

- Communicate effectively, both orally and in writing; ability to understand and carry out verbal and written instructions using the English language.
- Obtain or possess and maintain first aid and CPR certifications.
- Maintain physical conditioning necessary to perform efficiently in normal situations; meet medical and physical agility standards as established.
- Learn the geography of the District, the location of important buildings and the street system.
- Participate in training drills; attend school and classes on fire fighting, hydraulics, first aid and emergency medicine, fire equipment, and apparatus, and other classes associated with recognized fire fighter and EMT standards.
- Learn and apply technical information pertaining to fire fighting.
- Assist career staff in performing protective inspections of structures and businesses in the community for fire hazards and pre-incident surveys for tactical planning.
- Assist career staff in conducting fire-safety education classes.
- Analyze and cope with a variety of emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent, and nature of fires and emergency aid requests.
- Sustain physical labor during periods of non hazardous activity in emergency and non-emergency situations.
- Work within a para-military organization and respond readily to directives.
- Establish and maintain effective working relationships with co-workers, supervisors, and the general public; to work effectively as a team member.

- Assist career staff in updating map book for new additions, streets, and complexes for use in emergencies.
- Service and operate all District equipment and apparatus.
- If appropriate, assist in performing necessary maintenance, testing and care of fire hoses, trucks, ladders, and auxiliary equipment and apparatus.
- Prevent waste and damage of materials, supplies, and equipment.
- Perform general maintenance and minor repairs to station facilities; perform assigned janitorial activities and minor maintenance and painting.
- Perform community service activities.
- Maintain necessary records and reports, incident forms, and daily shift operation logs, to accommodate needs of the district including computer data entry.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school and it is desirable to take specialized courses that are relevant to the Support Services Volunteer's assigned area.

### **Licenses; Certificates; Special requirements:**

- High School Diploma or GED
- A valid Washington State Driver's License
- Basic First Aid and CPR certification
- Must be able to act/react calmly in stressful situations

### **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands:**

Work is performed primarily in the fire station or Administrative Office, then in non hazardous areas on emergency medical scenes, mass casualty, fire scenes and extra ordinary events as they occur. Performing tasks even under non hazardous emergency conditions may require strenuous exertion. The exposure to death, emotional stress, patients with contagious diseases and terminal illnesses, while unlikely, is possible.

#### **Mental Demands:**

While performing the duties of this position, the employee will be regularly required to use written and oral communication skills; read and interpret data, information and documents;

analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; and interact with fire district members, other organizations and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical hazard from fire, equipment, traffic, smoke inhalation, and falling objects even in non hazardous areas at emergency scenes, and exposure to health risks may occur. Performance of non hazardous tasks under emergency conditions may still require strenuous exertion under such handicaps as limited visibility, possible exposure to hazardous or toxic chemicals and gases, and potential contact with death, emotional stress, contagious diseases, and terminal illness.

**APPENDIX B**  
**WAC 491-03-010**

*(Effective July 1, 2009.)*

**WAC 491-03-030- What level of activities do I have to participate in to be eligible for participation/membership in the volunteer firefighters' and reserve officers' pension?** All departments are required to develop volunteer participation requirements that meet or exceed the participation requirements as set by the state board. If a department does not develop their own requirements, the board requirements will be in effect.

(1) The board requires that all volunteers:

(a) Attend a minimum of ten percent, or twenty hours, of all drills and/or training annually, whichever is less.

(b) Respond to a minimum of ten percent of all calls at the member's assigned station or twenty-four calls annually, whichever is less; or ninety-six hours of standby time annually.

For the purposes of this section, standby time means time that the volunteer is assigned to be near at hand and ready to respond to emergency calls immediately. A volunteer who merely carries a cellular telephone, pager, or similar device is not considered to be in standby status.

(c) Meet the requirements to be a qualified member under WAC [491-03-020](#).

(d) Be certified as having met the standards by the local board chair and by the fire chief, police chief, or sheriff annually on the board for volunteer firefighters and reserve officers provided forms.

(2) An exemption of up to twelve weeks in a twelve-month period may be granted for:

(a) A participant's serious health condition;

(b) A participant to care for a parent, spouse, or minor/dependent child who has a serious health condition;

(c) The birth of and to provide care to a participant's newborn, adopted, or foster child as provided in WAC [357-31-460](#).

For the purposes of this section, "serious health condition" means an illness, injury, impairment, or physical or mental condition that involves any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, and any period of incapacity or subsequent treatment or recovery in connection with such inpatient care; or that involves continuing treatment by or under the supervision of a health care provider or a provider of health care services and which includes any period of incapacity (i.e., inability to work, attend school, or perform other regular daily activities).

(3) An exemption of up to twenty-six weeks in a twelve-month period may be granted for: A participant who is the spouse, son, daughter, parent, or next of kin of a covered service member who is suffering from a serious health condition incurred in the line of duty. The leave described in this subsection shall only be available during a single twelve-month period.

For the purposes of this section, "covered service member" is a member of the armed forces, including the National Guard or reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on a temporary disability retired list for a serious health condition.

(4) An exemption of up to one year may be granted for injuries covered under chapter [41.24](#) RCW; or up to one year for reserve officers injured in the line of duty and covered under Title [51](#) RCW.

(5) Departments granting exemptions shall submit written documentation on the board for volunteer firefighters and reserve officers provided forms for state board review.

(6) Members joining service after January 1st, or separating from service before December 31st, will have their requirements prorated for the calendar year.

[Statutory Authority: RCW [41.24.290](#). 09-06-060, § 491-03-030, filed 2/27/09, effective 7/1/09.]