



# SANTA CRUZ COUNTY FIRE DEPARTMENT

## VOLUNTEER FIREFIGHTER HANDBOOK

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### POLICIES & PROCEDURES



#### DEVELOPED BY:

Santa Cruz County Fire Company Officers

In cooperation with CAL FIRE / Santa Cruz County Fire Department

#### COUNTY FIRE HEADQUARTERS & TRAINING

6059 Highway 9

Felton, CA 95018

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VERSION HISTORY			
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2.0	County Fire Company Officers	November 2006	
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## WELCOME

Welcome and congratulations on becoming a member of the Santa Cruz County Fire Department (County Fire). Becoming a Volunteer Firefighter is a serious and rewarding decision. You'll gain knowledge, skills, and experience that will provide your community critical aid when they need it the most.

## PURPOSE OF THIS DOCUMENT

In order to establish and maintain the necessary uniformity of action within County Fire, this Volunteer Handbook has been developed and will be maintained and updated as needed. All proposed changes or updates will be processed as outlined in Section 10. It will be the responsibility of the Deputy Chief of the Santa Cruz County Fire Department to prepare and issue any approved changes.

The intention of this Handbook is to provide a set of guidelines for Volunteers. It includes state and federal mandated requirements as well as additional requirements recommended by the members of the Company Officers' group. Mandated requirements will be clearly identified and are also collected in an Appendix for ease of reference.

## MISSION STATEMENT

The mission of the Santa Cruz County Fire Department is to protect the life, property, and natural resources of its citizens and visitors through effective emergency response, preparedness, education, and prevention.

## VISION STATEMENT

The vision of the Santa Cruz County Fire Department is to provide quality service to all communities in the county and to be a leader in fire protection, fire prevention, and emergency response.

## GUIDING VALUES

### Service

- We are committed to the safety and well-being of the public and our employees.
- We strive for excellence and professionalism.
- We maintain a "can-do" attitude and humility in the execution of our duties.

### Cooperation

- We care about each other and our service to others, including cooperators, governing bodies, and the public.
- We build and maintain cooperative relationships across the county and state to benefit the public we serve.
- We allow every member of the Department a voice within a chain-of-command structure.

### Protection

- We integrate county and state personnel to meet the mission of the department.
- We strive to ensure a high level of environmental protection in all our programs and operations.

### Organizational Excellence

- We value the diversity among our employees and the vital functions they perform to enhance our mission.
- We exhibit calm resilience, professionalism, and the highest level of performance in the face of emergencies and disasters.
- We recognize the importance of clear and consistent communication.
- We embrace and support innovation.

# SECTION 1: COUNTY FIRE OVERVIEW

## 1.1 DESCRIPTION

The Santa Cruz County Fire Department provides the delivery of structural fire protection, first responder emergency medical services, and public fire safety education to the unincorporated areas of Santa Cruz County, not served by a municipal fire department or fire protection district. (See the County Map)

County Fire provides emergency response services from fourteen fire stations. These stations are staffed by CAL FIRE personnel, County Fire Volunteers, or a combination thereof.

Seven of the CAL FIRE stations within the boundaries of the County Fire Department are staffed with CAL FIRE personnel during the fire season and respond to County Fire Department incidents when they are available.

County Service Area (CSA) 48 contains all areas served by the County Fire Department, except the Pajaro Dunes development, which constitutes County Service Area 4. (See the County Map)

## 1.2 ORGANIZATION

### Board of Supervisors

Pursuant to the provisions of the California Constitution, the Santa Cruz County Board of Supervisors governs the Santa Cruz County unincorporated area and is the legislative governing body of the County of Santa Cruz. The Board directs overall operations of the various county departments and districts by establishing policies and approving the budgets and financing for all of county government and certain special districts. The Board of Supervisors is the Board of Directors of the service area that makes up County Fire.

### County Administrative Officer

The County Administrative Officer (CAO) works under the policies and directions of the Board of Supervisors to provide for the effective functioning of county government. The duties of the CAO are specified in the County Code and include preparation and supervision of the county's budget and Capital Improvement Program, legislative analysis, contract administration, inter-governmental relations, and supervision of non-elected department heads.

### County Fire Chief

The San Mateo – Santa Cruz Unit Chief serves as the County Fire Chief under the direction of the Santa Cruz County Board of Supervisors and the CAO. The County Fire Chief is responsible for the administration and control of County Fire in order to provide fire prevention, fire suppression, emergency medical, and rescue services to the residents of Santa Cruz County and maintain and/or improve fire insurance ratings. Responsibilities include:

- Provides leadership and management direction in the selection, training, utilization, and evaluation of Fire Department personnel;
- Directs major department programs which include fire prevention, public education, fire inspection, Fire Marshal services, fire and arson investigation, fire suppression, emergency medical response, and other related emergency services;
- Administers and interprets work rules, policies, and procedures;
- Preparation and development of the departmental budget;
- The maintenance, repair, improvement, and replacement of equipment, fire stations, and other facilities;
- The inventory and requisitioning of materials, supplies, and equipment;
- The continuing development and utilization of a fire communications system;
- The preparation of records and reports;
- Makes presentations to the Santa Cruz County Board of Supervisors;
- Advises the Board of Supervisors on the status of insurance ratings updates;
- Attends public functions;
- Promotes fire safety and prevention;
- Maintains relations with other jurisdictions;
- Leads and promotes the integration of County Fire volunteer companies with CAL FIRE personnel.

