

Bradley-Prosperity Volunteer Fire Department

P.O. Box 331

Bradley, WV 25818

Business

(304) 877-2340

Emergency

911

APPLICATION FOR MEMBERSHIP

OFFICE USE ONLY Date Receive _____ Date Voted In/Out _____ Date of Res. _____ Date of Term. _____	NAME: _____ ADDRESS: _____ SSN: _____ DOB: _____ PHONE _____ EMAIL ADDRESS: _____
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EDUCATION Highest Grade Completed _____ College Completed _____ Trade Sch. _____ Majors _____	EMPLOYMENT Present Employer _____ Address _____ Type of Work _____ Previous Employer _____ Why Left _____ Current Work Schedule _____	GENERAL INFO Eyes _____ Hair _____ Height _____ Weight _____ Blood Type _____ Marital Status _____ Spouse Name: _____
MEDICAL & EMERGENCIES Do you have any Physical defect, Disability or Disease? _____ If Yes, What: _____ Have you ever had Epilepsy or any other mental ailment or been in an institution for treatment? _____ If Yes, When? _____ Family Doctor: _____ Notify in an Emergency: _____ Phone: _____ Relation: _____	FIRE DEPARTMENT EXPERIENCE Have you ever been a member of any FD or Rescue Squad in the past? _____ If yes, Name: _____ Why did you leave? _____ Do you have any training that may assist you as a member of this department? _____	BACKGROUND Drivers Lic State: _____ Drivers Lic #: _____ Have you ever served in the US Armed Forces? _____ If yes, Were you discharged under honorable circumstances? _____ _____ Prior to submission of this application, did you know any member of this department, if so who? _____ _____

BACKGROUND CHECK

Have you ever been arrested for any law violation, other than minor traffic violations? _____
 If yes, Explain: _____

I, _____ authorize the Bradley-Prosperity Volunteer Fire Department to make a complete background check on me, including driving record, credit record, criminal record and civil records. Please read carefully and sign if you agree to this authorization:

MEMBERSHIP LEVELS

REQUIREMENTS & DUTIES

LEVEL A

- Active members directly participating in fire and rescue operations.
- Must be 18 years of age or over & meet the state minimum training requirements.
- Must maintain 20 hours of training per month.
- Must meet a total of 25% of fire calls and 50% of all other activities.
- Receives all benefits offered by the department.
- Full voting rights & may hold office after membership requirements are met.
- Must work at least 1 Bingo per week.
- Must maintain 1200 points per year, or approx. 100 per month.
- Limited to 15 members at level A status.

Level B (Fire Corps)

Support Members

- Must be 18 years of age or over.
- Participate in administrative or fundraising activities or community relations.
- Full voting rights. Receives all benefits offered by the department.

Level C

Limited Active Member & Junior Member

- All new recruits start as this level and can move up to Level A after acting in that capacity for more than 60 days.
- This is permanent level for ALL junior members!
- Must be at least 16 years of age or older and meet the state minimum training requirements. May participate in limited areas in emergency operations.
- Must work at least 1 bingo per week.
- Must maintain 20 hours of training per month.
- Limited benefits by the department.
- May hold office after membership requirements are met. (excluding junior's)
- Full voting rights by member
- Must maintain 600 points per year or approx. 50 points per month.

Members must meet the membership level requirements to maintain good standing in the department. Members may move up or down level only after approval of the membership. Members moving down in level must stay at the lower level for a period of 6 months before being allowed to move back up. Anyone not meeting yearly total in points or percentages shall be inactive members. Inactive members must have just cause to remain as a member after 60 days of inactive status.

Active members, Associate members and Junior Members respond on calls & participate in training and activities. Support members include administrative members, community relations program, fundraising and other duties as decided by the membership.

Lifetime and Honorary members may be nominated and voted on by the membership for just cause.

REFERENCES

Please give three references other than relatives, whom you have known for at least one year.

Name _____ Address _____
Business _____ Phone _____ Years known _____

Name _____ Address _____
Business _____ Phone _____ Years known _____

Name _____ Address _____
Business _____ Phone _____ Years known _____

TRAINING

Please list any training that you have had or any work experience that you have had that may be helpful to the fire department. Please list any equipment or vehicles that you can operate as well.

You must initial after every paragraph to show that you understand and agree with the information herein:

will allow any information about me to be discussed during any meeting before voting on my application for membership in the 3PVFD. I further understand that turning in this application does not guarantee that I will be accepted as a member of the Bradley-Prosperity Vol. Fire Department _____

understand that I must complete Level 1 (If Firefighter) within 1 year of joining _____

promise to answer all fire calls, training sessions, bingo, and work details possible, subject to work and illness. I understand that I must call if I cannot show up. _____

will take orders from whomever is in charge and I understand that If I fail to do so I could face disciplinary action up to and including termination from the department. _____

hereby promise that I will take no action against this department without first going before the full membership and/or the board of directors to try to resolve any issue or claim I may have against the fire department. _____

understand and agree that any misrepresentation by me on this application will result in the cancellation of the this application. I also understand that if this application is rejected for any reason I cannot re-apply for a period of one year. _____

By signing this application, I hereby promise to uphold the laws, rules, and regulations of the fire department, and the state of West Virginia. I will do all I can to help build a better fire department.

Signed _____

Date _____

THIS SECTION MUST BE COMPLETED FOR JUNIOR MEMBERS!

I _____ Hereby grant permission for my child to participate as a junior member of the Bradley-Prosperity Volunteer Fire Department. I also understand that he/she must follow all rules and laws of the fire dept.

This section of the application must be signed by both parents and/or legal guardian in the presence of a notary public and notarized.

Signed _____ Date _____

Signed _____ Date _____

State of West Virginia, County of _____ to wit:

Subscribed and Sworn to before me this _____ day of _____ 20____.

Date Resigned _____ Date Dismissed _____

Reason:

MISSION STATEMENT

BRADLEY-PROSPERITY VOL. FIRE DEPT.

MISSION, VISION, AND VALUES

- A. THE BPVFD MISSION IS TO BE A LEADING EMERGENCY SERVICE ORGANIZATION BY MEETING THE NEEDS OF OUR COMMUNITY IN FIRE PREVENTION, FIRE SUPPRESSION AND RESCUE, USING AN ALL- HAZARDS APPROACH.
- B. THE VISION OF THE BPVFD IS TO UTILIZE AND IMPROVE THE DEDICATION AND SKILLS OF OUR PEOPLE AND TO CONSTANTLY IMPROVE ALL OF OUR SERVICES AND OPERATIONS.

WE WILL ASSIST SIMILAR ORGANIZATIONS, UPON THEIR REQUEST, WITH AVAILABLE RESOURCES.

- C. THE BPVFD HAS THESE VALUES

1. PROVIDE A SAFE, HEALTHY AND ENVIRONMENTALLY FRIENDLY EMERGENCY RESPONSE SYSTEM.
2. SUPPORT OUR VOLUNTEERS AND PAID STAFF WITH ADEQUATE INCENTIVES AND AWARDS TO ACHIEVE SUPERIOR PERFORMANCE.
3. MEET OR EXCEED LOCAL, STATE AND FEDERAL STANDARDS FOR EMERGENCY AGENCIES.
4. USE A BUSINESS MODEL THAT ADDRESSES ADEQUATE SERVICE LEVELS WITHIN AVAILABLE RESOURCES.
5. ACTIVELY RECRUIT THE BEST QUALIFIED PERSONS WITHOUT REGARD TO RACE, COLOR OR CREED.
6. COMMUNICATE OPENLY AND HONESTLY WITHIN THE ORGANIZATION AND WITH THE PUBLIC AND RELATED ORGANIZATIONS.

FIREFIGHTER CODE OF ETHICS

I understand that I have the **responsibility to conduct myself** in a manner that reflects proper ethical behavior and integrity. In so doing, I will help foster a continuing positive public perception of the fire service. Therefore, I pledge the following...

