

# Carbondale & Rural Fire Protection District



## Volunteer Handbook

Date: January 2013



# VOLUNTEER HANDBOOK

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## SECTION 100. GENERAL INFORMATION

### 101 – Definitions

Below are terms used in the Volunteer Handbook that have a special meaning. Please refer to these definitions when interpreting the handbook that follows:

1. **Volunteer Member** – A non paid employee of the Carbondale Fire District defined as a person who has been accepted for probationary membership or a person who has completed their probationary period and has been accepted as a member of the District. Volunteer Members are sometimes referred to in this Handbook as “Volunteers” and sometimes referred to as “Members”.
2. **District** -- Carbondale & Rural Fire Protection District, also referred to as “CRFPD”, or the “District”.
3. **Pension** – The Carbondale Fire District participates in the State of Colorado Volunteer Firefighter’s Pension program. The benefits and requirements for participating in the pension program are located in the CRFPD Pension Rules Document.
4. **24-Hour Shift Employee** – The District employees a number of paid 24-hour firefighter/EMT responders. They are divided into 3 different shifts, A shift, B shift and C shift. Each shift includes a Shift Captain who supervises the shift crew’s duties and volunteers who are signed up for that particular shift.



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5. **Paid Employees** – The chief officers of the District are in this category as well as the EMS coordinator, Maintenance staff and Administrative Staff and any other employees designated as a Paid Employee by the Fire Chief".
6. **Volunteer Shift** – A selected block of time that a member commits to be on the response crew at a Station, or other designated shift site.

### **102 – Definition of an Emergency Responder**

The Carbondale Fire District accepts the generic description of a firefighter member as produced by the International Association of Fire Chiefs.

A firefighter or emergency responder is a trained individual who promptly responds to mitigate a wide range and variety of emergency and non-emergency situations where life, property or the environment is at risk. A responder's assignments vary based on training, experience and ability.

A responder's duties can include fire suppression (including structural, wild land, transportation and all other types of fires); fire prevention and public education; along with emergency medical services, hazardous materials response and preparedness, technical rescues (extrication, water, high angle or confined space); urban search and rescue, disaster preparedness and mitigation; community service activities; public safety (including animal rescues, lockouts, and standbys); response to civil disturbances and terrorism incidents; non-emergency functions (such as training, pre-planning, communications, maintenance, research and development, and physical conditioning); and other related emergency and non emergency duties as may be assigned or required.

### **103 – What it Means to Be a Volunteer**

#### **CRFPD Volunteer Priorities**

The Carbondale Fire District recognizes that being a volunteer is only one part of each member's life. Our desire is that the experiences of every member will be as meaningful and fulfilling as is possible.

In order to achieve this, a volunteer's life needs to have a good balance between the fire department and the rest of their life. We believe that prioritizing your level of participation in the fire department is critical to enjoying a long and successful run as a volunteer. While each individual person is certainly different, there is a general set of priorities that typically enable someone to enjoy success here at Carbondale Fire. They include:

1. Family
2. Career
3. Recreation
4. Fire Department participation



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We believe that there is a place for anyone who wishes to serve their community through the fire department. Being a volunteer Emergency Responder is a high calling that can require much of a person. We have a great appreciation for the people who answer this call and dedicate themselves to the service of others.

### **Always be prepared for an emergency response:**

1. Carry your pager - Number 1 on your list should be, knowing when there is a call for service via the PAGER.
2. Make sure that your gear is ready at all times.
3. Respond to as many calls you are dispatched to as possible - Making yourself available to make the runs, doing your duties and responsibilities is very important to remain a member of this Fire Department.

### **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. Know where you are going: - Know major streets and subdivision names

### **Customer Service:**

1. Wipe your feet when entering their homes especially on EMS calls.
3. Protect their personal property as if it was your own.
4. Our essential mission and #1 Priority is to deliver the best possible service to our customers.
5. Give the customer your exclusive attention.
6. Be careful of what you say and how you say it – practice verbal etiquette.
7. Say Thank You.
8. Use a positive, friendly tone of voice and body language.
9. Indicate you understand and care.
10. Always Be Nice
11. Spend extra time with the customer/family.
12. Avoid value judgments that reflect your personal perspective/opinion.

### **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 is the right thing to do
6. Completes our basic customer promise
7. Doing it right the first time eliminates bad press, liability and lawyers.
8. It saves lives and property that are really important to our customers



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### **We Are What We Are Perceived and Perception is Reality**

1. When you wear any part of our fire department uniform you are a representative of this fire department and all of its members.
2. Know what to do on an emergency response, how to do it, and where equipment is on apparatus.
3. Training sessions are not usually conducted on an emergency scene.
4. Become familiar with and competent in operating equipment.
5. Use Common Sense and Good Judgment
6. Think Before You Act

### **104 – Thoughts to Ponder**

- If our members live with criticism, they learn to *condemn*  
**CONDEMNATION DISCOURAGES**
- If our members live with hostility, they learn to *fight*  
**FIGHTING SLOWS THE TASK**
- If our members live with tolerance, they learn to be *patient*  
**PATIENCE PROMOTES COOPERATION**
- If our members live with encouragement, they learn *confidence*  
**CONFIDENCE LEADS TO PERFECTION**
- If our members live with praise, they learn to *appreciate*  
**APPRECIATION NURTURES TEAMWORK**
- If our members live with acceptance and friendship,  
**THEY TAKE PRIDE IN THEIR WORK!**

### **105 – At Will Employment**

**Employment is at-will and subject to termination by CRFPD or the volunteer at any time, with or without notice and with or without cause.** Nothing in this Handbook is to be construed to prohibit CRFPD from maintaining a safe and secure work environment or to limit its right to impose disciplinary actions as it may deem appropriate for reasons of misconduct or poor performance, regardless of whether the misconduct or poor performance arises out of the use of alcohol or drugs. Such disciplinary actions may include termination of employment.



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## SECTION 200. CATEGORIES OF MEMBERSHIP

### **201– Probationary Member**

- Must be at least 18 years of age to become a member
- Completion of the 6 month probationary period
- Successful completion of the following:
  - HIPPA training on medical privacy
  - CPR/AED initial certification class or annual renewal
  - Infectious Disease Prevention class (When offered).
  - Completion of the New Member Task Book
- Participation of at least 18 hours of regularly scheduled in-house training during the probationary period.
- Completion of necessary certifications if applying for Suppression or Technician.
- Probationary membership shall last a minimum of six (6) months and can be extended on a monthly basis by a vote of the general membership to a maximum of twelve (12) months.
- If a Probationary Member is unable to pass Division and other requirements within the 12 month maximum, this may result in revocation of probationary status.
- Revocation of probationary status can be by a majority vote of the general membership, based on a recommendation by the District Chief and/or Membership Committee or by the District Chief alone.
- Probationary members are strongly encouraged to participate in all non-emergency activities but shall have no voting privileges at the general membership meetings.
- Probationary members are required to attend all general business meetings unless excused prior to the meeting by a Chief Officer, Shift Captain, Membership Committee member, Mentor or an administrative staff member.
- Excusable absences include:
  - Educational classes
  - Employment
  - Illness
  - Family matters.
- Participation in emergency events will be conditional upon the probationary member's training, certification and/or approval of the officer or supervisor present at the event.



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### **Mentor Program**

The Mentor Program was created to assist new members with the transition into full membership status. Mentors are assigned to each new member to aid and provide leadership with their training, completion of their task book, and the functioning organizational structure of Carbondale & Rural Fire Protection District.

Being a Mentor is possibly the most important and rewarding job a Member can perform for CRFPD. Mentors set the foundation for new members' safe and productive participation in CRFPD. Mentors need to be available to assist the new member they are assigned to with questions and problems that may arise.

It should be noted that the mentoring of a new member is not just their Mentors' responsibility, but that of the entire membership. Mentoring can also provide the Mentor with an avenue to refresh and improve their skills as well as the new member.