### County Operations Chief (Deputy Chief)

- Assist the County Fire Chief in their duties and responsibilities;
- Supervises Battalion Chiefs assigned to the Division;
- Responsible for operations;
- Chairs bi-monthly Company Officer Meetings.
- Serves as advisory staff to the FDAC

## General Services Department

The County Office of Emergency Services Administrator works under the policies of the Board of Supervisors and the CAO. He or she is responsible for the preparation and implementation of the emergency response plan for the county and administration of the fire protection contract with the organization contracted to run the County Fire Department, currently CAL FIRE.

## Senior Departmental Analysts

The Senior Departmental Analysts are state employees funded through the cooperative agreement who assist in the preparation and administration of the annual fire department budget, manage county purchasing, assist in updating and implementing the fire department master plan and Volunteer Handbook, serve as advisory staff to the FDAC and Company Officers, advise CAL FIRE staff on county issues, and serve as liaisons between county administration and the fire department.

## Santa Cruz County Fire Department Advisory Commission

In 1986, at the urging of several volunteer firefighters and auxiliary fire company members, the Santa Cruz County Board of Supervisors agreed to create the Santa Cruz County Fire Department Advisory Committee (FDAC). In 1997, the status was upgraded to a Commission.

This Commission is comprised of one volunteer representative, a representative of County Office of Emergency Services (OES), and members of the public appointed by the Board of Supervisors as District representatives, and has the responsibility to advise the Board of Supervisors, and the County Fire Chief on the following:

- The preparation and implementation of the County Fire Department Master Plan;
- How County Fire's protection, rescue, and emergency medical services program can be improved and made more cost effective;
- The budget priorities of the County Fire Department, along with specific recommendations;
- The changing role or mission of each of the volunteer fire companies and the resulting changes in their requirements;
- Such other matters relating to the county's fire protection, rescue and emergency medical services program as the commission desires to bring to the attention of the Fire Chief and Board of Supervisors (Ord. 4455 1 (part), 1997).

The FDAC does not have operational oversight of the County Fire.

## County Fire Department Company Officers

Each volunteer company is represented by a Company Officer at bi-monthly Company Officer meetings. These meetings are also attended by the Fire Chief, the Santa Cruz Deputy Chief, the Battalion Chiefs (including the staff chiefs for the Emergency Command Center (ECC) and Training), and available CAL FIRE Company Officers. The Company Officer meetings are an opportunity for career staff and volunteers to share pertinent information regarding operations. It also provides a forum for the Company Officers to voice concerns regarding facilities, vehicle maintenance, equipment needs, and other issues. Volunteer companies are represented on the FDAC by a volunteer member of County Fire.

## 1.3 VOLUNTEERS

Volunteers are individuals dedicated to helping their local communities in time of need. They spend many hours training to be qualified to respond professionally and safely during an emergency. Five volunteer companies formed the County Fire Department from volunteer fire organizations, many of which were created more than 50 years ago. These companies provide protection within the County Fire Department jurisdiction, in conjunction with the stations staffed by CAL FIRE personnel. The talent and skills that volunteers bring to their communities and the County Fire Department from their daily professions are immeasurable.

Volunteer Firefighters perform the full range of emergency response duties. They have been, and are continually, trained in fire protection, emergency medical services, rescue, vehicle extrication, and equipment operation.

Volunteer Emergency Medical Responders (EMRs) do not receive fire protection, rescue, or vehicle extrication training and therefore their duties are restricted solely to medical aid calls, medical care at traffic collisions once patients have been relocated to a safe treatment area, or support responder duties.

Volunteer Company	Company #	Stations
Bonny Doon	32	Bonny Doon, McDermott
Corralitos	41	Corralitos
Davenport	37	Davenport, Big Creek
Loma Prieta	36	Loma Prieta, Summit Woods, Burrell
South Skyline	29	Las Cumbres, Saratoga Summit

### Volunteer Non-profit Auxiliary Organizations

Some of the volunteer companies started as business associations, which have become incorporated non-profit organizations. The purpose of these organizations is to promote the structure and continuance of the local volunteers in the community. These organizations raise funds through various fund-raising events. They also accept donations to support the purchase of County Fire approved supplemental equipment and property. These Auxiliary Organizations do not have any operational oversight of the County Fire.