- Always conduct myself, on and off duty, in a manner that reflects positively on myself, my department and the fire service in general.
- Accept responsibility for my actions and for the consequences of my actions.
- Support the concept of fairness and the value of diverse thoughts and opinions.
- Avoid situations that would adversely affect the credibility or public perception of the fire service profession.
- Be truthful and honest at all times and report instances of cheating or other dishonest acts that compromise the integrity of the fire service.
- Conduct my personal affairs in a manner that does not improperly influence the performance of my duties, or bring discredit to my organization.
- Be respectful and conscious of each member's safety and welfare.
- Recognize that I serve in a position of public trust that requires stewardship in the honest and efficient use of publicly owned resources, including uniforms, facilities, vehicles and equipment and that these are protected from misuse and theft.
- Exercise professionalism, competence, respect and loyalty in the performance of my duties and use information, confidential or otherwise, gained by virtue of my position, only to benefit those I am entrusted to serve.
- Avoid financial investments, outside employment, outside business interests or activities that conflict with or are enhanced by my official position or have the potential to create the perception of impropriety.
- Never propose or accept personal rewards, special privileges, benefits, advancement, honors or gifts that may create a conflict of interest, or the appearance thereof.
- Never engage in activities involving alcohol or other substance use or abuse that can impair my mental state or the performance of my duties and compromise safety.
- Never discriminate on the basis of race, religion, color, creed, age, marital status, national origin, ancestry, gender, sexual preference, medical condition or handicap.
- Never harass, intimidate or threaten fellow members of the service or the public and stop or report the actions of other firefighters who engage in such behaviors.
- Responsibly use social networking, electronic communications, or other media technology opportunities in a manner that does not discredit, dishonor or embarrass my organization, the fire service and the public. I also understand that failure to resolve or report inappropriate use of this media equates to condoning this behavior.

Developed by the National Society of Executive Fire Officers

BRADLEY-PROSPERITY
VOLUNTEER FIRE DEPARTMENT
DRIVERS HISTORY / LICENSE CHECK CONSENT

(PLEASE PRINT CLEARLY)

DATE: _____ New Driver –or- Driver Update

(Mr/Mrs/Miss/Ms) _____ / _____ / _____
(First Name) (Middle Name) (Last Name)

DATE of BIRTH: ____ / ____ / ____ Male: _____ Female: _____

DRIVER'S LICENSE #: _____ STATE: _____

EXPIRATION DATE: ____ / ____ / ____
Month Day Year

I do hereby consent to having my current driving record checked and the information obtained subject to periodic review by the appropriate personnel, I understand that such information is to be used to substantiate a satisfactory driving record required to drive department motor vehicles or those operated in support of department activities.

SIGNATURE: DATE:



YMCA OF SOUTHERN WEST VIRGINIA

Application for Membership

PRIMARY MEMBER'S INFORMATION

Please Print Clearly

First Name: _____ MI: _____ Last Name: _____

Gender: _____ Birth Date: _____ E-Mail: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____ Home Phone: (____) ____ - _____

Cell Phone: (____) ____ - _____ Work Phone: (____) ____ - _____ Employer: _____

Emergency Contact: _____ Emergency Phone: (____) ____ - _____

FAMILY MEMBERSHIP INFORMATION

Spouse's Name (Include Middle Initial): _____ Birth Date: _____

Employer: _____ Work Phone: (____) ____ - _____

1st Child's Name (Include Middle Initial): _____ Gender: _____ Birth Date: _____

2nd Child's Name (Include Middle Initial): _____ Gender: _____ Birth Date: _____

3rd Child's Name (Include Middle Initial): _____ Gender: _____ Birth Date: _____

4th Child's Name (Include Middle Initial): _____ Gender: _____ Birth Date: _____

5th Child's Name (Include Middle Initial): _____ Gender: _____ Birth Date: _____

WAIVER

I am an adult, over 18 years of age and wish to participate in YMCA of Southern West Virginia (the "YMCA") membership/program activities, and, if applying to include my children, wish my children to participate and give them permission to participate in YMCA activities. As used in this Agreement "children" shall include legal wards and "parent" shall include legal guardian. As a condition of being permitted to utilize the facilities, services and programs of the YMCA for any purpose, including but not limited to observation or use of the facilities or equipment or participation in any off-site program affiliated with the YMCA, I, the undersigned, acknowledge, agree and represent that I have inspected and carefully considered the facilities and programs. I understand that even when every reasonable precaution is taken, accidents can happen. As a condition of participation by me or my children in YMCA activities, on my behalf and on behalf of my children, I waive and release any claims for loss or injury incurred or suffered which I or my children might make against the YMCA, its sponsors, officers, employees, volunteers, or contractors as a result of participating in YMCA activities or using its facilities. I further agree to indemnify the YMCA against and hold harmless from loss incurred as a result of claims against it based upon alleged actions or omissions by me or my children. I also give the YMCA consent to treatment for myself and my children in the event of an injury and will not hold the YMCA accountable for any charges incurred. I have read this authorization, waiver and release, understand it, and am voluntarily signing it. I understand that the YMCA is not responsible for personal property lost, damaged or stolen while members and/or program participants are using the YMCA facilities, on YMCA premises, or involved in YMCA programs. I give my permission to the YMCA of Southern West Virginia to use without limitation or obligation, photographs, film footage, or tape recordings which may include my or my children's image or voice for the purposes of promotion or interpreting YMCA Programs.

Primary Member's Signature: _____ Date: _____ Parent/Legal Guardian Signature: _____

FOR OFFICE USE ONLY

Membership Type (Code): _____
 Membership #: _____
 Group # (if Applicable): _____ Group Name: _____

Y Staff Signature: _____
 Date: _____

FEE INFORMATION
 Membership Fee : \$ _____
 Joiner's Fee: \$ _____
 Total Amount Due: \$ _____

PAID BY:
 Cash
 Check #: _____
 Credit Card: Type: _____ Expires: ____/____/____
 Last 4 Digits: ____ - ____ - ____ - ____

PAYMENT PLAN
Circle One
 Annually
 Monthly E-Pay*
 *See Reverse Side for Monthly E-Pay Information

MONTHLY E-PAY AUTHORIZATION AGREEMENT

I hereby authorize my financial institution to honor the preauthorized Bank Draft charges against my account for my monthly membership dues as indicated below. When the financial institution honors the Bank Draft by charging my account, such transfer will constitute notice of payment due and my receipt for the payment. Should any preauthorized transfer not be honored by said financial institution when received by them, then it is understood that the payment is to be made by me in the amount of said payment plus a service charge of \$25. It is further understood that if such payment is not honored by the financial institution, then the YMCA will cancel my membership and deny me access to its facilities, programs and services until said payment is received.

Primary Member's Signature: _____ **Date:** _____

Parent/Legal Guardian Signature: _____ **Date:** _____

Yes! I choose to pay for my monthly dues by bank draft directly from my checking account.

Attach VOIDED Check to Application.

Bank Name: _____

Account Holder: _____

Routing Number: _____

Account Number: _____

MEMBERSHIP TERMS & CONDITIONS

1. I understand by joining that the YMCA's bank draft schedule is as follows:

Join Date: 27th – 15th, Draft Date: 15th

Join Date: 16th – 26th, Draft Date: 1st

Member's Initials: _____

2. I understand if I wish to cancel or change my membership in any way, I must give the YMCA a written notice at least 15 business days prior to my next scheduled draft date or an additional, **non-refundable** draft may occur. I understand I must turn in my membership card(s) upon cancellation.

Member's Initials: _____

3. Should any membership deduction not be honored by my bank for any reason, I realize I am still responsible for the payment, plus a service charge of no more than \$25 applied by the YMCA. This is in addition to any service fee my bank may make. I understand it is my responsibility to notify the YMCA in writing at least 15 business days prior to my next scheduled draft should I change my financial institution and/or account at any time.

Member's Initials: _____

4. The YMCA Board of Directors may, at its discretion, adjust the monthly rate applicable to my membership category at any time. I understand I will receive at least a 30 day notice prior to any such change in my membership fees.