### **Mentors**

The purpose of the Mentor is to advise, support and educate a new probationary member with the Carbondale & Rural Fire Protection District protocols and the Volunteer Membership program. A Mentor is the new member's contact person during the course of their probationary period. The Mentor will spend time working along with the new member on completing their task book before the end of the probationary time period.

The responsibility of the mentor is to facilitate as actively as possible the smooth integration of the new member's wants and needs with the needs and requirements of the department.

#### Duties:

- Serve as the primary contact person for the new member, providing guidance, information, training and promoting interaction with current members,
- Take an active interest in the new member as a person and foster connections with other members,
- Oversee completion of the new member task book and an understanding of the operations, protocols, SOGs, incident calls and culture of the department,
- Ensure the new member gets the appropriate equipment necessary to perform his or her duties (PPE, SCBA mask, etc.),
- Explain how the department utilizes the ICS system including the roles of officers, shift captains and chiefs, and the new member's role within this structure,
- Encourage the new member to work shifts and ensure good rapport with other members during shifts,
- Evaluate new member progress and provide the member with feedback and/or correction if needed,
- Provide the membership with monthly progress reports during the business meetings,
- Ensure that the new member understands and practices all safety procedures, SOGs and practices at all times, including acceptable activities and supervision requirements during incidents.



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### **202 - Membership**

#### **Membership**

A member is defined as any person who has successfully completed the probationary requirements, has been recommended as a member by a vote of the general membership and maintains the requirements for membership as determined by the District Chief.

Members have the privilege of voting, participating in emergencies, social and educational activities of the district and holding office for any position provided s/he has met the conditions of the office as contained in the Volunteer Membership rules of the CRFPD

#### **Membership is divided into two divisions:**

- FIRE - Suppression and Support
- EMS - Technician and Support

#### **Retired- Returned to Service**

Is a member who has retired and wishes to reapply for membership. Must complete and maintain the same requirements as other members but does not accrue additional years of service for pension purposes. A retired member is eligible for longevity awards.

#### **Longevity Recognition**

The Carbondale & Rural Fire Protection District wants to recognize and acknowledge the contributions of its members and has established a program to thank those who have served.

Upon completion of 10 years of service, members will be recognized with the award of: a numbered CRFPD badge, years of service pin and other appropriate recognition

Upon completion of 15, 20, 25 and 30 years of service, members will be recognized with the award of a "Years of Service" pin and other appropriate recognition

#### **Member Status Review**

##### **Suppression or Technician and Support:**

*To remain a member, members shall:*

- Maintain Current CPR/AED Certification
- Complete the necessary training/education to remain a member who can perform well during an emergency incident.
- Maintain participation level needed to remain a member who can perform well with members of CRFPD. This participation includes: incident response, meetings, special events, public education, etc.

The membership committee will meet annually with the District Chief and review members' training/certification and participation. Membership status shall be determined by the District Chief.



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### **204 -- FIRE DIVISION**

#### **Suppression**

It is the intent of this guideline to establish a system for Suppression and Support groups of CRPFD firefighters whose tasks complement each other. The Command Staff has the responsibility to identify and assign all members to Suppression or Support designations.

**A.** Suppression designated firefighters are generally defined as those members who can meet the demanding physical requirements of hands on firefighting and maintains a current fire certification.

**B.** A Suppression firefighter generally performs the duties of both suppression and support activities. Examples of suppression activities are reserved for suppression firefighters only:

1. Interior firefighting w/SCBA
2. Exterior firefighting w/SCBA
3. Aerial and ground ladder operations w/SCBA
4. Offensive firefighting operations

#### **Support**

**A.** Support designated members are defined as those members who request to be support personnel, those who are not certified as Firefighters or those who may not meet the physical demands of Suppression work based upon one or more of the following conditions:

- |                       |                           |                         |
|-----------------------|---------------------------|-------------------------|
| 1. Choice             | 4. Physical condition     | 6. Physical impairments |
| 2. Weight (Hi or Low) | 5. Temporary disabilities | 7. Other                |
| 3. Training           |                           |                         |

**B.** Support personnel are limited to functions that are generally considered to be other than suppression activities. Following are examples of support duties:

1. Performs driver/operator functions
2. Performs Incident Management operations
3. Performs as an assistant with equipment
5. Performs as runner for communications, tools, and equipment
6. Participates in helicopter landing zone operations
7. Performs salvage and overhaul w/o SCBA
8. Performs defensive firefighting operations
9. Performs SCBA/cascade refill operations
10. Establishes and operates rehab area

**C.** It is the discretion of the incident commander to designate support personnel as necessary under unusual conditions.



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### **205 – EMS DIVISION**

#### **Technician**

It is the intent of this guideline to establish a system for technician and support groups of CRPFD members whose tasks complement each other. The Command Staff has the responsibility to identify and assign all members to technician or support designations. The current membership roster list will be coded to indicate each member's status.

- A. Technician designated members are defined as those members who are certified as Colorado Emergency Medical Technicians.
- B. A technician performs the duties of both technician and support activities. The technician duties are outlined in the Colorado Emergency Medical Technician Functional Job Description.

#### **Support**

A. Support designated members are defined as those members who request to be support personnel, those who are not certified as Colorado Emergency Medical Technicians or those who may not meet the physical demands of FIRE/EMS work based upon one or more of the following conditions:

- |                       |                           |                         |
|-----------------------|---------------------------|-------------------------|
| 1. Choice             | 4. Physical condition     | 6. Physical impairments |
| 2. Weight (Hi or Low) | 5. Temporary disabilities | 7. Other                |
| 3. Training           |                           |                         |

B. Support personnel are limited to functions that are generally considered to be other than technician activities. Following are examples of support duties:

1. Performs driver/operator functions
2. Performs Incident Management operations
3. Performs as an assistant with equipment
4. Performs as an assistant with care as directed by a technician
5. Performs as runner for communications, tools, and equipment
6. Participates in helicopter landing zone operations
7. Establishes and operates rehab area

C. It is the discretion of the incident commander to designate support personnel as necessary under unusual conditions.

D. Applicants for the EMS Division, who do not hold, as a minimum, a current Colorado EMT-B certification, will be considered applying for the Support category in the EMS division.

E. Probationary EMS members are expected to volunteer for regular shifts at Station 81 during and after their probationary period and complete the probationary requirements listed in Section 201 before s/he can be accepted as a member by the general membership.



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## SECTION 300. OFFICER QUALIFICATIONS

### **301 -- Captain**

#### **Captains in the District are appointed by the District Chief.**

To be considered for a Station Captain position in the Carbondale & Rural Fire Protection District, a candidate should possess leadership qualities and meet the following standards:

- Must be a volunteer member.
- Should be at least FFI certified and/or Colorado State EMT-B certified.
- Should have at least five years fire service experience and at least one year as a member after completion of probation
- Should be trained to a minimum ICS 300 level

#### **The duties of a Station Captain in the District are as follows:**

- Perform in a leadership role at emergency incidents
- Make sure portable equipment is in a 'fire ready' state and reporting missing or broken equipment problems to the Shift Captain or Deputy Chief of Operations.
- Ensure that vehicle and equipment checks are regularly scheduled and completed.
- Ensure that post run checks are completed on vehicles.
- Serve as a liaison between members and district staff.
- Work with the Training Chief on Station and District training.
- Assist in the utilization of the Incident Command System as the needs of the specific incident dictate.
- Ensure Incident Command management of incidents in the District where no other ranking officer is present.

### **302 – Fire Lieutenant**

#### **Fire Lieutenants are elected by the volunteer general membership**

The fundamental elements of the rank of Lieutenant at CRFPD are to demonstrate leadership and problem solving skills through interaction with the members of the District and performing skillfully at emergency incidents and maintaining good situational awareness.