The current Auxiliary Organizations are:

Volunteer Company	Auxiliary
Bonny Doon	Bonny Doon Volunteer Fire/Rescue, Inc.
Corralitos	Corralitos Volunteer Fire, Inc.
Davenport	Davenport Fire & Rescue Auxiliary, Inc.
Loma Prieta	Loma Prieta Fire and Rescue, Inc.
South Skyline	South Skyline Firefighters

### 1.4 CAL FIRE

CAL FIRE has primary responsibility for the delivery of wildland fire protection services in the State Responsibility Area (SRA) within the county. The SRA encompasses a major portion of Santa Cruz County including some areas within the fire districts. All CAL FIRE fire stations within Santa Cruz County are staffed to meet this responsibility.

CAL FIRE operates eleven facilities in Santa Cruz County including San Mateo-Santa Cruz Unit Headquarters (CZU HQ), the Ben Lomond Conservation Camp (BLCC), and the Soquel Demonstration State Forest (SDSF). The County of Santa Cruz contracts with CAL FIRE to keep five fire stations open during the non-wildland fire season (winter months) and to manage the County Fire Department.

The County of Santa Cruz contracts with CAL FIRE for operational management of the County Fire Department and coordination of the delivery of fire protection and first responder emergency medical services. This program is consistent with the CAL FIRE statewide policy of developing cooperative fire protection programs with local government to produce effective services through the best use of available resources. The CAL FIRE Unit Chief serves as the Fire Chief of the Santa Cruz County Fire Department.

CAL FIRE Facilities	Geographical Location	Winter Funding
Big Creek Fire Station	Swanton	Yes
Burrell Fire Station	Summit	Yes
Corralitos Fire Station	Corralitos	Yes
Fall Creek Fire Station	Bonny Doon	Yes
Jamison Creek Fire Station	Boulder Creek	No
Pajaro Dunes Fire Station	Pajaro Dunes	Self-funded
Saratoga Summit Fire Station	South Skyline	Yes
Soquel Fire Station	Nisene Marks	No
Soquel State Demonstration Forest	Nisene Marks	N/A
Ben Lomond Conservation Camp	Santa Cruz	N/A
Unit Headquarters	Felton	N/A

The services provided by CAL FIRE in its contractual role as County Fire include:

- Supervision and management operations of all 15 (8 CAL FIRE and 7 County Fire Department volunteer) stations, career and volunteer firefighters.
- Preparation and administration of the annual budget.
- Develop and conduct training programs for volunteer and career personnel.
- Assist volunteer companies in their recruitment efforts.
- Provide fire suppression and first responder emergency medical services through volunteer and career companies.
- Provide operational management of emergency incidents.
- Conduct fire safety and public education programs.
- Assist the County Emergency Medical Services Agency to provide Cardiopulmonary Resuscitation (CPR) and first aid training.

- Provide automotive fleet management, including specification development, preventive maintenance, and coordination of repairs.
- Plan and coordinate facilities construction and maintenance.
- Provide emergency dispatch services.
- Develop a unified County Fire response map and dispatch system.
- Support the development and retention of volunteers.
- The County Fire Chief currently serves as the Operational Area Fire and Rescue Coordinator for the State Office of Emergency Services (OES) by election of the Santa Cruz County Chiefs' Association.

The County Fire Marshal (CAL FIRE Unit Chief) is responsible for fire prevention services in those areas served by the County Fire Department which include:

- New construction plan review to enforce the provisions of the County Fire Code, the International Fire Code (IFC) and the fire safety provisions of the California Code of Regulations (CCR Title 19 and Title 24).
- New construction field inspections to assure that fire protection requirements are met.
- Periodic inspection of existing occupancies to maintain enforcement of County Fire Code and the CCR.
- Coordination with other county agencies (Planning, Building Inspection, Public Works, etc.) to assure that fire protection requirements of new developments are provided and maintained.

### Career Firefighters

The career firefighters of the County Fire Department are CAL FIRE employees and are funded by the State. In addition to providing fire suppression and first responder emergency medical services, CAL FIRE Company Officers manage the volunteer fire companies, conduct fire prevention programs and inspections, coordinate the maintenance, repair, and construction of County Fire Department apparatus and facilities, and manage emergency incidents.

### Seasonal Firefighters

CAL FIRE hires up to 100 seasonal firefighters to augment its career staff during the wildland fire season. They receive training and perform a full range of duties and emergency response. At the end of the wildland fire season, most of these firefighters are laid off. Some firefighters are retained through the winter period to maintain three personnel per engine at each of the five contract-staffed CAL FIRE stations. The firefighters retained in this "Amador" period are the only fire suppression personnel funded by Santa Cruz County.

### Ben Lomond Conservation Camp

The Ben Lomond California Department of Corrections and Rehabilitation (CDCR) is located on upper Empire Grade Road in Bonny Doon. The camp houses approximately 100 CDCR inmates and is jointly operated by CAL FIRE and CDCR. The inmates are assigned to crews under the supervision of a CAL FIRE Fire Captain. These crews are used for fire suppression and fire road and fuel break maintenance. In addition, the crews are used for other public projects including state and local park maintenance, stream clearance, and other special projects. CAL FIRE operates a fire engine at the camp for facility protection purposes.