Member's Initials: _____

5. Membership cards remain the property of the YMCA and must be surrendered upon request.

Member's Initials: _____

CODE OF CONDUCT

I understand that YMCA staff are trained to enforce basic rules of conduct. I also understand that children and adults are expected to act in a respectful manner while visiting the YMCA facility or participating in any programs. I understand the YMCA's Code of Conduct does not permit any language or action that may threaten or injure another person, or that falls below a generally accepted standard of conduct. Specifically, this includes, but is not limited to, Improper Attire, Angry or Vulgar Language, Arguing & Fighting, Harassment or Intimidation, Sexual Activity or Contact. I understand that it is the YMCA's expectation that all members, participants, and guests follow basic rules of conduct or they will be asked to leave the facility or grounds and may be in jeopardy of losing their YMCA membership. By joining, I understand that I am holding myself to this standard and that my family members and guests will do the same.

Primary Member's Signature: _____

Date: _____



Beneficiary Designation for Accident & Sickness Policy

Complete this block each time this form is used—Please Print

Name of Organization _____ State _____

Member's /Employee's Name _____

Member's Date of Birth _____ Date Member Joined Organization _____

Complete, sign and date this block if you wish to name or change your beneficiary.

I hereby designate the following beneficiary(ies) with respect to amounts payable as indemnity for loss of life under the referenced Accident & Sickness Policy and hereby revoke any designation of beneficiary thereunder heretofore made by me. I direct that any amounts payable under said policy to my beneficiary(ies) named below be paid to those of Primary Beneficiary who survive me, otherwise to those surviving in Contingent Beneficiary, in proportion to the percentages listed.

Primary (Please refer to back of form for examples)

Beneficiary: Name _____ Relationship _____ Date of Birth _____ Share _____ %

Name _____ Relationship _____ Date of Birth _____ Share _____ %

Contingent

Beneficiary: Name _____ Relationship _____ Date of Birth _____ Share _____ %

Name _____ Relationship _____ Date of Birth _____ Share _____ %

If none of the above-named beneficiaries are living at the time of my death, I direct that payment be made in accordance with the terms of the policy. I reserve the right to revoke or change this designation.

Signature _____ Date _____

This form should be retained in the files of your department or organization and reviewed and updated on a regular basis.

C01:008A (11/05)



State of West Virginia
Department of Military Affairs and Public Safety

Sterling Lewis, Jr.
State Fire Marshal

Earl Ray Tomblin, Governor

Phone: (304) 558-2191
Fax: (304) 558-2537

STATE FIRE MARSHAL'S OFFICE
1207 Quarrier St, 2nd Floor
Charleston, WV 25301

MEMORANDUM

TO: All Fire Departments Operating within the State of West Virginia
FROM: Sterling Lewis, Fire Marshal *SLJ.*
DATE: May 10, 2011
RE: Reminder of Child Labor Laws in relation to Junior Fire Fighters

All Fire Departments employing/associating with Junior Firefighters **MUST** comply with the requirements of the Department of Labor. Specifically, Fire Departments must have complied with West Virginia Code §21-6-5, which requires a valid age certificate on file for any minor employed or associated with said department. This certificate is similar to a work permit, and may be issued by the Superintendent. This certificate must be on file at the Fire Department at all times.

The West Virginia Department of Labor has issued the following rules limiting the allowable activities of Junior Firefighters W. Va. Code of State Rules §42-9-6.

The activities of Junior Firefighters shall be limited to:

- 1) Training;
- 2) First-aid;
- 3) Clean up service at the scene of a fire, outside the structure only, after the fire has been declared by the official in charge to be under control; and

- 4) Coffee wagon and food service.

In all circumstances, it is **NOT PERMISSIBLE** for a Junior Firefighter to:

- 1) Enter a burning building other than during training conducted by the West Virginia Fire Service Training Program of West Virginia University, RESA or the West Virginia State Fire Commission;
- 2) Operate pumps of any fire vehicle while at the scene of a fire;
- 3) Drive any fire apparatus ambulance or other fire vehicle; and/or operate red lights, siren or an audible signal in responding to an alarm on their own personal vehicles or any other vehicle;
- 4) Operate an aerial ladder, aerial platform or hydraulic jack at a fire scene; and
- 5) Use rubber electrical gloves, insulated wire gloves, insulated wire cutters, life nets, acetylene cutting units, K-12 power saws, air chisels, porta-powers, hurst-tools or other equipment related to rescue and fire operations at a fire scene;
- 6) Minors attending school shall not be permitted to respond to a fire during school hours unless such a request is made by the fire official in charge to the principal of the school. The child may only be released upon written authorization of the parent or guardian;
- 7) Minors shall be afforded the minimal personal protective equipment; i.e., boots, bunker coats, helmet, gloves, etc., as it relates to their administering of first aid and coffee wagon and food service, and during training exercises that require such protective equipment.

**JUNIOR FIRE FIGHTERS ARE NOT ALLOWED, IN ANY CASE WHATSOEVER
EXCEPT DURING TRAINING, TO OPERATE HIGH PRESSURE HOSE LINES OR ASCEND
LADDERS.**

A copy of these rules may be obtained on the West Virginia Fire Commission web site
www.firemarshal.wv.gov

Bradley-Prosperity Volunteer Fire Department

Electronic Access Control Policy

The intent of this policy is to provide routine access for each individual to areas required for the performance of his or her assigned duties. Access to areas beyond that necessary for programmatic reasons will require increasingly higher approvals, as the scope becomes more encompassing.

This policy shall apply to all Bradley-Prosperity VFD facilities. The chief officers of the department shall administer all locking systems.

The use of private locking systems not issued and maintained by the department is prohibited unless approved by the Chief of the department.

As a member of the department you will be issued an IEL Max Access Key, free of charge. This key will give you access to areas of the department that you are authorized to have such access to.

This key while issued to you is your responsibility, and you will be held liable for any use of your key whether by you or anyone else.

This key is and remains at all times property of the Bradley-Prosperity Volunteer Fire Department and upon the request of an officer of the department you MUST return your key.

If you at any point leave the department, whether by termination, resignation or any other reason, you must immediately return your key to the department.

Any member of the department who loses his or her key, MUST IMMEDIATELY notify a chief officer of the department so that the key can be properly deactivated. YOU will be liable for any use of the key.

Any member who loses or damages his or her key and requires a new key be issued, must pay a fee of \$10.00 to replace it. This fee is only designed to offset the cost of us replacing the lost key.

Signature of Member

Date

BRADLEY-PROSPERITY
VOLUNTEER FIRE DEPARTMENT

HEPATITIS B VACCINE IMMUNIZATION POLICY

All members of the department are required to take the Hepatitis B Vaccine, provide proof of receiving the vaccine or execute a declination of vaccine form that the department provides.

Any member that is responding to rescue calls, or any call at a medical or health care facility must have received the vaccine or be covered by the declination form.

Any member that wishes to receive the vaccine, the department will pay such cost related to the vaccine. Any member who leaves the department without just cause or under unfavorable conditions may be required to reimburse the department for the cost of the vaccine.

These vaccines are administered by the Raleigh County Health Department.

Any member under the age of 18 is required to have a consent form signed by a parent or guardian and notarized. Declination forms must also have a parent signature and be notarized as well.

Signature _____ Date _____

BRADLEY-PROSPERITY
VOLUNTEER FIRE DEPARTMENT
HEPATITIS B VACCINE IMMUNIZATION

Declination Form

I understand that due to my occupational exposure to blood and other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious and deadly disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination as according the department policy for the vaccination.

Signature of Member _____ Date _____

THIS SECTION BE COMPLETE ONLY IN THE PRESENCE OF A NOTARY

Parent Guardian Signature _____ Date _____

State of West Virginia, County of _____ to wit:

Subscribed and Sworn before me this _____ day of _____, 20__.

Notary Signature _____ Date _____

Notary Seal:

Term Expires: _____

BRADLEY-PROSPERITY VOL. FIRE DEPARTMENT

PO BOX 331
BRADLEY, WV 25818
(304) 877-2340

ID CARD ISSUANCE AGREEMENT

Name: _____

The Fire Department Photo ID Card that is being issued to the member listed above is property of the fire department and should the member for any reason no longer be affiliated with the department the member must return the card to the department.

