

Canby Fire District #62
STANDARD OPERATING GUIDELINES
NUMBER 8.9

ORIGINATED AND APPROVED: 05/28/2015
LAST REVISED: 04/26/2021

SUBJECT: VOLUNTEER PROGRAM

PURPOSE: To establish minimum requirements for volunteer response and activity as it pertains to volunteer response personnel with the Canby Fire District. These requirements have been established to ensure that each active volunteer meets the requirements for bi-annual recertification as set by the State of Oregon's Department of Public Safety Standards and Training (DPSST). Additionally, this guideline provides consistent governance to ensure active volunteers are maintaining competency and participation as required by the District to ensure necessary levels of service.

POLICY: All volunteer personnel: In District, Out of District, Rehab, Chaplains, etc. shall adhere to this SOG.

AUTHORITY & RESPONSIBILITY: The various roles within the volunteer program are outlined below:

- Fire Chief (or designee): All volunteer programs will be approved by the Fire Chief. The Volunteer Coordinator / Volunteer Chief will be assigned under the Fire Chief or designee.
- Volunteer Coordinator / Volunteer Chief: Ensures all volunteers meet requirements, leads the selection process, manages the volunteer program, Volunteer recruitment, retention, and administrative responsibilities.
- Fire Ground Leaders (FGL): Responsible for their assigned shift, including the coordination of training, meetings, and scheduling.
- In District Combat Volunteer: A volunteer that lives within the Canby Fire District.
- In District Emergency Medical Volunteer: Must be an EMT or EMTP that lives within the Canby Fire District.
- Out of District Volunteer: A volunteer that lives outside the Canby Fire District.
- Rehab: A group of non-combat volunteers that respond to emergencies where food, water, and health checks are to be performed on responding Firefighters.
- Chaplains: Non-combat volunteers who are dispatched to various calls to aid in the support of the family and Firefighters affected by the incident. Supervised by Division Chiefs.
- Emergency Radio Operators Group: Non-combat volunteers supervised by Division Chiefs.
- Administrative Volunteer: A person who wants to volunteer to provide administrative support.

ELIGIBILITY: Upon being successfully selected by the District's volunteer selection process,

the candidate must meet the following criteria:

- All Volunteers must be eighteen (18) years of age and have a High School Diploma or equivalent. The Fire Chief may grant special permission for academy recruits to be enrolled prior to eighteen (18) years old as long as they have the High School Diploma or equivalent at graduation.
- All volunteers must successfully pass a comprehensive background investigation.
- All volunteers will be on probation for twelve (12) months.
- All volunteers must hold a valid Oregon driver's license and be insurable by the District.
- Combat volunteers must successfully pass the NFPA 1582 Firefighter Medical Examination.
- Combat volunteers and tender apparatus operators must be eligible to become certified through DPSST and the Oregon Health Authority (OHA).
- All medical volunteers will have to meet all state requirements to maintain their EMS certifications.

ORGANIZATION: In District and out of District Volunteers will be organized equally into three (3) groups. Each group will be led by a Fire Ground Leader. The goal for budgetary purpose is to maintain the following volunteer staffing levels:

- In District Combat Volunteer Firefighters: 10
- Tender Apparatus Operators: 6
- Out of District Volunteer Firefighters: 5
- Rehab Volunteers: 8
- Chaplains: 5
- EMS Only: 5
- Emergency Radio Operators: Varies
- Administrative Volunteers: As needed

TRAINING AND RESPONSE REQUIREMENTS: All Volunteers are responsible to maintain training levels as required and must complete all mandatory compliance training. Training requirements are outlined below:

- All Combat and EMS Volunteers shall complete six (6) out of twelve (12) drills each quarter.
 - Four (4) of those drills must be Thursday night drills.
 - Volunteers cannot miss two (2) consecutive Thursday night drills per quarter unless excused in advance. Any excused absences must be authorized by the assigned FGL, or Chief Officer in the FGL's absence, who will mark the Volunteer as excused on the drill roster.
 - Approval by the Volunteer Chief or Duty Chief must be granted in order to miss three (3) drills in a quarter.
- All Combat Volunteers must attend at least one (1) live fire training exercise per year (as training opportunities are offered).
- All Volunteers will check Target Solutions training every two (2) weeks at a minimum and have all late assignments completed within one (1) month.
- All Volunteers shall document responses, training, and public events on the participation

form that can be found printed at the alarm desk or electronically on the SharePoint.