### Personnel Assigned to the County Fire Department

Fourteen fire stations are currently staffed with CAL FIRE (C) and Volunteer (V) firefighters.

Fire Station	FMA	Staffed
Big Creek	Swanton	C
Burrell	Summit	C,V
Corralitos	Corralitos	C,V
Davenport	Davenport	V
Fall Creek	Bonny Doon	C
Jamison Creek <i>(Fire season only)</i>	Big Basin	C
Las Cumbres	South Skyline	V
Loma Prieta	Summit	V
Martin	Bonny Doon	V
McDermott	Empire Grade	V
Pajaro Dunes	Pajaro Dunes	C
Saratoga Summit	South Skyline	C,V
Soquel <i>(Fire season only)</i>	Nisene Marks	C
Summit Woods	Summit	V



## 1.5 CONTRACT AGREEMENTS

The Public Resources Code gives CAL FIRE the authority to enter into contractual agreements with local government agencies to provide fire services. The CAL FIRE stations that the county elects to staff in the winter are contracted pursuant to this authority.

### Schedule "A" Agreement – Full Service

Schedule A-4142 of the agreement sets forth fire protection services to be furnished by the state, administered by the CAL FIRE Unit Chief and budgeted by the state, with full reimbursement of costs by the local agency (except as provided by PRC 4143-4144, Amador Plan). Generally, this schedule itemizes in detail, the fire stations, personnel costs, and operating expenses to be financed by the local agency. Since the positions included in Schedule A are filled by state employees, the salaries, hours, and working conditions are established at state standards.

### Schedule "A" Agreement - Amador

Schedule A-4144 of the agreement sets forth the fire protection services to be furnished by the state, administered by the CAL FIRE Unit Chief, and budgeted by the state, with reimbursement of costs by the local agency as provided in PRC 4143-4144 (Amador Plan). This schedule itemizes state services used by the local agency during the "non-fire season." As with services listed in Schedule A, salaries, hours, and working conditions are established at state standards.

### Schedule "B" Agreement

Schedule B of the agreement lists personnel, crews, and major facilities established and supported by the state within (overlapping) or adjacent to the local agency area and funded by the state's General Fund for protecting SRA lands.

### Schedule "C" Agreement

Schedule C of the agreement lists the services, personnel, equipment and expenses which are paid directly by the local agency under the supervision of the CAL FIRE Unit Chief.


Both Schedule A-4142 and the Amador Plan are used in the staffing and operation of County Fire.

## 1.6 LOCAL AGENCIES

As local communities identified a need and desire to increase or consolidate fire services, Santa Cruz County Fire Protection Districts were created. Sections 13800-13970 of the California Health and Safety Code provide the authority and procedures for the organization of autonomous fire protection districts in territories not served by an existing fire department or district.

County Fire was formed to provide fire protection services to all areas outside established fire districts or municipality boundaries. Before this point, several areas such as Loma Prieta had volunteer fire organizations operating under civil defense laws.

The following is a list of the fire departments and fire protection districts in Santa Cruz County. County Fire shares common boundaries and has automatic or mutual aid agreements with all eleven of these agencies:

City Fire Departments	Fire Protection Districts
Santa Cruz	Aromas Tri-County *
Watsonville	Ben Lomond *
	Boulder Creek *
	Branciforte *
	Central Fire Protection District *
	Felton *
	Pajaro Valley *
	Scotts Valley *
	Zayante *

*\*Indicates where fire agencies' structural fire protection responsibility and SRA overlap.*



## SECTION 2: PERSONNEL

### 2.1 BECOMING A VOLUNTEER

#### Recruitment / Application

- County Fire Training staff will coordinate the pre-response training. Training dates will be identified in the annual training calendar. The training will be scheduled such that a new volunteer will have the opportunity to complete all training required to respond within the time frame set forth in the Santa Cruz County Master Plan.
- Each volunteer company within the County Fire system will identify a Company Officer to receive and handle all incoming applicants. This Company Officer will:
  - Participate in active recruitment throughout the year.
  - Submit completed applications to field Battalion Chief by the first week of October for the spring Basic Fire Fighter Academy.
  - Meet to discuss personnel needs analysis with field Battalion Chief.
  - Create a priority list with field Battalion Chief of potential applicants based on current number of "active" volunteers, current Santa Cruz County Fire Budget, and Deputy Chief Approval.
- Field Battalion Chief will forward the approved applications to the Training Battalion by the first week of November.