The first card is issued to the member at no cost, however, any replacement cards must be paid for by the member at a cost of \$5.00 per card.

The member understands that the card is to only be used to identify themselves as members of the fire department for purposes that are of good moral and ethical values. The card shall not be used for the purposes of any illegal or immoral activity.

The member understands that at any time an officer of the department asked them for their ID card they shall immediately render it to them.

Date ID Card was Issued: _____

Signature of Member: _____

Signature of Issuing Officer: _____

Bradley-Prosperity Volunteer Fire Department Radio Communications SOG

This document is a guideline to provide a standard format for communications concerning incident response for Bradley-Prosperity Volunteer Fire Department and will be enforced. It is the responsibility of all operation personnel to adhere to this Guideline at all times.

All Bradley-Prosperity Fire Department owned radio's will be programmed and/or serviced only by those authorized. Programming of the Bradley-Prosperity Fire Department Channel in personal radios is only permitted if you obtain written permission from a chief officer and upon leaving the department for any reason you **MUST** remove the channel from such radio!

If you are permitted to carry your turnout gear with you, you will be allowed to have a transceiver with you to operate on fire channels after showing basic radio skills to the communication officer and/or chief officer.

Speak slowly and clearly. Plan your message ***before*** you start talking.

**“10” codes will not be used.
“10-4”, “10-8”, and “10-22” etc...
Plain English is only to be used on any radio**

(For more info on this change go to: The NIMS Integration Center, document NA: 002-06 <http://www.fema.gov/pdf/emergency/nims/More10Codes02-08-06.pdf>. This change is nationwide and is being driven by FEMA.) A copy of this is also attached at the bottom of this document.

Per Bradley-Prosperity Vol. Fire Department Policy: **No** member will be assigned any radio transmitter, until the completion of radio communication training and/or upon approval by a chief officer. Transceivers (radios) will be issued by rank and to allow for the best use by the fire department. Receivers (pagers) may be issued upon completion of 24 hours basic training and/or upon approval of a chief officer. Members must sign a document stating that you are in-possession of the received equipment. Member must also show good communication skills for a transmitter.

Our goal is to keep radio traffic to a minimum and to be more professional in our radio communications, not to keep people from using the radios, but to have a good understanding of how they work and how to use them in the correct way before you do so.

Standard Call Copying Procedures

You must wait for the radio to chirp before you can talk. This is telling you the system hears you and is ready to transmit your traffic, if the radio does not chirp the system does not hear you. This is for the new trunk radios on SIRN Zone.

For DRIVERS (Only Drivers and/or Officers Acknowledge):

You: “Dispatch 103”;

Wait for acknowledgement from dispatch

You: [103 (Rank and last name)] “Copy tone I-77 MVA mile marker 48.”

- **Repeat the call back over the radio**
- **When driving and you have a passenger, they are to talk on the radio; you are there to drive the truck. If you do not have a passenger, only communicate when you are stopped or in a must to situation. Remember the radio is the least important item; the steering wheel is 1st.**

If no one else has copied the tone after the Third (3) tone, answer the tone and ask for a mutual aid department to be toned along with our tone re-paged, Even the lowest rank can do this if absolutely necessary.

On Apparatus (First Out Truck):

You: “Dispatch 103;”

Wait for them to acknowledge you.

You: “Rescue 1 en-route from Station 1 to I-77 MVA mile marker 48 crew of 4”

On Apparatus (Second and Third out Trucks):

When the radio is clear of other radio traffic:

You: “103 Attack 1 en-route to I-77 MM48 MVA”

IC: If this truck is not needed, disregard them;

(All you are doing is putting the message on the air so we all are aware of the personnel and resources responding. The EOC does not need to know that more help is on the way; this is just to get the message recorded at the EOC.)

First on Scene Unit:

You: “Dispatch 103”

Wait for them to acknowledge you.

You: “103 [Unit/Truck ID] on scene I-77 MVA mile marker 48 North.
[Use Dept Radio Size Up Sheet]
103 [Unit or IC Rank and Last Name] will be Fire Command.”

Additional Units Arriving: “Attack 1 arriving on scene I-77 MVA MM48.”

****Remember to help others help you: Give a quick size-up to the incoming units.
– You are their EYES and EARS before they ever get there****

****When on scene, communications should not be on a repeater. All operations on a scene should be conducted on Bradley T/A or a Tac Channel. These channels will be assigned by the IC. THE ONLY REPEATER COMMUNICATION TO BE USED ON SCENE IS BY THE IC TO COMMUNICATE TO THE EOC or other responding units, etc....**

Interior crews shall use "assigned operations channel," and not be on a repeater.

- Fire Command can have someone he / she designates, to communicate with EOC while they operate fire ground channel(s).
- Fire Command is the first 1st ranking unit on scene, NOT the 2nd or 3rd in. If preferred the first unit can ask another member to take command, or an arriving officer may assume command.

Unit to EOC:

Call: “Dispatch – 103 [Doe]”

Answer: “103 [Doe] Go ahead”

*When calling EOC or another unit, use the party you are calling first, then your unit next.

Unit to Unit:

Call: “103 [Doe] – 103 [Doe]”

Answer: “103 [Doe] Go ahead”

*With this format, when we work with other departments and they also have a member Doe, you will still know who the message is for otherwise, you could have 113 Doe to answer and the message goes to the wrong person.

Clearing the Call (Upon last unit getting back to the Station):

You: “Dispatch 103”

Wait for them to acknowledge you.

You: “Dispatch 103 all units clear I-77 MM48 MVA back on respective stations, in service”

This does not apply to Command 1 or Chief 1 as they may not return to the station.

Mayday Situations:

If, during fireground operations, a MAYDAY is issued, all fireground communications on the primary operations channel shall be ceased immediately and moved to a secondary channel to be determined by the IC. The only communications that shall be carried on the main operations channel is between the IC (or their designee) and the unit that initiated the MAYDAY. Only at the resolution of the MAYDAY situation shall normal fireground traffic be allowed to resume on the primary operations channel.

Cancelled while in route:

In the event that we are cancelled en route to an incident, the lead apparatus should call dispatch, wait for a reply and acknowledge the disregard, following that each additional piece of apparatus responding should give a blind acknowledgement that they copied the disregard. This is to let all the other units know that you heard it and have ceased your response.

***** A Guide on what repeater to use in areas with your radio:*****

- **Bradley Sta 1:** Physical location is at the Main Station in Bradley
This repeater is to be used on any call in the Bradley, Stanaford, Maple Fork, Sandbranch, Mount Hope and Pax area.
This is the PRIMARY repeater.
- **Bradley Sta 3:** Physical location is on Dry Hill Rd @ Sweenysburg Rd.
This repeater is to be used on any call in the Dry Hill, Sweenysburg, Harper Rd, Eccles area.
This repeater will be used as a backup if the Bradley Repeater is down for any reason.
- **Spruce:** Physical location is at Cirtsville near Pax below Lick Knob
This is a County Repeater and will be used as a backup if for any reason both of our Bradley repeaters are not available.
- **WVSIRN:** System is a Motorola UHF p25 trunking system with the following towers available for use on Raleigh County Talk Group
 - o Lick knob, Bolt, Flat top, Kenney Mtn, Harper Road.

WVSIRN County talk groups:

Tac 1-4 for operations county wide

Event 1-4 for events (BSA Summit, Auto Fair, Presidential Visits, etc)

Talk 1 & 2 for Day to Day Use.

All Fire is used for County Wide Conference for natural disasters, etc...

103 private is **private**; no other station will have each other's private.

If you have to use Fayette County Fire Repeaters identify as:

Fayette County has given us permission to use their repeaters to talk to Fayette County Mutual Aid Departments.

The State Radio's on the trucks have an identifier on them and the Fayette County EOC *can see* the radio ID on their display and has them programmed into the computer system as Bradley-Prosperity VFD.