To be considered for the position of Fire Lieutenant in the Carbondale & Rural Fire Protection District, a candidate must possess leadership qualities and meet the following standards:

- Must have at least 3 years fire service experience and at least one year as a volunteer after completion of probation
- Must be at least FFI certified
- Should be trained to a minimum ICS 200 level
- Maintain a good understanding of the geographical layout of the District street names, numbers and target hazards



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### ***The duties of a Fire Lieutenant are as follows:***

- Perform in a leadership role at emergency incidents
- Take a lead role in monthly vehicle and equipment checks
- Assist the Station Captain in ensuring the 'fire ready' state of equipment.
- Ensure that post run checks on vehicles.
- Ensure that portable equipment checks are regularly scheduled, performed and documented. Any problems or broken equipment should be reported to the Shift Captain or Deputy Chief of Operations.
- Work with the Training Chief on Station and District training.
- Ensure Incident Command management of all incidents in the District where no other ranking officer is present.

### **303 – EMS Lieutenant**

#### **EMS Lieutenants are elected by the volunteer general membership**

The fundamental elements of the rank of Lieutenant at CRFPD are to demonstrate leadership and problem solving skills through interaction with the members of the District and performing skillfully at emergency incidents and maintaining good situational awareness.

To be considered for the position of EMS Lieutenant in the Carbondale & Rural Fire Protection District, a candidate must possess leadership qualities and meet the following standards:

- Must have at least 3 years EMS service experience and at least one year as a volunteer after completion of probation
- Must be at least EMT-B certified in Colorado
- Should be trained to a minimum ICS 200 level
- Maintain a good understanding of the geographical layout of the District street names, numbers and target hazards

### ***The duties of an EMS Lieutenant are as follows:***

- Perform in a leadership role at emergency incidents
- Take a lead role in monthly vehicle and equipment checks
- Take a lead role in monthly station trainings
- Report any missing or broken equipment to the Shift Captain or Deputy Chief of Operations.
- Ensure that post run checks are performed on vehicles and equipment.
- Work with the Training Chief and EMS Coordinator on Station and District training.
- Ensure Incident Command management of incidents in the District where no other ranking officer is present.



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## SECTION 400. MEMBERSHIP COMMITTEE

### 401 – Committee Members

The function of the Membership Committee is to serve as a voice for the general membership and a direct link between the general membership and the staff dealing with:

- concerns or issues the general membership may have finding resolutions for those concerns
  - to act in the best interest of and give direction to the general membership
1. Probationary Members. The Membership Committee shall:
    - Collect and review applications for probationary membership.
    - Conduct pre-entry interview with new applicants before first membership meeting.
    - Be responsible for the development and administration of the “Mentor System” for probationary members
  2. Coordination of special events and social functions with the staff and general membership.
  3. The Carbondale & Rural Fire Protection District shall have one regular membership meeting on the second Monday of each month.
  4. The Membership Committee is responsible for running the monthly meeting. Roberts’ Rules of Order are generally followed as a guideline for conducting membership meetings.
  5. The attending members constitute the membership quorum. A vote of a simple majority (51%) of the quorum is required to pass a motion

### Membership Committee Requirements

To be considered for a position on the Membership Committee in the Carbondale & Rural Fire Protection District, a candidate must meet the following standards:

- Must meet all requirements for membership
  - Must have served at least one year as a member after completion of probation
1. The Membership Committee shall consist of three to six members. The number of members shall be determined by the Membership. The makeup of this Committee should include at least one member from the fire service and at least one member from the EMS service and at least one member shall not be from Station 81.
  2. The term of office shall be one year. Members of the committee will be elected by the general membership. Nominations shall occur at the November Membership Meeting and elections shall be held at the December Membership Meeting to take office January 1<sup>st</sup> of the following year.
  3. The presiding officer shall be elected by the Committee.



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### SECTION 500. WORKERS' COMPENSATION INSURANCE

#### 501 -- Workers' Compensation Insurance

1. **Eligibility.** Volunteers who suffer job-related injuries or disease may be entitled to workers' compensation benefits for medical expenses and lost wages, in accordance with State law.
2. **Verbal Report.** Volunteer must verbally report the injury or disease to their Supervisor immediately. Alcohol and Drug testing may be required if the Volunteer's own actions or omissions could possibly have caused the accident that led to injury. Failure to report the injury and to timely submit to testing, if required, could result in discipline or discharge.

3. **WARNING:**

IF YOU ARE INJURED ON THE JOB, WRITTEN NOTICE OF YOUR INJURY MUST BE GIVEN TO CRFPD WITHIN FOUR WORKING DAYS AFTER THE ACCIDENT, PURSUANT TO SECTION 8-43-102(1), COLORADO REVISED STATUTES. DELIVER THE NOTICE TO YOUR SUPERVISOR, DIRECTOR OF HUMAN RESOURCES OR THE DISTRICT CHIEF.

IF THE INJURY RESULTS FROM YOUR USE OF ALCOHOL OR CONTROLLED SUBSTANCES, BENEFITS MAY BE REDUCED BY ONE-HALF IN ACCORDANCE WITH SECTION 8-42-112.5, COLORADO REVISED STATUTES.

4. **Treatment.** CRFPD has the right to require that Volunteers are treated by a treating physician designated by CRFPD. Failure to allow CRFPD to designate the treating physician may result in loss of medical benefits. Contact the Financial Manager/Director of Human Resources to arrange an appointment with the designated treating physician.
5. **Limited Duty:** The treating physician may recommend that an injured Volunteer return to work on limited duty. In such event, CRFPD may require the Volunteer to return to work performing duties within the medical restrictions even if such work is different than the Volunteer's regular job duties. A Volunteer's refusal of limited duty may result in termination of temporary disability benefits and is a basis for discipline or discharge, unless the Volunteer is entitled by law to FMLA leave.



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## SECTION 600. WORK RULES

### 601 - Unacceptable Conduct

1. **Purpose.** The list below contains examples of conduct that is considered below minimum standards and unacceptable. **This list is not all inclusive and does not in any way change the fact that employment with CRFPD is at will as described in Section 104.** This means that CRFPD has the right to terminate employment for reasons not listed, or for no reason. Always use common sense and good judgment in performing the job assigned in a manner that is in the best interests of CRFPD. Your cooperation is appreciated.
2. **Non-Exclusive List.** Unacceptable conduct includes, but is not limited to:
  - a. Insubordination;
  - b. Disloyalty to CRFPD;
  - c. Agitation against CRFPD or other volunteers that is or may be harmful to morale or work performance and is not protected concerted activity;
  - d. Violation of a statute or CRFPD rule which results or could result in damage to CRFPD's property or interests or could endanger the life, health or well-being of the volunteer or others;
  - e. Immoral or other conduct which has an adverse effect on the Volunteer's job or otherwise conflicts with CRFPD's business interests;
  - f. Divulging of confidential information, including information covered under the Health Insurance Portability and Accountability Act of 1996, that could or does damage CRFPD's interests;
  - g. Failure to observe safety or other work rules;
  - h. Falsification of records or reports or other acts of misleading by omission or by misrepresentation;
  - i. Removal or attempted removal of CRFPD's property from the premises without prior and proper authority;
  - j. Off-the-job use of not medically prescribed intoxicating beverages to a degree resulting in interference with job performance or the Volunteer smelling of alcohol on the job;
  - k. On-the-job use or possession of intoxicating beverages;



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- l. Testing positive for intoxicating beverages (at State legal level for DWI or DUI) or controlled substances during work hours;
- m. Possessing or using illegal drugs or controlled substances at any time while employed by CRFPD unless the use is in accordance with a prescription provided by a licensed medical provider to the Volunteer and the possession or use is otherwise legal;
- n. Theft, fraud, or other act of dishonesty;
- o. Incarceration after conviction of a violation of any law or incarceration that interferes with performance of job duties.
- p. Loss of license, certification, credential, or other professional designation that is essential to job performance or otherwise makes the Volunteer unqualified for the job;
- q. Assaulting or threatening to assault another person; engaging in horseplay on the job or on CRFPD's premises or the premises of a client; engaging in any act of violence or threat of violence toward any other volunteer, supervisor, client or other person, which conduct occurs on the job or has an adverse impact on the work place.
- r. Neglect or damage to CRFPD's property or interests; failure to properly safeguard, maintain, or account for CRFPD's property when this obligation is part of the job;
- s. Rudeness, insolence, harassing, or offensive behavior toward a customer, client, supervisor or fellow Volunteer, or other person while on the job or that adversely affects the work place;
- t. Careless or shoddy work;
- u. Unexcused or excessive absenteeism or tardiness;
- v. Sleeping or loafing on the job (with the exception of overnight shift volunteers, sleeping in the normal course of their shift);
- w. Failure to meet job performance standards;  
Any illegal, dishonest, or unethical conduct;
- x. Violation of any policy in this Handbook.