#### The Prospective Volunteer Firefighter Needs to:

- Be at least 18 years of age.
- Be eligible to work within the United States, either as a citizen or through an appropriate work Visa.
- Be able to understand and follow oral/written instructions in English.
- Observe a minimum of three (3) training meetings of the local company within a two (2) month period.
- Participate in an oral interview with the Company Officer and field Battalion Chief. NOTE: Applicant will be advised of the county volunteer commitment and academy process.
- Complete the Volunteer Fire Fighter Application.
- Submit the Volunteer Fire Fighter Application with:
  - Two (2) letters of reference.
  - Valid California Driver's License.
  - Proof of Vehicle Liability Insurance (CA).
  - DMV printout (approved by CAL FIRE Law Enforcement -Section 2.8)
  - Pass Live Scan
- Be in good physical condition and able to perform the manipulative skills required to be a firefighter.
  - Pass Candidate Physical Ability Test (CPAT)
- Once the above are complete, schedule medical physical through County Fire Staff.
- Pass medical physical.

#### County Fire Department Company Officer Responsibility

The Company Officer identified to receive and handle all Volunteer Firefighter applicants must be familiar with the Volunteer Firefighter job description in order to:

- Represent the County Fire Department's Mission.
- Ensure new volunteers are well prepared to become volunteer firefighters.
- Market the fire department program to prospective applicants.
- Be up front and honest with responses to their questions.
- Review the job description with Volunteer Firefighters.
- Be thoroughly familiar with the application form.
- Review each section with the applicant.

#### Certified and Qualified County Fire Volunteer Firefighters

##### Will Respond to:

- All types of fires
- Rescues
- Medical Emergencies
- Vehicle Accidents
- Public Service Calls
- Hazardous Material Emergencies
- Other public assistance



### **Certified and Qualified County Fire Volunteer EMRs Will Respond to:**

- Medical Emergencies
- Traffic collisions (perform medical care to patients out of the vehicle and that are located in a safe treatment area only)
- Limited support duties including:
  - Assist with rehabilitation of firefighters on structure fire incidents
  - Assist with structure fire incident accountability
  - Assist with traffic control
  - Prevention and education programs
  - Fundraising activities
  - Company administrative assignments
  - Station maintenance and general housekeeping duties as required

Members are required to respond to minimum of 10% of the annual calls for their company to maintain their status as a Volunteer Responder. Volunteer Company Officers have the ability to increase the minimum percent of response to no greater than 20% of the annual calls for their company. Members who fail to meet the minimum required response percentage will be placed on a 3-month probation period. The probationary criteria will be set by the Battalion Chief in consultation with the Fire Chief and appropriate Company Officer. Members not meeting response criteria after probation may be dismissed from the County Fire. Volunteers will train regularly and perform equipment and facility maintenance.

### **Time Commitment**

Trainees must successfully pass the Pre-Response Training (See section 5). Volunteer companies are required to drill a minimum of two times per month but may train more often. In addition, specialized training courses will be required in order to perform the professional and technical duties associated with emergency response. These courses include those necessary to maintain mandatory certifications and qualifications.

### **Candidate Physical Ability Test**

The Candidate Physical Ability Test (CPAT) is a test of one's strength and endurance as it pertains to firefighting and is required by County Fire's insurance provider. The prospective volunteer must pass an approved Physical Ability Test prior to the medical or background screening components of the hiring process. The prospective volunteer will be reimbursed for successful completion when they successfully complete Pre-Response Training (Section 5). Currently CPAT is the only approved Physical Ability Test.

### **Medical Exam Procedures**

Once an application has been accepted and approved by the County Fire Chief, the applicant will have to pass a physical medical examination. The purpose of the examination is to reduce the risk of injury and illness to a Volunteer Firefighter and to establish fitness for duty.

Physical examinations at the Santa Cruz Occupational Medical Center (SCOMC) are required for all new Volunteer Firefighters joining the County Fire Department. After the volunteer receives their letter of acceptance from CZU Training, the volunteer will call SCOMC to schedule an appointment. A pre-registration package will be sent to the new volunteer to complete prior to their appointment.

### **Entry Level Exam**

The prospective Volunteer Firefighter will be sent to a fire department designated physician (SCOMC) at the expense of the department.

Required physical examinations include the following tests at a minimum:

- Stress EKG
- Substance Abuse Drug Test
- Complete History & Respiratory Questionnaire
- Vital Signs and Physical Examination
- Vision Acuity and Peripheral Vision Testing, including Color Perception
- Pulmonary Function Testing Performed by Certified OSHA RN
- Audiometry performed by Certified OSHA RN
- Physical Capacity Evaluation Performed by Licensed Physical Therapist
- Fire Blood Panel (Metabolic Chemistry Panel, Hemogram & Hematocrit, Lipid, and Liver Panel)
- Urinalysis with Micro
- TB Skin Test
- DIP/TET
- Coronary Risk Panel
- Additional tests may be performed as necessary through mutual agreement between OHC physician and CAL FIRE/County Fire management.
- Any follow up recommended treatment identified during the physical examination would be the responsibility of the prospective volunteer through their own primary care physician and personal medical insurance.