Call: "Fayette County – Bradley Fire Department-Station 103"

Answer: "Bradley 103"

Call: "Station 5 – Bradley Fire Department-Station 103"

Mt. Hope Station "5"

Pax Station "13"

Oak Hill Station "12"

When asking Raleigh County EOC to dispatch a Fayette County Department as mutual aid you must specify in plain English the NAME of the department to respond such as "Pax Fire Department". We do this because if we tell them, "Station 13" they may dispatch Mabscott, thinking that we said "Station 113".

When on scene ALL Bradley-Prosperity Fire Department personnel shall be on Bradley talk-around. The IC may designate a unit to relay his/her messages, or carry two (2) radios with them (One for Bradley Fire and another for fire ground operations) and monitor both.

If there is evidence of any user misuse of any fire department owned communications equipment ~~you shall pay for the repairs of the radio, I.E. Running over~~ with a personal vehicle, dropping the device, throwing it. If the radio is damaged during a call that Bradley-Prosperity VFD is ~~working then~~ the department will cover the cost of the repairs.

With everyone on the same page, everything will flow more smoothly on scene and sound more professional to the scanner listeners. *Remember: There are others listening to our radio traffic besides other fire departments!*

“By signing this document, I hereby acknowledge that I have read and agree to all of the above. I also agree to follow the above examples, to help make radio traffic from members of the Bradley-Prosperity Volunteer Fire Department be more effective & professional.

(Name)

(Date)

NIMS *Alert*

NA: 002-06
The NIMS Integration Center, Feb. 8, 2006
NIMS-Integration-Center@dhs.gov
202-646-3850

More about 10-Codes and Plain English

WASHINGTON – In Washington, DC, if a police officer says 10-50, he or she is talking about a car accident. Across the line in Montgomery County, Maryland, 10-50 means an officer needs help. And that's the way it is across much of the country, 10-codes used in one jurisdiction are not the same as those used in another. That's why it is important that responders and incident managers use common terminology. There simply is no room for misunderstanding in an emergency situation.

The use of plain language in emergency response is matter of public safety, especially the safety of first responders and those affected by the incident. It is critical that all local responders, as well as those coming into the impacted area from other jurisdictions and other states as well as the federal government, know and utilize commonly established operational structures, terminology, policies and procedures. This is what NIMS and the Incident Command System (ICS) are all about - achieving interoperability across agencies, jurisdictions and disciplines.

The use of common terminology is about the ability of area commanders, state and local EOC personnel, federal operational coordinators, and responders to communicate clearly with each other and effectively coordinate response activities, no matter what the size, scope or complexity of the incident. The ability of responders from different jurisdictions and different disciplines to work together depends greatly on their ability to communicate with each other.

It is required that plain English be used for multi-agency, multi-jurisdiction and multi-discipline events, such as major disasters and exercises. Beginning in the fiscal year that starts on Oct. 1, 2006, federal preparedness grant funding is contingent on the use of plain English in incidents requiring assistance from responders from other agencies, jurisdictions and functional disciplines. While the NIMS Integration Center doesn't require plain English for internal operations, we strongly encourage it. We believe it is important to practice every day terminology and procedures that will need to be used in emergency incidents and disasters. NIMS implementation is a long-term effort and it's probably not possible to persuade everyone to change ingrained habits overnight. But we do hope that over time, everyone will understand the important of using common terminology, that is, plain English, every day.

Standard Operating Procedure

PROGRESSIVE DISCIPLINE POLICY

PURPOSE:

To establish policy and guidelines for Department's progressive discipline program to identify and address department member related problems. This policy applies to any and all department member conduct that the Bradley-Prosperity Volunteer Fire Department, in its sole discretion, determines must be addressed by discipline. The Bradley-Prosperity Volunteer Fire Department takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline. Conduct by a member of the Bradley-Prosperity Volunteer Fire Department that warrants discipline may fall under the following categories; unacceptable behavior, poor performance or Non Compliance with Fire Department's policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, This may mean that more or less severe discipline is imposed in a given situation.

Progressive discipline may be issued on department members even when the conduct that leads to more serious discipline is not the same that resulted in less severe discipline. That is, violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action. Probationary Department members are held to the highest standards for behavior and performance.

POLICY:

The Bradley-Prosperity Volunteer Fire Department will normally adhere to the following progressive disciplinary process:

1. Verbal Warning: An department member will be given a verbal warning when a problem is identified that justifies a verbal warning or the department member engages in unacceptable behavior. Verbal warnings will be conducted by the Captain or FIC. Should it be one of those being disciplined, then the Warning shall be conducted by the Fire Chief or Assistant Fire Chief. Verbal Warnings will be documented and maintained by the OIC for a period of not less than Six

Months, however will remain in the personnel file permanently but after the six month term, the action will be stricken from further discipline, and a new slate will begin.

2. Written Warning: A written warning is more serious than a verbal warning. A written warning will be given when a department member engages in conduct that justifies a written warning or the department member engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings will be conducted by the Captain or FIC. Should it be one of those being disciplined, then the Warning shall be conducted by the Fire Chief or Assistant Fire Chief. Written warnings are maintained by the OIC in a department member's personnel file and remains in effect for a period of not less than one Year, however this will remain in the personnel file permanently but after the one year term, the action will be stricken from further discipline, and a new slate will begin.

3. Suspension: A suspension of duty is more serious than a written warning. A department member will be suspended when he or she engages in conduct that justifies a suspension or the department member engages in unacceptable behavior during the period that a written warning is in effect. A department member's suspension will be documented and, regardless of the length of the suspension issued, will permanently remain in the department member's personnel file. Suspensions will be conducted by the Fire Chief or Assistant Fire Chief with the presence and cooperation of the Captain or FIC.

4. Termination: A department member will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in Suspension. A termination action will be conducted by the Fire Chief or Assistant Fire Chief with the presence and cooperation of the Captain or FIC. Again, while the Fire Department will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

BRADLEY-PROSPERITY VOLUNTEER FIRE DEPT

Media Policy

Our policy on media remains the same. Only the PIO ,Chief or his designee can release info to the media.

This also includes posts on line. Anything you post reflects on the fire department, so all posts must be approved by the chief or PIO . Anything posted to the Raleigh county firefighter site must be approved by one of the administrators .

This policy includes photos of calls & training. This is done to comply with HIPPA laws and to protect the department from liability on the posting of pictures and info.

Under no circumstances shall any derogatory or negative comments or posts about other departments shall be allowed to be posted. This also applies to members of this department.

Voters read our posts and these are the same voters who vote on the levy.

BRADLEY-PROSPERITY VOLUNTEER FIRE DEPARTMENT

DRUG & ALCOHOL FREE POLICY

The Bradley-Prosperity Volunteer Fire Department does NOT TOLERATE any use of alcohol and/or drug abuse on fire department property or at any fire department activity. The by-laws of the department prohibit any alcohol and/or illegal drugs on the property of BPVFD.

No member is permitted to come to the fire department or to any fire call or other departmental activity under the influence of drugs and/or alcohol. This includes "non-alcoholic" beer as well, since it leaves an odor on one's breath similar to alcoholic beer and would be just as damaging to our reputation as a public safety organization.

Any member who visits a restaurant which also contains a bar (such as Outback, Macado's, or Applebee's) need not go out of service unless they will be drinking. However, they shall not sit directly at the bar so as to give the impression that they are drinking. Any member who visits a bar or club whose main purpose and/or reputation is that of a drinking establishment must call and notify an officer that he or she is out of service for the night, whether he or she is drinking or not. Members must not wear or carry any fire department uniform, t-shirt, ball cap, pager, etc. when visiting such an establishment. Members are not permitted to come onto fire department property or on any fire call or other departmental activity after visiting such an establishment for 24 hours.

Also, with this policy members are subject to drug screenings at any time with or without notice. New Recruits joining the department shall also be drug tested before being permitted to participate in any department activities.

I, _____ have read and understand the above policy. By my signature below I agree to uphold this policy and understand any violation of this policy is means for immediate disciplinary action, up to and including termination. I also understand that at any refusal to test for drugs/alcohol at the request of an officer is also subject to immediate suspension/termination.