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### 602- Smoking

1. **Smoking Prohibited by Statute.** The Colorado Clean Indoor Air Act prohibits smoking inside any place of employment and in any entryway. In compliance with this Act, CRFPD prohibits Volunteers from smoking inside CRFPD's facilities and outside the facilities within 15 feet of any entryway to the facilities.
2. **Outside Smoking.** Any Volunteer who smokes outside shall not leave debris (cigarette butts, wrapping paper, matches, etc.) on CRFPD's property or adjacent properties.
3. **Penalty for Violation.** Violators will be subject to discipline or discharge. Also, Volunteers can be fined by the local authority for violating the Act.

### 603 -- Use of Telephones

1. **Reimbursement.** Volunteers may be required to reimburse CRFPD for any charges resulting from their personal use of the telephone.
2. **Answering the Telephone.** To ensure effective telephone communications, Volunteers should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

### 604 -- Business Travel Expenses

1. **Reimbursement.** CRFPD will reimburse Volunteers for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the District Fire Chief. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by CRFPD. Volunteers are expected to limit expenses to reasonable amounts. Meal reimbursement must be associated with an overnight stay. Expenses that generally will be reimbursed include the following:
  - \* Airfare or train fare for travel in coach or economy class or the lowest available fare.
  - \* Car rental fees, only for compact or mid-sized cars.
  - \* Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
  - \* Taxi fares, only when there is no less expensive alternative.



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- \* Mileage costs for use of personal cars, only when less expensive transportation is not available.
  - \* Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
  - \* Cost of meals, no more lavish than would be eaten at the Volunteer's own expense (with an overnight stay only).
  - \* Tips not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
  - \* Charges for telephone calls, fax, and similar services required for business purposes.
2. **Accidents during travel.** Volunteers who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by CRFPD may not be used for personal use without prior approval.
  3. **Cash advances.** Cash advances to cover reasonable anticipated expenses may be made to Volunteers, after travel has been approved. Volunteers should submit a written request to their supervisor when travel advances are needed.
  4. **Combining business travel with personal time.** With prior approval, Volunteers on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, Volunteers are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such non-business travel are the responsibility of the Volunteer.
  5. **Reporting expenses.** When travel is completed, Volunteers should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses. CRFPD reserves the right to deny repayment of expenses not submitted within 30 days from their occurrence.
  6. **Falsifying expense reports.** Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the Volunteer, can be grounds for disciplinary action, up to and including termination of employment.
  7. **Making arrangements.** Volunteers whose travel plans have been approved are responsible for making their own travel arrangements.
  8. **Questions.** Volunteers should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.



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### 605 -- Personal Appearance

1. **Generally.** Dress, grooming, and personal cleanliness standards contribute to the morale of all Volunteers and affect the business image CRFPD presents to customers and visitors. During business hours or when representing CRFPD, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.
2. **Uniforms.**
  - a) CRFPD provides uniform attire for all Volunteers and it is recommended that this be worn during working hours.
  - b) Shoes are provided by the Volunteer member and must provide safe, secure footing, and offer protection against hazards.

### 606 -- Workplace Etiquette

1. **Working with others.** CRFPD strives to maintain a positive work environment where Volunteers treat each other with respect and courtesy. Sometimes issues arise when Volunteers are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. CRFPD encourages all Volunteers to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another Volunteer's ability to concentrate and be productive.
2. **Guidelines.** The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the District Fire Chief if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.
  - \* Return copy machine and printer settings to their default settings after changing them.
  - \* Replace paper in the copy machine and printer paper trays when they are empty.



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- \* Retrieve print jobs in a timely manner and be sure to collect all your pages.
- \* Be prompt when using the manual feed on the printer.
- \* Keep the area around the copy machine and printers orderly and picked up.
- \* Be careful not to take or discard others' print jobs or faxes when collecting your own.
- \* Avoid public accusations or criticisms of other Volunteers. Address such issues privately with those involved or your supervisor.
- \* Try to minimize unscheduled interruptions of other Volunteers while they are working.
- \* Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- \* Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- \* Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- \* Try not to block walkways while carrying on conversations.
- \* Refrain from using inappropriate language (swearing) that others may overhear.
- \* Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- \* Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- \* Clean up after yourself and do not leave behind waste or discarded papers.

### 607-- Political Activity

1. **Campaigning.** No CRFPD Volunteer shall campaign for any candidate or cause on CRFPD time or using CRFPD resources. No CRFPD Volunteer shall publicly campaign for any candidate or cause while wearing a CRFPD uniform or CRFPD insignia.

### 608 -- Problem Resolution

1. **Grievance Procedure.** No Volunteer will be penalized, formally or informally, for voicing a complaint with CRFPD in a reasonable, business-like manner. To resolve general work-related complaints not involving violations of CRFPD's policy on unlawful discrimination or harassment, or other suspected



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unlawful conduct, the Volunteer should first seek assistance from his or her immediate supervisor. If the supervisor is unable to or fails to resolve the Volunteer's complaint, or if the Volunteer feels it would be inappropriate to contact that person, the Volunteer should submit his or her complaint to the District Fire Chief or any other member of management in writing, stating the efforts that were made to resolve this complaint with the immediate supervisor or the reason(s) for not contacting their immediate supervisor.

2. **Mediation.** Problems, disputes, or claims not resolved through the preceding problem resolution steps are subject to mediation. Mediation will be conducted under the Employment Mediation Rules of the American Arbitration Association. Volunteers who choose to use mediation to resolve a problem will be expected to share the cost of mediation with CRFPD.

### 609 – Discrimination and Harassment Prohibition

1. **Equal Employment Opportunity.** There shall be no unlawful discrimination or harassment against Volunteers or applicants for membership because of race or color, religion or creed, sex or gender, national origin or ancestry, age, physical or mental disability, or military status. Equal employment opportunity, as required by law, shall apply to all personnel actions including, but not limited to recruitment, hiring, upgrading, promotion, demotion, layoff, or termination.
2. **“Age”** as used above refers to the age group 40 and above as specified by the Age Discrimination in Employment Act.
3. **“Sex,” “Gender” and “Sexual Orientation”** include unlawful discrimination on the basis of sex, gender, pregnancy, and sexual harassment. Colorado law defines “sexual orientation” as “a person’s orientation toward heterosexuality, homosexuality, bisexuality, or transgender status or an employer’s perception thereof.”
4. **“Sexual Harassment”** occurs when an Volunteer is subjected to **unwelcome conduct based on sex or gender that is severe or pervasive** and: (1) which conduct is either an explicit or implicit condition of an individual’s employment; (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual, e.g. salary increases; (3) or such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment. Unprofessional conduct may rise to the level of sexual harassment if it is unwelcome, based on sex, and severe or pervasive. Unprofessional conduct includes, but is not limited to, unwelcome sexual advances or propositioning, jokes of a sexual nature, unwelcome sexual comments about someone’s clothing or appearance, intimate stories about one’s sex life, sexually explicit photographs or drawings, unwelcome touching of a sexual nature, and



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adverse treatment based on gender. Unprofessional conduct may result in discipline or discharge regardless whether it rises to the level of unlawful sexual harassment.