## Respiratory Protection Program (RPP)

To comply with mandated Cal/OSHA requirements regarding the use of self-contained breathing apparatus (SCBA) and to improve safety for all personnel, County Fire has implemented a Respiratory Protection Program (RPP) per 29 CFR 1910.134. The RPP process will ensure Volunteer Firefighters are medically qualified to use an SCBA and determine the proper sized mask for each individual.

- An RPP Medical Questionnaire (EMQ) will be sent out to each volunteer annually in January and must be filled out completely immediately upon receiving it and returned in the envelope provided. When completing the EMQ, any condition needing clarification should be explained as indicated.
- Physical examinations will be required at least once every three years for volunteers under the age of thirty, once every two years for volunteers aged thirty to forty-nine, and every year for those age 50 and older. The reviewing physician will determine from the medical questionnaire if a physical is required. Some personnel may also have to complete a treadmill test as determined by the examining physician. If a physical exam and/or treadmill test is required, SCOMC will contact the volunteer firefighter to set up an appointment.
- The entry level physical exam given to new volunteers qualifies them for SCBA fit testing for their first twelve months.
- From the questionnaire and/or medical examination, a volunteer will be assigned to one of three categories:
  - Unrestricted (eligible for fit-testing and use of an SCBA)
  - Restricted (ineligible for fit testing but able to complete all tasks except those requiring use of an SCBA or HEPA mask)
  - Administrative (cannot respond to incidents or participate in manipulative training).
- Effective January 1, 2011, to comply with Federal OSHA 1910.134 (g)(1)(i), 1910.134(g)(1)(i)(A), 1910.134 (g)(1)(i)(B):
  - All personnel will be clean shaven; however, neatly trimmed sideburns and mustaches are permitted.
  - Sideburns will not extend below the bottom of the earlobe and will end with a clean-shaven horizontal line. The maximum width at the bottom of the sideburns will not exceed one and one-half inches.
  - Mustaches will not extend below the bottom of the upper lip, nor more than one-half inch beyond the corners of the mouth.
  - Sideburns or mustaches which preclude the proper sealing of self-contained breathing apparatus face masks are not permitted.
- Volunteers not cleared will be classed as administrative or restricted. If a dispute arises regarding the findings, any tests required to obtain a second opinion will be done at volunteer's expense.
- Once medically cleared, the volunteer will be notified that he or she has unrestricted status and is cleared for fit testing. Fit testing sessions will be scheduled with the different companies. SCBA mask fit testing is required every year. For questions regarding the RPP process, or to schedule fit testing, contact CZU Training.
- If a DMV physical is required, this should be noted on the EMQ prior to submission.
- Upon graduation from the Basic Fire Fighter Academy (BFFA), the Volunteer Firefighter should contact CZU Training for Hepatitis B authorization and CAL/OSHA Aerosol Transmissible Disease Vaccinations.

## Leaves of Absence

- Military Leave: Any Volunteer required to perform active military service shall be granted the leave of absence provided by law.
- Leave of Absence: Any county volunteer may be granted a leave of absence not to exceed one year, on the approval of the Fire Chief, for training/educational purposes, extended illness, or personal affairs requiring full attention of the volunteer.
- Return from Leave of Absence: The granting of a leave of absence to a volunteer guarantees their right of return upon expiration, or an earlier date mutually agreed upon by the Fire Chief and the Volunteer. A Volunteer failing to return upon expiration of the leave of absence shall be regarded as an automatic resignation.

## 2.2 BENEFITS

Volunteer Firefighters are offered a range of benefits. For specific emergency calls they may be reimbursed with pay for their services.

### Volunteer Stipend Policy

The County Fire Department will provide each Volunteer Firefighter an annual stipend which is intended to reimburse incidental and normal travel costs related to in-service and out-service training hours, as well as emergency incident response, and boot allowance.

### Mandatory Training Tracking:

A \$15 stipend will be allocated for each regularly assigned four (4) hours of formal Vector Solutions training and one \$15 stipend per each assigned monthly four-hour drill, for a maximum of two drills per month or twenty-four drills per year. As funds allow, County Fire will also provide one \$15 stipend for each four hours of additional scheduled drill and/or approved training. Allocation of these additional stipend funds will be determined by the County Fire Chief and be prioritized as follows:

- Training required by law (e.g., Hazardous Material FRO re-cert.).
- Training required by County Fire policy (e.g., Volunteer Driver, Basic Firefighter Academy (BFFA)).
- Other approved training (e.g., SFM Command 2D, Hunter Liggett Wildland School).
- Other drills required by Volunteer Company policy (e.g., extra Company drills).

Drills must consist of training related activities as opposed to company business meetings, etc. These hours will be recorded in Vector Solutions for the stipend period of November 1st through October 31st annually.