- All scheduled stand-by time shall be scheduled in advance on CrewSense. Prior to scheduling, contact the Shift Officer.
- All Volunteers are required to ensure their training is recorded in Target Solutions when completed.
- Tender operators shall be required to meet the required training to maintain proficiencies as a tender operator and complete the mandatory annual training.
- Rehab and Chaplains must meet one time a month as scheduled by the team leader and meet the mandatory training requirements.

All Combat, Tender Operators, and EMS Volunteers:

- Are required to respond when off duty if dispatched or notified for manpower tones, task force, or full boxes. Volunteers that respond will earn extra credit towards their Length of Service Award Program (LOSAP) account.
- Tender apparatus operators are required to respond when the tenders are dispatched.
- All Volunteers are responsible to record their duty shifts worked, responses made, and public events attended in the reporting system managed by the District.

In District and EMS-only Volunteers

- Will be required to be on stand-by for responses to the station when toned for a minimum of 96 hours per quarter. All stand-by time will be scheduled on CrewSense. When responding to the station, a participation form will be filled out when at the station. If you do not respond to the hours listed on CrewSense, you will not be credited.
- Tender operators will sign up for stand-by shifts on CrewSense when available.
- In District Volunteers that cannot meet the hours that they have signed up for in CrewSense will immediately remove their names from CrewSense and notify the on-duty Shift Officer.
- Volunteers may choose to use Volunteer responses for calls in lieu of standby hours. See the conversions below:
 - Three (3) responses to the station for calls = Twelve (12) hours of standby time.
 - Fifteen (15) calls per quarter = Ninety-Six (96) hours of standby hours
 - While standing by, the number of calls during a response to the station does not matter. Only the number of responses made will count. Example: One (1) response to the station turns into three (3) calls. This only counts as one (1) response, not three (3).
 - Volunteers that schedule themselves for a stand-by shift on CrewSense will be required to respond when manpower tones are dispatched, on Task Force, and full box responses.
 - Fire Ground Leaders are responsible to monitor the personnel assigned to them for compliance. The Volunteer Chief shall monitor the FGL's for compliance.

Out-of-District Volunteers

- Shall complete a minimum of twenty-four (24) hours per month, in twenty-four (24), twelve (12), or four (4) hour blocks and stand-by at Station 361, or as part of a qualified crew at Station 365. All stand-by hours will be scheduled on CrewSense and a participation form filled out at the station.

- Combat Volunteers and out of District Volunteers are encouraged to sign up for stand-by time as a qualified crew of two or more at Station 365 to meet the required hours.

CARRY OVER HOURS AND CALLS

In District and out of District volunteers can carry over from one quarter to the very next quarter hours and/or responses in excess of the required hours and/or responses for that current quarter. The volunteer that is requesting to carry over hours will submit the request to the Administrative Assistant and the Volunteer Chief/Coordinator at least one (1) week before the end of the current quarter. This is to allow the volunteer to take off time for personnel leave if they know they will have difficulty meeting the requirements the next quarter.

ABSENCES:

All Volunteers may be granted up to thirty (30) days a year of excused absences (family vacations, work commitments, family illnesses, etc.). All excused absences must be approved by the Volunteer Chief or a Duty Chief. Exceptions beyond thirty (30) days may be granted for special circumstances on a case-by-case basis by the Volunteer Chief or the Duty Chief.

All Volunteers are responsible to call their Fire Ground Leader for excused absences from drills or duty shift assignments. Excessive absences will be reported to the Volunteer Chief for evaluation of SOG compliance.

NON-COMPLIANCE: Any Volunteers found to be out of compliance with attendance and response will be subject to Standard Operating Guideline 8.4 - Performance Improvement Plans. If for any reason the Volunteer knows they will miss time that will not allow them to meet the required training or participation, they are allowed one (1) leave of absence in a two (2) year period. All leaves shall be approved by the Fire Chief.