Signature

Date

BRADLEY-PROSPERITY
VOLUNTEER FIRE DEPARTMENT

LIVE IN / BUNK IN PROGRAM
COMPLIANCE AGREEMENT

I understand that I am responsible to keep my room clean and orderly at all times. I further understand that I must help to keep the lounge, shower room, and laundry areas clean and orderly at all times. I will help with general station upkeep and maintenance when requested. I will remember the impact of personal hygiene on the public image of the department. I will take daily showers and maintain my personal hygiene so as not to be offensive to others who share common areas.

I will use my assigned room for sleeping, and not sleep in other areas of the station. When I prepare food and/or eat here, I will clean up my dirty dishes, pans, etc. and leave the kitchen in a clean and orderly condition. I will help conserve power by turning off lights, appliances, etc. when not needed. I understand that the reason BPVFD encourages the bunk in program are to get firefighters out quickly when there is an emergency call, and to get the maximum credit possible on our ISO rating.

These goals can only be met with my cooperation. I understand that I am expected to respond on calls for assistance when I am at the station and available to do so.

I will also comply with the department visitation hours which are 10am-11pm and I understand that I am to only entertain visitors in the lounge, recreation and common areas of the station. I further agree that I will not allow my visitors to roam the station freely but as their host I will be responsible for them.

I further understand that although the bunk in program has an extremely valuable purpose, it cannot be maintained solely by the department funding. The county fire levy will not cover cost related to the bunk-in Program. Therefore, the department does charge a bunk-in fee for those members residing on a permanent basis in our facilities; this fee is set by the Board of Directors and is subject to change. This fee is due on the 15th of each month; if at any time you become more than 2 months in arrears you will receive a 15 day notice of eviction. This does not terminate your membership, only your participation in this program.

I understand that if I do not comply with this policy I will be evicted from the program and upon such notice of eviction will have 15 days to comply.

Signature _____ Date _____

BRADLEY-PROSPERITY
VOLUNTEER FIRE DEPARTMENT
TRAINING POLICY

Training Sessions are held at the department on the 2nd & 4th Tuesday of every month. These sessions last 4 hours and are held from 6:00-10:00 PM. These are REQUIRED and if you cannot attend you must follow the call off procedure.

Members are also required to obtain 8 additional hours of training per month on their own time that can count toward our ISO rating.

These additional hours can be obtained in a couple different ways such as:

1. Competency Training (Which can be done @ the beginning of any regular Tuesday night session if desired-form must be completed)
2. Online Training (Certificate must be presented if not McNeil)
3. Outside Classes (Certificate must be presented)

McNeil & Company

In an effort to obtain the best ISO Rating possible and also to better train our responders we utilize another training venue. McNeil & Company offers what is known as E-Learning.

All members are REQUIRED to complete online training assignments as they are assigned. One assignment is issued every 2 weeks and you have 2 weeks to complete each assignment. The assignments last anywhere from 10-30 minutes each on average.

Driver Training

All new drivers in order to be cleared to drive must obtain 60 hours of training on each respective apparatus unless specific authorization is granted by an officer of the department. Upon completion of the 60 hours, completion of a recognized EVOC program and approval by a chief officer the driver shall be granted full permission to drive apparatus to and from department events regularly including emergency calls, parades, details, etc...

All approved drivers must obtain 16 hours continuing drivers education per year to maintain driver status.

No member is permitted to operate Emergency Warning Equipment in their personal vehicles without an Emergency Vehicle Permit issued by the Chief and WV State Fire Marshal. Any member that is caught in violation of this will be IMMEDIATELY SUSPENDED or TERMINATED! It is ILLEGAL.

Any member wishing to purchase/install equipment of their own MUST get permission from a chief officer in order for us to be sure that what you are installing is legal in the State of WV.

Member Signature

Date

THINKING AND ACTING LIKE A MEMBER OF THE BPVFD

ALWAYS BE PREPARED FOR AN EMERGENCY RESPONSE

1. CARRY YOUR PAGER- NUMBER 1 ON YOUR LIST SHOULD BE "HOW WILL I KNOW THERE IS A RUN?" VIA THE PAGER; WEAR IT AT ALL TIMES YOU ARE AWAKE. PAGERS ARE NEVER TO BE WORN DURING FIREFIGHTING ACTIVITIES. PAGERS ARE EXPENSIVE AND THE MEMBER'S LIFELINE TO THE BPVFD. TREAT THEM WITH CARE. DON'T TURN IT DOWN; PUT IT ON ALERT IF YOU ARE SOMEWHERE IT MIGHT BE A DISTRACTION. YOU CAN'T DO YOUR JOB ON THE FIRE DEPARTMENT IF YOUR PAGER IS AT HOME WHILE YOU ARE AWAY OR IN YOUR CAR WHILE YOU ARE IN THE STORE OR WHEN IT IS TURNED OFF. DON'T BE COMPLACENT- EMERGENCIES OCCUR AT ANY TIME.
2. PARK YOUR CAR IN SUCH A MANNER THAT YOU CAN IMMEDIATELY RESPOND. PARK SO THAT YOU CAN RESPOND AT ANY TIME, DAY OR NIGHT, WITH FAMILY AND FRIENDS' VEHICLES AROUND, SO YOU CAN ALWAYS GET OUT OF YOUR PARKED AREA WITHOUT HAVING TO MOVE OTHER VEHICLES. IT IS RECOMMENDED THAT YOU BACK IN SO THAT YOU DON'T HAVE YOUR VISION BLOCKED BY THE BACK OF YOUR VEHICLE WHEN YOU TRY TO EXIT. THIS MEANS POSSIBLY BACKING OVER SOMEONE OR SOMETHING, OR BACKING ONTO A BUSY ROADWAY, PLUS TURNING A VEHICLE CAN BE TIME CONSUMING.
3. KEEP YOUR GEAR WITH YOU AT ALL TIMES-SHOULD YOU CHANGE VEHICLES TAKE YOUR GEAR WITH YOU.CARRY YOUR GEAR AT ALL TIMES. YOU CAN'T DO YOUR JOB WITHOUT HAVING THE PROPER GEAR; YOUR GEAR MEANS THE DIFFERENCE OF BEING A DOER OR BEING A WATCHER.
4. LAY YOUR CLOTHES IN THE SAME LOCATION AT NIGHT FOR QUICK AND EASY ACCESS. LAYING YOUR CLOTHES OUT MEANS HAVING CLOTHING READY TO PUT ON BEFORE LEAVING YOUR HOME TO GO ON A RUN AFTER BEING AWAKED BY YOUR PAGER FOR THE NIGHT TIME INCIDENT. THE ONLY THING YOU NEED TO DO ARE TO DRESS APPROIATLEY FOR THE RUN TAKE YOUR GEAR AND RESPOND TO THE CALL. THE CALLER DOSENT CARE WHAT YOU LOOK LIKE FOR THE 3 AM CALL, JUST THAT YOU ARE TRAINED AND PREPARED TO HANDLE THEIR CRISIS. LEARN TO LEAVE YOUR KEYS IN THE SAME SPOT ALL THE TIME. PRELOADING YOUR WALLET, ID'S ETC IS IMPORTANT.
5. WINTERTIME-BE PREPARED FOR COLD WEATHER-YOU MIGHT ADD YOUR WINTER COAT SOMEWHERE ALONG THE PATH FROM YOUR BED ROOM TO YOUR VEHICLE AND DRESS BEFORE YOU GO OUTSIDE. PRACTICE PUTTING YOUR CLOTHES ON IN THE DARK SO YOU DON'T DISTURB YOUR SPOUSE BY TURNING ON AND OFF THE BEDROOM LIGHTS. IF YOU WEAR EYEGASSES HAVE THOSE NEARBY IF YOU NEED THEM TO DRIVE, OR IF YOU WEAR CONTACTS PUT THEM IN FOR THE RUN.