Every February 4th, May 4th, August 4th, and November 4th a Vector Solutions report will be generated by the Training Battalion for the previous quarter, detailing all drills and training completed by each Volunteer within County Fire. Company Officers will have until the 15th of the month to review the report, make corrections based on their records, and return the report to the Training Battalion along with documentation supporting the corrections. Once the quarterly report has been approved and finalized, no additional training for that reporting period will be considered for stipend reimbursement.

### **Emergency Incident Response Tracking**

As a method of retaining new and current Volunteers, an incident response stipend was established as part of the 2010-2014 SAFER Grant and has continued as funds allowed. The incident response stipend provides a per-call reimbursement based on the average incident response for County Fire. All incident responses are recorded into the CRZ Volunteer Tracking System (CVTS) by the Volunteer Company Officers within 3 days of the incident date to ensure accurate emergency incident response tracking. The CZU Santa Cruz Deputy Chief (CZU DC) will review and validate all incident responses from the previous month on or before the 10th day of the following month for fiscal accountability.

### **Stipends**

Stipends will be distributed to all participating Volunteers in good standing before December 25th. The reporting and verification process will be completed as follows:

Upon receiving the final November corrected quarterly training and monthly incident response reports, the training staff will compile and calculate the annual stipend report. This finalized report will be emailed to the Company Officers and then the CZU DC for final review. The County Fire Chief will give final approval to training staff before submitting to the County Payroll Auditor.

The incident response stipend will be allocated based on rank as follows:

- Volunteer EMR: \$15/incident
- Volunteer Firefighter: \$20/incident
- Volunteer Driver/Engineer: \$25/incident
- Volunteer Captain: \$30/incident

### **Boot Allowance**

In addition to the training stipend, active volunteers, who have maintained the required certifications and have met 50% of all assigned monthly drills (48 hours per year) of the CAL FIRE/County Fire In-service Training Program, will receive an annual boot allowance of \$100 dollars. The boot allowance will be paid as part of the annual stipend.

### **Workers' Compensation Benefits**

Volunteer Firefighters are covered by Workers Compensation whenever engaged in approved, official fire department business.

When an injury occurs to a volunteer performing fire department business, it is to be reported to the County Fire immediately. A claim form and accident report must be completed describing what, where, when, and how the incident happened. County Fire will arrange medical treatment and file the necessary reports. Prompt reporting is the key. The on-duty Battalion Chief and the Emergency Command Center (ECC) will be advised of all injuries. The on-duty Battalion Chief will coordinate treatment and report processing.

The first priority for medical emergencies and injuries should be treating the injured employee and arranging for appropriate medical care. Injury reporting will be initiated by the Battalion Chief immediately following the coordination of medical care.

If additional non-emergency care is required, Workers' Compensation will schedule approved treatment as necessary. The Volunteer may be sent to a physician they do not know. The physician is not a departmental doctor. They are in private practice and may be a specialist for the particular injury. In addition, the physician is familiar with Workers' Compensation requirements and will report on the injury promptly to our Workers' Compensation Claims Adjuster, so that benefits can be paid as appropriate.

If the Volunteer wants to change to a different physician for any reason, they shall ask their County Fire Claims Representative. It is in the best interest of County Fire to advocate for the Volunteer's prompt recovery and return to work.

The Volunteer is also entitled to be treated by their personal physician if they complete and submit to County Fire a pre-designation form, signed by their doctor before the injury occurs. The County Fire Claims Representative can provide more information upon request.

### **California State Firefighters Association (CSFA)**

County Fire sponsors membership in the California State Firefighters Association (CSFA) for all Volunteers. This allows access to several group insurance plans and other benefits. Volunteers will receive a CSFA decal for their personal vehicle.

### **Supplemental Accident and Health Policy**

County Fire maintains a supplemental accident and health policy through Provident Agency Inc., which pays accident benefits in addition to those provided by Workers Compensation. Coverage includes limited income replacement, dependent child benefit, permanent physical impairment benefit, cosmetic disfigurement from burns benefit, weekly hospital confinement benefit, rehabilitation benefit, and mental stress management benefit. Contact the Training Battalion for information on applying for benefits.

### **Critical Incident Stress Management**

County Fire provides Critical Incident Stress Management (CISM) services through trained counselors for incidents having the potential or effect of causing unusual stress for responding personnel (e.g., major vehicle accidents, multi-casualty incidents, fire deaths, shootings, etc.). Volunteers may request CISM services, or the duty Battalion Chief may arrange for services on an individual or group basis as needed.

## **2.3 RELATIONSHIP WITH CAL FIRE**

County Fire functions as an integrated department of CAL FIRE employees and Santa Cruz County Volunteers. Both of these entities have defined roles, which require a positive working relationship, resulting in a well-qualified fire department serving the citizens and visitors of Santa Cruz County. To ensure efficient service, an incident organizational hierarchy has been established. This organizational structure is commonly used by many other county fire departments and applies to all County Fire Department activities.