5. **“Harassment”** on the basis of any protected status listed above is unlawful where it is unwelcome, severe or pervasive, and unreasonably interferes with an individual’s work performance or creates an intimidating, hostile or offensive working environment. Slurs, derogatory statements or demeaning treatment, jokes and stereotyping based on protected status are unprofessional and may result in discipline or discharge regardless whether they rise to the level of unlawful harassment.
6. **Treat Unwelcome Conduct as Unwelcome.** Conduct that is “welcome” by you is not legally considered “harassment.” Therefore, it is important that if you find someone’s conduct sexually harassing, or harassing on another protected basis, that you do not encourage that person to continue by indicating that you like or approve of the conduct. Telling the person that you are offended and to “stop it,” may be enough to correct the situation. But if such a request is insufficient, or if the conduct is severe in nature, or you are concerned about retaliation, or if it involves conduct by your supervisor, please report it to the Fire Chief immediately using the procedures specified in this policy.
7. **“Disability”** includes physical and mental disabilities that substantially limit one or more major life activity. Disabled individuals must be otherwise qualified for the job and able to perform essential job functions with or without reasonable accommodations. CRFPD has a legal obligation to reasonably accommodate disabled Volunteers who are otherwise qualified to perform the essential job functions, so long as the accommodation does not create an undue burden on CRFPD. Requests for reasonable accommodation must be directed to your Supervisor or the Fire Chief.
8. **Non-Volunteers.** Volunteers shall not in the course or scope of their employment, discriminate against, harass or engage in unprofessional conduct toward non-Volunteers based on the non-Volunteer’s protected status (listed in paragraph 1 of this policy). CRFPD will investigate and take appropriate action against Volunteers who violate this provision.
9. **Reporting Discrimination or Harassment.** Any Volunteer who is subjected to or who observes conduct that the Volunteer honestly believes is in violation of this policy should report it to your Supervisor or the Fire Chief. This includes conduct by co-workers, supervisors, management, officers or directors, agents, clients, suppliers, or others encountered during the course and scope of employment. It is CRFPD’s desire to maintain a professional working environment and to prevent any unlawful discrimination or harassment in employment. Volunteers are strongly advised that they should not quit employment because of conduct that violates this policy rather than reporting such conduct. Please give CRFPD a reasonable opportunity to investigate and correct any violations of this policy.



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Upon receiving a report of conduct that may violate this policy, CRFPD will investigate the circumstances and take appropriate action.

10. **Discipline/Discharge.** A Volunteer engaging in any unlawful discrimination or harassment against another Volunteer or non-Volunteer, as set forth above, shall be subject to disciplinary action that may include termination, demotion, suspension, or whatever disciplinary action CRFPD deems appropriate under the circumstances. Volunteers may be disciplined or discharged for unprofessional conduct in violation of this policy, even if the conduct is not so severe or pervasive that it is unlawful conduct. Any Volunteer who is dishonest in reporting information that another person is engaging in conduct that violates this policy is similarly subject to discipline or discharge.
11. **Cooperation/No Retaliation.** Volunteers must cooperate fully during an investigation and must provide the investigator with honest and complete responses. No Volunteer will be retaliated against for making a report of conduct that the Volunteer honestly and reasonably believes is in violation of this policy or the law.

### 610 - Conflicts of Interest

1. **Purpose.** Certain conduct by Volunteers during their employment is prohibited because it creates a conflict of interest or the appearance of a conflict of interest with the Volunteer's responsibilities to CRFPD (referred to jointly as "conflict of interest"). This policy covers some of the circumstances and situations that CRFPD considers a conflict of interest and, therefore, restricts or prohibits.
2. **Personal Gain/Position of Influence.** An actual or potential conflict of interest occurs when a Volunteer is in a position to influence a decision that may result in a personal gain for that Volunteer or for a relative. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the Volunteer is similar to that of persons who are related by blood or marriage. No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if Volunteers have any influence on transactions involving purchases, contracts, or leases, Volunteer is required to disclose this information to the Fire Chief as soon as possible so that safeguards can be established to protect all parties. Personal gain may result not only in cases where a Volunteer or relative has a significant ownership in a firm with which CRFPD does business, but also when a Volunteer or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving CRFPD.

### 611 – Personnel Information

1. **Access to Personnel Files.** CRFPD maintains a personnel file on each Volunteer. The personnel file includes such information as the Volunteer's application, résumé, records of training, documentation



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of performance appraisals, and other records. With reasonable advance notice, Volunteers may review their own personnel files in CRFPD's offices and in the presence of an individual appointed by CRFPD to maintain the files.

2. **Personnel files are the property of CRFPD.** Personnel files are the property of CRFPD and access to the information they contain is restricted. Generally, only supervisors and management personnel of CRFPD who have a legitimate reason to review information in a file are allowed to do so.
3. **Personnel Data Changes.** It is the responsibility of each Volunteer to promptly notify CRFPD of any changes in personnel data. Volunteers are to promptly report changes in the following personnel information, in writing, to the Human Resources Director:
  - a. Name
  - b. Address
  - c. Telephone number
  - d. Marital status
  - e. Dependents
  - f. Person(s) to notify in case of emergency
  - g. Status of any license (including driver's license), certification or other criteria required for the job
  - h. Conviction of any crime and arrest for any crime that occurs during employment with CRFPD.
4. **Failure to Report.** Failure to timely report changes regarding the above-information could result in loss of benefits, liability to third parties (e.g., insurance), discipline, or discharge.

### 612 – Use of District's Electronic Services

1. **Internet Use.** Internet access is provided by CRFPD to assist Volunteers in obtaining work-related data and technology. Internet usage is intended for job-related activities only. All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of CRFPD and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, Volunteers should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful. Data that is composed, transmitted, accessed, or received via the Internet, including the use of e-mail, must



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not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any Volunteer or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law. E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters. Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

2. **Right to Monitor.** The equipment, services, and technology provided to access the Internet remain at all times the property of CRFPD. As such, CRFPD reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems. The Fire Chief, or his designated representative, is permitted to perform the review of Internet traffic. Volunteers should not use a password, access a file, or retrieve any stored communication without authorization.
3. **Copyright Violations/Use of Software.** The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a Volunteer did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Volunteers are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights. Volunteers may only use software on local area networks or on multiple machines according to the software license agreement. CRFPD prohibits the illegal duplication of software and its related documentation.
4. **Network Etiquette.** All Volunteers are expected to abide by the generally accepted rules of network etiquette. These include, but are not limited to, the following:
  - a. Be polite. Do not get abusive in your messages to others.
  - b. Do not send messages in all CAPS.
  - c. Verify punctuation and spelling correctness as this reflects on the professionalism of the individual and Employer.
  - d. Use appropriate language. Do not swear, use vulgarities, or any other inappropriate language.