6. RESPOND TO AS MANY CALLS YOU ARE DISPATCHED TO AS POSSIBLE-MAKING YOURSELF AVAILABLE TO MAKE RUNS, DOING YOUR DUTIES AND RESPONSIBILITIES TO REMAIN AN ACTIVE MEMBER IS VERY IMPORTANT IN BEING A MEMBER OF THIS FIRE DEPARTMENT. YES, IT DOES MEAN YOU MIGHT HAVE TO LEAVE YOUR FAMILY AND FRIENDS DURING A MEAL.
7. YES, IT DOES MEAN YOU HAVE TO GO ON A RUN WHILE HAVING A BIRTHDAY PARTY, OR DURING THE TIME YOU ARE OPENING YOUR CHRISTMAS GIFTS OR HAVING A THANKSGIVING FEAST WITH YOUR FAMILY. YES, IT ALSO MEANS GETTING OUT OF YOUR COZY BED IN THE MIDDLE OF THE NIGHT DURING INCLEMENT WEATHER. IT IS YOUR DUTY (REMEMBER THE OATH YOU SIGNED IN YOUR APPLICATION) TO MAKE YOURSELF AVAILABLE TO HELP THOSE IN NEED OF YOUR/OUR SERVICES. IN SHORT, THIS IS WHAT IT MEANS YOU PLEDGED-"YOU WILL BE THERE FOR OTHERS NO MATTER WHAT CIRCUMSTANCES IN THEIR TIME OF NEED".
8. APPARATUS/ STANDBY/ RESPONDING ON RUNS- SIMPLE RULES WHEN RESPONDING ON RUNS; LEAVE FROM HOME & GO TO THE SCENE IF YOU ARE CLOSE, OR GO TO THE CLOSEST STATION TO STAFF THE APPROPRIATE APPARATUS OR FOR STANDBY. GO BY OUR EQUIPMENT RESPONSE ORDER UNLESS TOLD OTHERWISE BY A COMMAND OFFICER. IF ON STATION, TAKE THE EQUIPMENT THAT IS DISPATCHED OR LIKE EQUIP FOR THE RUN; THINK- USE YOUR HEAD.
9. GETTING CREDIT FOR THE RUN-AFTER ALL RUNS WHERE APPARATUS HAS RESPONDED GO TO THE STATION DESIGNATED AS THE CLEANUP STATION TO CLEAN EQUIPMENT AND APPARATUS UNLESS THE OFFICER IN CHARGE STATES OTHERWISE. YOU WILL ONLY GET CREDIT FOR ATTENDING RUNS IF YOU PARTICIPATE IN CLEAN-UP DUTIES.

HOW TO THINK WHEN A CALL COMES IN

1. NO MATTER WHAT TYPE OF EMERGENCY IT IS ,ALWAYS TRY TO VISUALIZE THE SCENE-IT WILL ALLOW YOU TO PREPARE FOR TASKS THAT MAY BE ASSIGNED TO YOU ONCE YOU ARRIVE.
2. PREPARE YOURSELF FOR THE WORST; THIS ENABLES YOU TO LEARN SOMETHING NEW.
3. ALWAYS RESPOND TO THE ADDRESS DISPATCHED FIRST.
4. KNOW WHERE YOU ARE GOING; KNOW MAJOR STREETS AND SUBDIVISIONS.
5. AT NIGHT WHEN YOU ARE CLOSE TO THE ADDRESS WATCH FOR THE BUILDING OR HOUSE WITH THE OUTSIDE LIGHTS ON, ESPECIALLY ON CIVIL ASSIST CALLS.
6. THE FIRST TRUCK DISPATCHED IS USUALLY THE CLOSEST TO THE SCENE. THIS GIVES YOU SOME IDEA ON THE GENERAL AREA.

TREAT CUSTOMER AND THE CUSTOMER'S PROPERTY WITH RESPECT.

1. WIPE YOUR FEET WHEN ENTERING THEIR HOMES, ESPECIALLY ON CIVIL ASSIST CALLS.
2. USE RUNNERS OR TAKE YOUR SHOES OFF IF NECESSARY.
3. PROTECT THEIR PERSONAL PROPERTY AS IF IT WERE YOUR OWN.
4. WHAT YOU SEE AND YOUR OPINION OF WHAT YOU SEE IN SOMEONE'S HOME OR BUSINESS SHOULD BE KEPT TO YOURSELF.
5. NO HORSEPLAY, SMOKING, ETC ON EMERGENCY SCENES.
6. OUR ESSENTIAL MISSION AND NUMBER 1 PRIORITY IS TO DELIVER THE BEST POSSIBLE SERVICE TO OUR CUSTOMERS.
7. LISTEN CAREFULLY TO UNDERSTAND THE CUSTOMER'S POSITION, PERSPECTIVE AND NEEDS.
8. GIVE THE CUSTOMER YOUR EXCLUSIVE ATTENTION.
9. BE CAREFUL OF WHAT YOU SAY AND HOW YOU SAY IT-PRACTICE VERBAL ETIQUETTE.
10. SAY THANK YOU.
11. USE A FRIENDLY TONE OF VOICE AND BODY LANGUAGE.
12. USE SUPPORTIVE AND ENCOURAGING LANGUAGE THAT THE CUSTOMER UNDERSTANDS.
13. INDICATE YOU UNDERSTAND AND CARE.
14. REFLECT PROFESSIONAL CONCERN AND GUIDE THE CUSTOMER THROUGH THE PROBLEM-SOLVING PROCESS.
15. BE COURTEOUS AND POLITE –BE A SWEETHEART.
16. BE GENTLE WITH THE CUSTOMER.
17. ASK THE CUSTOMER ABOUT THEIR NEEDS.
18. TRY TO MAKE THE CUSTOMER AS COMFORTABLE AS POSSIBLE.
19. TAKE WHATEVER TIME IS REQUIRED TO ESTABLISH POSITIVE INTERPERSONAL CONTACT.

20. EXPLAIN WHAT HAPPENED, WHAT YOU ARE DOING, AND WHAT YOU THINK THE OUTCOME WILL BE IN CLEAR PLAIN LANGUAGE.
21. SPEND EXTRA TIME WITH THE CUSTOMER/FAMILY.
22. DONT USE EXCESSIVELY TECHNICAL LANGUAGE.
23. AVOID VALUE JUDGEMENTS THAT REFLECT YOUR PERSONAL PERSPECTIVE/OPINION.
24. WHENEVER POSSIBLE, ASK THECUSTOMER HOW YOU CAN CONSTRUCT A RESPONSE TO FIT THEIR NEEDS.
25. ASK THEM WHERE IT HURTS.
26. ASK THEM WHAT IS IMPORTANT TO THEM.
27. ASK THEM WHAT WILL MAKE THEM FEEL BETTER.
28. DESIGN AND EXTEND THE SERVICE IN YOUR PROFESSIONAL TERMS.

MEETINGS-THERE ARE TWO TYPES OF MEETINGS

1. BOARD MEETINGS- WHERE FINANCIAL DECISIONS ARE MADE.
2. MEMBERSHIP MEETINGS- FOR THE GENERAL MEMBERSHIP TO HAVE INPUT INTO BYLAWS, POLICY, MEMBERSHIP, PROJECTS, AND PERSONNEL ISSUES.
3. IT IS IMPORTANT THAT MEMBERS ATTEND MEETINGS. YOUR INPUT IS CONSIDERED IN THE DECISION MAKING PROCESS BECAUSE YOU ARE PART OF AN IMPORTANT TEAM.
4. MEETINGS ARE A PLACE WHERE TEAM MEMBERS COMMUNICATE AMONG THEMSELVES SO THE TEAM CAN IMPROVE ITSELF FOR THE FUTURE.
5. A WORK DETAIL IS A GREAT TRAINING DEVICE.
6. YOU ARE ABLE TO PERFORM TASKS THAT AREN'T USUALLY DONE ON A REGULAR BASIS.
7. ON OCCASION YOU ARE ASKED TO REPORT TO THE STATION TO HELP WITH A SPECIAL DETAIL.
8. WORK DETAILS ARE USUALLY NOT PLANNED.
9. THE MORE THAT SHOW UP, THE SOONER THE TASK CAN BE COMPLETED.