Non-compliance to Training / Drills Per Fiscal Year:

- 2 unexcused missed drills in a year = Oral reprimand to personnel file
- 3 unexcused missed drills in a year = Written reprimand to personnel file
- 4 unexcused missed drills in a year = Possible termination to personnel file

Non-compliance to stand-by hours and or responses per quarter:

Failure to meet stand-by hours and/or responses during the first quarter result in the following:

- First Notice: Oral warning and forfeit of one (1) quarter LOSAP credits.
- Second Notice: Written reprimand with forfeit of LOSAP credits for that quarter.
- Third Notice: Possible termination from the volunteer program.

GENERAL RULES:

All Volunteers, if when arriving at their assigned Station find all apparatus have responded, shall remain at the Station until released by the Shift Officer, Duty Chief, or Volunteer Chief.

All Volunteers must be in good standing with Canby Volunteer Firefighters Association by-laws.

INTERN VOLUNTEER FIREFIGHTER SPECIFIC RULES:

See SOG 5.6: Firefighter Intern Program

VOLUNTEER BENEFITS:

The purpose of this program is to provide Canby Fire District Volunteers with service-related benefits and reimbursement. Additionally, the goal of this program is to assist Canby Fire District with recruitment and retention of Volunteers.

- Service-related benefits are items issued by the District for the purposes of service delivery. These items are non-taxable items and are owned by the Canby Fire District. These items include personal protective equipment (PPE) and uniforms. The District provides all standard issue uniforms and PPE required for all Volunteers and Career Staff as described in the District Uniforms Policy. These uniform items are District property and must be returned to the District upon separation.
- Worker's Compensation Insurance is provided to each Volunteer for service-related injuries and illnesses. Worker's Compensation will be provided only to Volunteers who are active.
- A Statutory Life Insurance Policy in the amount of \$10,000 is provided for each active Canby Fire District Volunteer.
- Canby Fire District provides school tuition/training opportunities for Volunteers that are meeting minimum requirements. These are considered non-taxable. Only Volunteers in "good standing" are eligible for school tuition and training benefits.
- The Canby Fire District Volunteer Association provides FireMed coverage for all eligible Volunteers at the beginning of every calendar year and LifeFlight coverage at time of active standing with Canby Fire. Only Volunteers in "good standing" are eligible for FireMed and LifeFlight benefits. Note: This is approved by the Canby Fire District Volunteer Association annually and is therefore subject to change.
- Volunteers in good standing who meet the requirements for response may be eligible to respond to State Mobilizations and be reimbursed at the State of Oregon Fire Service Mobilization Plan rate.
- Volunteers in good standing may be eligible for temporary employment for District business when deemed necessary by the District. Reimbursement shall meet all State, Federal, and PERS requirements.
- All Volunteers that are not on probationary status and are meeting duty shift and training requirements set forth in this SOG will receive Length of Service Award Program (LOSAP) after the end of each calendar year. All Volunteers responding outside of required hours and/or who participate in public events will be recognized with additional credits through LOSAP. The Fire Ground Leaders may also receive additional credits through LOSAP. To be in compliance for the annual contribution amount, you must meet the below outlined requirements quarterly. The LOSAP budget will be determined annually through the budgeting process and is subject to change. All responses will count towards meeting LOSAP requirements, whether on or off shift.

LOSAP

- The following classifications will be followed regarding LOSAP account contributions

for In District, Out of District, Rehab, and Chaplain Volunteers:

- Tier 1: If you are in compliance with this SOG for the current year, your LOSAP account will be credited \$700.00.
- Tier 2: If you are in compliance with this SOG AND you respond on 84 hours of calls for the current year OR are a FGL, your LOSAP account will be credited \$1,000.00.
- Tier 3: If you are in compliance with this SOG AND you respond on 96 hours of calls for the current year OR are a FGL or a Lieutenant, your LOSAP account will be credited \$1,200.00.
- Tier 4: If you are in compliance with this SOG AND you respond on 108 hours of calls for the current year OR are a Division Chief, your LOSAP account will be credited \$1,600.00.

Volunteers receiving financial reimbursement for EMT courses are required to meet the requirements of this SOG for one (1) years from the start of the EMT course or financially reimburse the District on a pro-rated basis for each month of this requirement not met.

APPROVED:

James X. Davis
FIRE CHIEF