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- e. Bear in mind the recipient cannot see you or hear your tone of voice. Word your messages carefully.
  - f. To prevent errors, verify the auto-complete feature has chosen the correct recipient, and if an attachment is referenced in the message, confirm that it is actually attached.
  - g. Do not engage in activities that are prohibited under state or federal law.
  - h. Do not use the network in such a way that you would disrupt the use of the network by other volunteers.
5. **Report Unusual Systems Behavior.** Because it may indicate a computer virus or other security problem, all unusual systems behavior, such as missing files, frequent system crashes, mis-routed messages, and the like, must be reported to your immediate supervisor immediately. The specifics of security problems should not be discussed widely but should instead be shared on a need-to-know basis.
6. **Sample of Prohibited uses of Electronic Services.** Abuse of the Internet access provided by CRFPD in violation of law or CRFPD policies will result in disciplinary action, up to and including termination of employment. Volunteers may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:
- \* Posting or sending (via the Internet, cell phones, etc.) discriminatory, harassing, inappropriate or threatening messages or images
  - \* Using the organization's time and resources for personal gain
  - \* Stealing, using, or disclosing someone else's code or password without authorization
  - \* Copying, pirating, or downloading software and electronic files without permission
  - \* Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
  - \* Violating copyright law
  - \* Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
  - \* Sending or posting messages or material that could damage the organization's image or reputation



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- \* Participating in the viewing or exchange of pornography or obscene materials
- \* Sending or posting messages that defame or slander other individuals
- \* Attempting to break into the computer system of another organization or person
- \* Refusing to cooperate with a security investigation
- \* Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- \* Internet gambling
- \* Jeopardizing the security of the organization's electronic communications systems
- \* Passing off personal views as representing those of the organization
- \* Sending anonymous e-mail messages
- \* Accessing or logging on to any MySpace, Facebook or Twitter pages for non District related purposes, dating service websites, chat rooms, blogging sites or similar.
- \* Engaging in any illegal activities

7. **Social Media.** The Social Media Policy is provided for Carbondale & Rural Fire Protection District employees and members who, in their personal capacity, want to make unofficial posts online regarding the Carbondale & Rural Fire Protection District. Unofficial Internet post refers to any content about the Carbondale & Rural Fire Protection District or related to the Carbondale & Rural Fire Protection District that are posted on any Internet site by CRFPD members in an unofficial and personal capacity. Content includes, but is not limited to, personal comments, photographs, video, and graphics. Internet sites include social networking sites, blogs, forums, photo and video-sharing sites, and other sites to include sites not owned, operated or controlled by the Carbondale & Rural Fire Protection District.

Unofficial Internet posts are not initiated by the Carbondale & Rural Fire Protection District or reviewed within any official approval process. Official Internet posts involve content released in an official capacity by Chiefs, Public Information Officers, Incident Commanders or those designated by the Incident Commander on an incident. Any official Internet posts must be approved before posting.

CRFPD employees and members are encouraged to responsibly engage in unofficial Internet posts about the District and District related topics. The poster is personally responsible for all content they publish on social networking sites, blogs, or other websites. In addition to ensuring content is accurate and appropriate,



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members should also be thoughtful about the other content they post. Posts should avoid offensive or inappropriate behavior including defamatory, libelous, obscene, abusive, threatening, racially or ethnically hateful, or otherwise offensive or illegal information or material. Any confidential information gained while on an incident or at a CRFPD function should not be discussed in a personal blog. Do not post information that would violate HIPAA, privacy rights or the personal rights of others.

Be aware that many social media sites have policies that give these sites ownership of all content and information posted or stored on those systems. Use your best judgment at all times and keep in mind how the content of your posts will reflect upon yourself and the District.

Discussion of issues related to your experiences with the Carbondale & Rural Fire Protection District or at incidents, as long as they don't conflict with any of the guidelines above, is acceptable, but do not discuss areas of expertise for which you have little or no background or knowledge (for example, command decisions, traditional media, or detailed policy and procedure discussion). Carbondale & Rural Fire Protection District employees and members who post online about the District in unofficial Internet posts may identify themselves as members of CRFPD. When expressing personal opinions, make it clear that you are speaking for yourself and not on behalf of the Carbondale & Rural Fire Protection District. Use a disclaimer such as: "the postings on this site are my own and don't represent Carbondale & Rural Fire Protection District's positions or opinions."

8. **Reporting.** Volunteers should notify their immediate supervisor, the Fire Chief, or any member of management upon learning of violations of this policy. Volunteers who violate this policy will be subject to disciplinary action, up to and including termination of employment.

### SECTION 700. SAFETY POLICIES

#### 701 – Safety Rules

1. **General Requirements.** Each Volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.
2. **Use of Equipment and Vehicles.** Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, Volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and



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guidelines. Please notify your supervisor or the Maintenance Coordinator if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to Volunteers or others. The supervisor can answer any questions about a Volunteer's responsibility for maintenance and care of equipment or vehicles used on the job. The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

### 702 - Workplace Violence Prevention

1. **Policy Objective.** CRFPD strives to prevent workplace violence and to maintain a safe work environment. Volunteers must cooperate with CRFPD to maintain a work environment free from violence, threats of violence, and behavior that makes others reasonably fearful for their safety.
2. **Dangerous Devices/Substances Prohibited.** Volunteers are prohibited from engaging in fighting, horseplay, or other conduct that may be dangerous to others. Firearms and other dangerous weapons or hazardous devices or substances are prohibited on the premises of CRFPD, or in CRFPD's vehicles, or in the possession of Volunteers during work time unless there is a work-related necessity for the device or substance and the Fire Chief has authorized its use.
3. **Threatening Conduct Prohibited.** Conduct that is intended to or can reasonably be expected to threaten the physical safety of another Volunteer, manager, a customer, or a member of the public, or that effectively causes another to fear for physical safety is prohibited when it occurs on-the-job, and when it occurs off-the-job with actual or potential adverse impact on the workplace. Bizarre or frightening comments regarding violent events, even if made in jest, and bizarre or frightening behavior on the telephone, in faxes, e-mails or other communications are prohibited. Such behavior includes oral or written statements, gestures, or expressions that reasonably could or do communicate a threat of physical harm.
4. **Reporting Required.** CRFPD needs your cooperation to effectively implement this policy and maintain a safe working environment. Do not ignore violent, bizarre, frightening, or threatening behavior that occurs in the workplace, threatens to spill-over into the workplace, or has an adverse impact on the workplace. All threats of violence or actual violence in violation of this policy of which you have first-hand knowledge must be reported immediately to your Supervisor and as soon as possible to the Fire



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Chief. If the threat of harm is immediate, call 911. Do not place yourself in peril by attempting to intercede when the threat is immediate.

5. **Investigation.** Volunteers will be responsible for cooperating with any investigation conducted by CRFPD or by any investigative or law enforcement agency of conduct that is alleged to violate this policy. This may include providing interviews, testimony, and written statements of the events observed.
6. **Examples.** Threats of violence can include verbal, written or physical threats. Statements to the effect that you intend to shoot, maim, kill, strangle, or otherwise cause physical harm to another are not to be made, even if there is no intent to actually engage in this conduct. Threatening conduct can include blatant insubordination, loud arguing, swearing at others, expressions of hostility, clenched fists, glaring or staring at another, threatening or harassing phone calls or email, surveillance or stalking another person, pushing or poking another person, throwing items or slamming doors, intentional or reckless destruction of property, among other acts.
7. **Consequences of Conduct.** Anyone determined to be responsible for threats of violence or actual violence or other conduct that is in violation of this policy will be subject to disciplinary action up to and including termination of employment. Volunteers who engage in conduct in violation of this policy may also have personal liability for the damages caused to others by their conduct.

### 703 - Alcohol and Drug-Free Workplace

1. **Purpose.** Nothing in this Section is intended to be construed as inconsistent with the At-Will Employment policy stated in Section 104 above. CRFPD recognizes drug and alcohol abuse as a health, safety, and security problem. It is the goal of CRFPD to foster a work environment free from the effects of illegal or non-prescribed drugs and alcoholic beverages because Volunteers who use drugs or work under the influence of drugs or alcohol are a safety hazard to themselves and to the public. In addition, it is CRFPD's intention to provide a healthy and secure work environment, free from drugs and alcohol, and to promote the health, safety, and well-being of CRFPD Volunteers, customers, and the public affected by the conduct of CRFPD Volunteers during the course and scope of their employment. Accordingly, this policy's purpose is to prohibit drug/alcohol-related misconduct by Volunteers and to deter such misconduct by detecting violations through drug testing of candidates for employment and drug/alcohol testing of Volunteers under the conditions described herein. This policy requires Volunteers to report to work free from the influence of alcohol and drugs and to remain free from such influence while on CRFPD's property or while acting within the course or scope of their employment. Volunteers shall not operate vehicles or other equipment under the influence of drugs



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or alcohol. The strong public interest in safety outweighs the limited intrusion on Volunteers of testing for drugs/alcohol use in accordance with this policy.