WHAT DOES CUSTOMER SERVICE DO FOR US?

1. SECURES AND MAINTAINS ADEQUATE RESOURCES AND BENEFITS
2. HAPPY CUSTOMERS, BOSSES, VOTERS AND WORKERS
3. BRINGS OUT THE BEST IN US
4. PROVIDES POSITIVE JOB SATISFACTION
5. IT'S THE RIGHT THING TO DO
6. PLACES US IN THE BEST POSITION TO COMPETE
7. COMPLETES OUR BASIC CUSTOMER PROMISE
8. IT'S FUN TO BE GOOD AND DO GOOD
9. DOING IT RIGHT THE FIRST TIME ELIMINATES BAD PRESS, LIABILITY, LAWYERS, LOTS OF MEETINGS, AND EXTRA PAPERWORK.
10. IT SAVES LIVES AND LOTS OF STUFF THAT IS REALLY IMPORTANT TO OUR CUSTOMERS

PROTECT OUR IMAGE AND REPUTATION

IMAGE IS EVERYTHING-WE ARE WHAT WE ARE PERCEIVED-PERCEPTION IS REALITY.

1. WHEN YOU DISPLAY OUR IDENTIFICATION ON YOUR VEHICLE, YOU ARE ON DUTY.
2. WHEN YOU DISPLAY OUR IDENTIFICATION, YOU ARE A REPRESENTATIVE OF THIS FIRE DEPARTMENT AND ALL OF ITS MEMBERS.
3. WHEN YOU WEAR ANY PART OF OUR DEPARTMENT UNIFORM, YOU ARE ON DUTY.
4. WHEN YOU WEAR ANY PART OF OUR FIRE DEPT UNIFORM, INCLUDING STATION WEAR, YOU ARE A REPRESENTATIVE OF THIS FIRE DEPARTMENT AND ALL OF ITS MEMBERS.
5. WHEN YOU ARE AWAY FROM HOME, YOU MAY WEAR BPVFD CLOTHING THAT IS CLEAN, FREE OF HOLES AND APPROVED BY THE OFFICERS.
6. REGARDLESS OF WHAT YOU THINK, THE PUBLIC IS WATCHING. YOU ARE ALWAYS ON STAGE. MAKE SURE YOU DO NOT REPRESENT THE BPVFD IN ANY FORM IF YOU ARE GOING OUT DRINKING, PARTYING, OR SOME FORM OF ADULT ENTERTAINMENT. DON'T BE DOING SOMETHING THAT EMBARRASSES THE FIRE DEPARTMENT WHILE WEARING BPVFD IDENTIFICATION.
7. YOUR PERSONAL APPEARANCE REFLECTS ON THE FIRE DEPARTMENT. SLOPPY LOOKS AND POOR PERSONAL HYGIENE GIVES THE PUBLIC A POOR IMPRESSION OF THE FIRE

DEPARTMENT. CLEAN CLOTHES, CLEAN SHAVEN, AND A NEAT APPEARANCE GIVE THE PUBLIC A GOOD IMPRESSION OF THE FIRE DEPARTMENT.

8. DRIVE RESPECTIVELY ~~IN YOUR PERSONAL VEHICLE~~ IF IT IN ANY WAY SYMBOLIZES THE FIRE DEPARTMENT(IE LIGHTS, STICKERS, LICENSE PLATE, ETC.)SPEEDING ,HONKING, RECKLESS DRIVING AND DESTRUCTION OF PROPERTY (IE YARDS, DITCHES, DRIVEWAYS ETC) IS NOT TOLERATED.
9. AT ALL TIMES BE AWARE OF HOW YOUR IMAGE AND ACTIONS IN THE PUBLIC IS NOT ONLY CLOSELY WATCHED BY THE PUBLIC, BUT ALSO A DIRECT REFLECTION OF THE FIRE DEPARTMENT.
10. KNOW WHAT TO DO ON AN EMERGENCY RESPONSE, HOW TO DO IT, AND WHERE EQUIPMENT IS ON THE APPARATUS.
11. TRAINING SESSIONS ARE NOT USUALLY CONDUCTED ON AN EMERGENCY SCENE.
12. BECOME FAMILIAR WITH AND COMPETENT IN OPERATING OUR EQUIPMENT.
13. USE YOUR COMMON SENSE!
14. THINK BEFORE YOU ACT
15. IF YOU SEE A PROBLEM , A MESS OR SOMETHING BROKEN AND YOU PASS IT BY WITHOUT ACTING YOU ARE JUST AS RESPONSIBLE AS THE PERSON WHO DID IT AND LEFT IT THERE.
16. FULL TRASH CANS, DIRTY DISHES, MESSY OR DIRTY FLOORS, OR TRASH IN THE PARKING LOT IS EVERYONE'S RESPONSIBILITY. EVERY MEMBER OF THE FIRE DEPARTMENT SHOULD TAKE CARE OF THE TAXPAYERS' PROPERTY.
17. TRUCKS SHOULD BE WASHED WHEN THEY ARE DIRTY. THE OFFICER IN CHARGE OF THE RUN MAY ELECT TO NOT WASH TRUCKS.
18. DON'T ASSUME THAT "IT'S SOMEONE ELSE'S JOB" OR "SOMEONE ELSE WILL DO IT".

EVERYONE IS RESPONSIBLE FOR THE UPKEEP AND APPEARANCE OF THE FIRE DEPARTMENT.

19. DON'T WAIT TO TELL SOMEONE . IF YOU SEE ANYTHING WRONG ,ACT IMMEDIATELY. CORRECT THE SITUATIOIN IF YOU ARE ABLE OR CONTACT SOMEONE WHO CAN. BIG PROBLEMS USALLY STARTED AS SMALL ONES NOBODY TOOK TIME TO MENTION TO SOMEONE.

HOW TO USE BPVFD BUILDINGS

1. TURN OFF UNNECESSARY LIGHTS /EQUIPMENT.
2. LEAVE THE RADIOS SET THE WAY THEY ARE OR RETURN THEM TO SUCH AFTER USING THEM.

3. SIT ON CHAIRS INSTEAD OF TABLES, COUNTERTOPS OR WINDOW SILLS.
4. KEEP FOOD AND DRINKS AWAY FROM COMPUTERS.
5. IF THERE ARE PEOPLE WORKING ON THE COMPUTERS, BE COURTEOUS AND TAKE YOUR CONVERSATION TO ANOTHER ROOM.
6. IF YOU USE THE LAST OF SOMETHING OR NOTICE SUPPLIES GETTING LOW, TELL SOMEONE.
7. FLUSH THE TOILET AFTER USE.
8. CLEAN UP AFTER YOURSELF (WASH YOUR DISHES, THROW AWAY YOUR TRASH, ETC. WE DO NOT HAVE A MAID SERVICE)
9. EVEN IF YOU DIDN'T MAKE THE MESS.....TAKE PRIDE IN THE BUILDING AND CLEAN IT UP.

WHEN LEAVING THE FIRE STATION

1. TURN OFF ALL LIGHTS
2. MAKE SURE THE DOOR SHUTS COMPLETELY BEHIND YOU.

PROPER USE OF BPVFD PHONES

IT IS SOME TIMES HARD TO REMEMBER THAT WE ARE A BUSINESS THAT PROVIDES SERVICE TO CUSTOMERS, SO WE NEED TO BE PROFESSIONAL WHEN ANSWERING THE PHONE. EVEN IF YOU THINK YOU KNOW WHO IS CALLING, ANSWER EACH PHONE CALL PROFESIONALLY. AN EXAMPLE WOULD BE "BRADLEY-PROSPERITY VOLUNTEER FIRE DEPT. (NAME) SPEAKING" OR EVEN INCLUDE YOUR RANK WITH YOUR NAME. BE PROUD OF YOURSELF AND THE DEPARTMENT THAT YOU REPRESENT.

3. DO NOT MAKE LONG DISTANCE PHONE CALLS.
4. ALWAYS USE A PHONE BOOK OR THE INTERNET VERSUS 4-1-1