2. **Scope.** As used in this policy, a “Volunteer” is any Volunteer of CRFPD.
3. **Statement of Policy.** The following conduct by Volunteers is prohibited on any premises owned, leased, or used by CRFPD (including CRFPD’s vehicles, or personal vehicles being used for company business or parked on CRFPD’s property) in performing CRFPD’s services, or any place while the volunteer is performing services within the course or scope of employment for CRFPD: 1) alcohol possession or use, unless required by job duties; 2) the unlawful manufacture, distribution, dispensation, possession, or use of drugs; or 3) having detectable amounts of alcohol or drugs in the volunteer’s system. Having the smell of alcohol on a Volunteer’s breath, while on the job, is also prohibited, regardless whether the Volunteer is under the influence. No Volunteer will report to work, or perform duties, with any detectable amount of alcohol, drugs, or controlled substances in the Volunteer’s system.
  - a. As used in this policy, “Drugs” means a controlled substance listed in Schedules I through V of 21 U.S.C. §812 and as further defined by federal regulations (21 C.F.R. §§1300.11 through 1300.15). This list includes, but is not limited to, marijuana, cocaine, opiates, amphetamines, methamphetamines, and phencyclidine (PCP). It does not include over-the-counter medications taken in accordance with the manufacturer’s instructions, or drugs prescribed by a physician for the Volunteer when taken in the manner, combination, and quantity prescribed. Volunteers who are using over-the-counter or medically prescribed drugs that may adversely affect their ability to perform work in a safe manner must notify their supervisor prior to starting work. The Volunteer may be required, as a condition of continuing to work, to provide a physician’s certification that it is safe for the Volunteer to perform the Volunteer’s essential job functions while using the medications.
  - b. **MEDICAL MARIJUANA:** The CRFPD prohibits the use of marijuana, including medical marijuana, while participating in any CRFPD activities including all training events and emergency calls.
  - c. Any Volunteer who is convicted of a drug or alcohol-related offense or who has been arrested on a drug or alcohol-related offense that is pending adjudication, must notify CRFPD of the conviction/arrest no later than five (5) days after such conviction/arrest. “Conviction” means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violation of federal or state criminal



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drug statutes. “Arrest” shall mean the taking or keeping of a person in custody by legal authority, especially in response to a criminal charge; specifically, the apprehension of someone for the purpose of securing the administration of the law. Notice of such conviction/arrest shall be given to CRFPD’s Human Resources Manager or Fire Chief.

- d. Sanctions or appropriate disciplinary actions, up to and including termination of employment, may be imposed within thirty (30) days after CRFPD receives notice.
- e. Sanctions may also be imposed if CRFPD has reasonable suspicion of a violation of this policy, regardless whether the Volunteer is convicted or criminally prosecuted.

#### 4. **Testing Provisions.** CRFPD reserves the right to test any Volunteer under the following circumstances:

A. **Reasonable Suspicion Testing.** Any CRFPD Volunteer may be asked to submit to tests for alcohol and/or drugs as a condition of continued employment when CRFPD has reasonable suspicion that a volunteer has violated this policy. The Fire Chief is responsible for making the determination if CRFPD has reasonable suspicion to test a Volunteer for alcohol and/or drugs.

- 1. Circumstances that might provoke Reasonable Suspicion Testing include, but are not limited, to:
  - a) observable phenomena, such as direct observation of drug use or possession, observation of drinking alcohol while on duty, noticeable odor of alcohol or drug on the Volunteer while on the job;
  - b) The physical symptoms of being under the influence of drugs or alcohol on the job, such as slurred speech, dilated pupils or loss of coordination;
  - c) a recent pattern of abnormal conduct or erratic behavior such as repeated errors on the job or unsatisfactory time or attendance patterns coupled with evidence of specific events that indicate probable drug/alcohol use;
  - d) Recent conviction for a drug or alcohol-related offense;
  - e) Pending criminal charges against the volunteer for illegal drug possession, use, or trafficking/distribution of drugs;



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- f) first-hand information provided to CRFPD Human Resources Manager, Fire Chief, or other supervisor, by reliable and credible sources or independently corroborated; or
  - g) Newly discovered evidence that the Volunteer tampered with a previous drug test.
2. A Volunteer involved in an accident with a motor vehicle or injured while acting within the course or scope of employment or while on-duty, where CRFPD has reason to suspect drug/alcohol use, will be subject to an alcohol and drug test.
- a) Although testing should never delay necessary and immediate medical treatment, testing must be performed as soon as possible following an accident. The Volunteer must submit to an alcohol and drug test within 2 hours following an accident. If testing can not be completed within the 2-hour time allowed, the Volunteer must provide the Fire Chief or Human Resources Director with a written explanation as to why the Volunteer did not comply with this requirement.
  - b) An Volunteer whose injuries prevent him or her from providing a specimen in a timely manner shall, as soon as able, provide to the Fire Chief or Human Resources Director the necessary authorization for obtaining hospital reports and other documents that would indicate whether there were any controlled substances in the Volunteer's system and the alcohol concentration level.
  - c) When the Fire Chief has reasonable suspicion to request testing, the Fire Chief will arrange to transport the Volunteer to the testing collection site, and will arrange for the Volunteer's transport home.
  - d) The Volunteer will maintain their membership status pending the receipt of drug testing results by CRFPD.
- B. **Return to Duty/Follow-up Testing.** The employment of a Volunteer who fails a drug/alcohol test may be terminated. The Volunteer may be asked not return to duty until the Volunteer submits to return-to-duty testing and tests negative for drugs and alcohol. Any Volunteer who tested positive during the past 12 months is subject to unannounced, follow-up testing.



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5. **Consequence of Violation.** Any violation of this policy may result in disciplinary action that may include suspension, demotion, termination, or other discipline for the first offense. A Volunteer who produces a positive test, at a minimum, may be removed from the job until the Volunteer tests negative. Drug and alcohol counseling may be required at the Volunteer's expense as a condition of returning to work. A Volunteer who produces a positive test a second time within ten years will be discharged.
6. **Testing Procedure.** The drug screen analysis is accomplished through urinalysis testing. Alcohol testing may be through breath testing. Samples will be collected in a sanitary environment designed to maximize the Volunteer's privacy while minimizing the possibility of sample tampering or contamination. If there is a positive drug and/or alcohol result on the initial screening test, the laboratory or blood alcohol technician will automatically do a second test to confirm the results. The second drug test will be performed using gas chromatography/mass spectrometry or other scientifically accepted methods. In the event the drug and/or alcohol test results are not achieved due to a diluted sample, the applicant will be required to re-test. A positive breath alcohol test will be confirmed by a second breath test.

All drug and alcohol tests are performed by a government-certified outside laboratory. All government-certified outside laboratories strictly follow chain of custody guidelines to ensure the integrity of the testing process. CRFPD shall use a Medical Review Officer (MRO) who will receive the laboratory results of the testing procedure. The MRO shall be a licensed physician and have knowledge of substance abuse disorders and the appropriate medical training to evaluate positive results, medical histories, and any other relevant biomedical information. The MRO shall review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication.

If the results of the initial test are negative, the testing laboratory reports the negative results to the Fire Chief or Human Resources Director. In this instance, no additional tests on the specimen will be performed.

If the initial test results are positive, that is, if the results exceed the permitted levels for any of the drugs tested or if the blood alcohol test comes back positive, a second confirmatory test may be performed. The Volunteer may be prohibited from performing any duties if the initial test is positive, and while the confirmatory test is being performed. Only specimens that are confirmed positive on the second (confirmatory) test are reported positive to the MRO for review and analysis. The MRO will contact the Volunteer personally, in the case of a positive test result. The MRO has the responsibility



## VOLUNTEER HANDBOOK

of reporting to the Fire Chief or Human Resources Director whether the test results are positive or negative.

An applicant or volunteer who does not pass a drug or alcohol test may request that the original sample be analyzed again at the individual's expense by a government certified laboratory. All requests for an independent analysis must be made, in writing, within 72 hours of notification of a confirmed positive test result to the Fire Chief or Human Resources Director.

Each applicant or Volunteer will have an opportunity to discuss the drug and/or alcohol test with a Medical Review Officer in a confidential setting. Each applicant or Volunteer, upon his or her request, may be provided with a written copy of the positive test result, upon written request. Upon written request, within seven days of taking the test, a Volunteer may access records relating to his drug and/or alcohol test.

7. **Refusal to Submit to Testing.** CRFPD will not force a Volunteer to submit to testing. But submission to testing when requested pursuant to one of the reasons set-forth above may be determined to be a condition of continued employment. A refusal to submit may be treated the same as if the Volunteer tested positive. The following behavior constitutes a "refusal" to take a test:
  - A. Express refusal to take the test;
  - B. Failure to provide sufficient quantities of breath or urine to be tested without a valid medical explanation for the failure, or engaging in conduct that clearly obstructs the testing;
  - C. Tampering with, or attempting to adulterate the specimen or collection procedure;
  - D. Not reporting to the collection site in the time allotted without good cause; and/or
  - E. Leaving the scene of an accident without a valid reason and not submitting to the test as required in this policy.

### 704 - Use of Vehicles

1. **Valid Driver's License.** Volunteers who do not have a valid Colorado driver's license or who are not insured against liability for driving, as required by state laws, are not authorized to drive any vehicle during the course or scope of their employment with CRFPD. Volunteer's driving record must be acceptable to CRFPD's insurance carrier or Volunteer is not authorized to drive in the course or scope of employment.



## VOLUNTEER HANDBOOK

2. **Change in Driver Status.** If Volunteer's job duties include driving, then any change in the Volunteer's driver's license status, driving record or insurance coverage must be reported in writing by the Volunteer to his or her supervisor by the next business day.
3. **Safety.** Safe and lawful driving practices must be used by you at all times while driving a CRFPD-owned vehicle or driving on CRFPD business. Seat belts must be worn at all times while traveling in a CRFPD-owned vehicle or while driving on CRFPD business. It is the Volunteer-driver's responsibility to ensure that all passengers buckle-up before beginning to operate the vehicle.
4. **Drugs and Alcohol. The rules contained in Section 703 regarding drugs and alcohol must be strictly adhered to.** Volunteers are not allowed to drink alcohol while on or prior to CRFPD business. Open containers of alcohol are not allowed in vehicles being used for CRFPD business.
5. **Liability.** Property damage to vehicles that occurs while Volunteer is driving the vehicle or is in control of the vehicle is Volunteer's responsibility.

### 705 -- Security Inspections

1. **Maintaining a safe working environment.** CRFPD wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, CRFPD prohibits the possession, transfer, sale, or use of such materials on its premises. CRFPD requires the cooperation of all Volunteers in administering this policy.
2. **Right to Search Property.** Desks, lockers, and other storage devices may be provided for the convenience of Volunteers but remain the sole property of CRFPD. Accordingly, they, as well as any articles found within them, can be inspected by the Fire Chief or his designated representative at any time, either with or without prior notice.



## VOLUNTEER HANDBOOK

### SECTION 800 - TRAINING, EDUCATION AND BENEFITS

**801 - Training.** The District may provide training opportunities for Volunteers throughout the year in order to maintain high standards of service and preparedness. Training may be provided at District expense for firefighting and emergency response. Training opportunities are provided at regular intervals at locations determined by the District. Additional training opportunities outside of the District training program may be considered for approval based on the needs and resources of the District and must be pre approved by the District.

**802 - Certifications .** The District may provide paid training to Volunteers seeking specific certifications based on the needs and resources of the District. Certifications that are commonly sought by Volunteers and desirable to the District include, but are not limited to, FIREFIGHTER, STRUCTURAL FIREFIGHTER, WILDLAND FIREFIGHTER, HAZARDOUS MATERIALS, EMERGENCY MEDICAL TECHNICIAN, PARAMEDIC, DRIVER, FIRST AID AND CPR. Volunteers are encouraged to discuss their desire to obtain support for certification form the District Training Officer.

**803 - Continuing Education.** The District may provide reimbursement of full or partial tuition and expenses for approved continuing education courses based on the needs and resources of the District.

**804 - Benefits.** Benefits may be added or eliminated at any time based on the needs and resources of the District. Benefits to Volunteers include the following

- a) Training, Education and Certification support as noted in Sections 801, 802, and 803 above;
- b) Death and Disability Insurance coverage for Volunteers for limited circumstances related to service;
- c) Volunteer Firefighter's Pension Program - The District participates in the Colorado Volunteer Firefighter's Pension Fund program. The program is administered by the CRFPD Volunteer Firefighter's Pension Board pursuant to statutes, regulations and criteria designated by the State of Colorado. Eligibility for the pension benefits is limited to members of the Volunteers who have acquired 36 hours of approved training per calendar year. Membership status of Volunteers is determined on an ongoing basis by the District Fire Chief based on the needs of the District.
- d) Immunizations: The District provides reimbursement for various immunizations approved by the Training Officer.



# VOLUNTEER HANDBOOK

## Volunteer Handbook

### Sign-Off Sheet

I have received this day a copy of the Volunteer Handbook for Carbondale & Rural Fire Protection District (CRFPD) dated \_\_\_\_\_. I understand that it contains important guidelines and information relating to my employment. I understand that it is my responsibility to read and be familiar with the information contained in this Volunteer Handbook.

I understand that this Volunteer Handbook is not an employment contract and is not intended to, nor should be interpreted to, create contractual rights or obligations either express or implied between CRFPD and me.

I understand that my employment with CRFPD is AT WILL, meaning that either the Volunteer or CRFPD may terminate the employment relationship at any time with or without cause or prior notice. Nothing in this Volunteer Handbook is intended to, nor should be interpreted to, create a promise of employment for a definite time period or that is otherwise not at will.

In addition, I understand that the policies and procedures described in this Volunteer Handbook are subject to the interpretation and discretion of CRFPD and may be modified or amended by CRFPD with or without prior notice to volunteers. Modifications must be in writing, signed by the Fire Chief or else it is not reasonable for me to rely on the policy as being authorized by CRFPD.

No supervisor has authority to make promises that are contrary to these policies. I HAVE READ THE ABOVE AGREEMENT CAREFULLY AND HAVE SIGNED BELOW, KNOWINGLY AND VOLUNTARILY.

\_\_\_\_\_

Volunteer's Signature

\_\_\_\_\_

Date



## VOLUNTEER HANDBOOK

### PROPERTY RETURN AGREEMENT

I, \_\_\_\_\_ (Print Name), hereby acknowledge and agree that if I am entrusted with property belonging to Carbondale & Rural Fire Protection District (CRFPD) during my employment that I will return such property upon request or at the time my employment with CRFPD terminates, whichever occurs first. Such property may include, without limitation:

\_\_\_\_\_

\_\_\_\_\_.

I understand that if I do not return CRFPD property that has been entrusted to me, CRFPD has the right to be reimbursed by me for the value of such property. Upon termination of employment, pursuant to Colorado Revised Statute § 8-4-105, CRFPD has 10 calendar days in which to audit whether I have returned all such property before issuing my final pay check, and to deduct from the final pay check the value of property not returned, to the full extent allowed by law.

I understand that I am responsible for any balance that may be owed and that if it is necessary for CRFPD to incur costs and attorneys fees to collect this balance, CRFPD shall be entitled to reimbursement of such costs and fees.

\_\_\_\_\_

Volunteer's Signature

Date

*Please sign this sheet and return it to your the Director of Human Resources. The signed form is required for your personnel file.*