The structure is comprised of:

- Battalion Chief
- Volunteer Fire Captain/CAL FIRE Fire Captain
- Volunteer Driver/Engineer/CAL FIRE Fire Apparatus Engineer
- Volunteer Firefighter/CAL FIRE Firefighter I
- Volunteer EMR

### **Day to Day Operations**

Volunteer company personnel will report issues/needs to their respective Volunteer Company Captain. In turn, Volunteer Company Captains will report to the Battalion Chief (or designee) with oversight responsibilities for their company. CAL FIRE personnel should report issues/needs to their immediate supervisor.

### **Incident operations**

The CAL FIRE Emergency Command Center (ECC) will be the Incident Commander (IC) of all incidents until the first responding resources arrive at scene. The first arriving unit will assume IC and will retain command unless command is transferred to another unit (see Operational Policy). Concerns regarding command transition will not be raised during the incident but will be resolved through a post-incident critique.

If a verbal post-incident critique doesn't satisfactorily address command transition problems, the Volunteer Company Officer will submit his or her concerns in writing to the appropriate Battalion Chief. The Battalion Chief will provide a written response to the Volunteer Company Captain within 10 working days. Complaints from a CAL FIRE Officer regarding a Volunteer will be submitted in writing to the Battalion Chief. The Battalion Chief will work with the appropriate Company Officer to resolve the complaint. The Battalion Chief will notify the Deputy Chief of all concerns related to response matters.

### **Wildland Response**

Because CAL FIRE has the statutory responsibility for wildland fire control on SRA lands, a CAL FIRE Officer will always assume command at wildland fire incidents involving SRA.

## 2.4 ADMINISTRATIVE GUIDELINES

### Public Representation

All media, public and governmental, inquiries or contacts will be directed to the appropriate CAL FIRE/County Fire Chief Officer in order to assure consistency and accuracy relating to the operations or policies of CAL FIRE/County Fire. Inquiries into items that are linked to a specific Volunteer Company may be addressed to the appropriate Company Officer. Since the general public does not always know who is authorized to speak on behalf of a public agency and may presume that a position represented by a Volunteer Firefighter is a position of the CAL FIRE/County Fire Department, a Volunteer Firefighter is not authorized to make such representation.

This statement does not preclude the many situations when a Volunteer is presenting information about the County Fire Department to their local neighborhood nor is it meant to exclude the Volunteer in discussing their own Volunteer Company.

Volunteer Companies retain their individual community affiliation (e.g., Corralitos Volunteer Fire Company) but in public communications and for identification purposes they are to represent themselves as entities of the County Fire.

### General Station Practices and Procedures

County Fire Department Officers (CAL FIRE and Volunteer) are responsible for maintaining a clean, safe and professional looking fire station. The Company Officer will ensure that all County Fire Firefighters help to achieve and maintain this standard at all times.

Each County Fire station should have a current station operational/cover crew guide developed by the Company Officer or their representatives. County Fire Firefighters will reference this guide for standard cover procedures and/or the daily routine of station operations. A current roster of the Volunteer Company personnel will be maintained in the guide and shall include the name, rank and phone number of each member.

All Company Officers will be instructed in the proper procedures of completing fire and rescue forms, equipment checkout forms, and maintaining station logs.

County Fire emergency apparatus equipment will be kept clean, well maintained, and response ready at all times. After each emergency response and/or local area travel, the apparatus will be inspected and signed for by the operator.

### Emergency Response

Unsafe operation or violation of the California Vehicle Code (CVC) while operating a private vehicle while performing as a Volunteer Firefighter may result in adverse action by County Fire. The CVC specifically prohibits private vehicles from using emergency type warning lights (red and blue) and sirens. The flashing of headlights and/or use of four-way vehicle flashers while in route to an incident is also prohibited. The use of four-way flashers is only permitted when parking. No private vehicle shall pass any Code-3 emergency vehicle at any time. No Volunteer responding to or returning from an incident shall exceed the posted speed limit. Automotive equipment will be driven in a safe and professional manner at all times while adhering to all laws. Private vehicles shall not display the official logo or decals of the Santa Cruz County Fire Department or CAL FIRE. County Fire personnel responding in County Fire apparatus must be in a County Fire uniform shirt, County Fire T-shirt, Nomex jacket, medical jacket or turnout coat for professional appearance.

The response of private vehicles to incidents is discouraged if the Volunteer can safely arrive at the station in a timely manner to respond on emergency apparatus, with the exception of Emergency Medical Responders (EMR) that typically respond directly to the medical scene in their personally owned vehicle(s). Members who respond directly to incidents must exercise caution at all times. Personal vehicles shall be parked at a safe distance (typically at least 100 feet) and in safe manner in relation to the incident.

Personal vehicle use is prohibited for the following responses:

- If you have to drive past available equipment to get to the scene
- Outside of Santa Cruz County Response Area
- Any vegetation fire
- With power lines down
- With report of gas leak
- Any HAZ-MAT call
- On Highway 17
- Any call with suspected violence or requirement to stage

Volunteer Firefighters in "Trainee" status are prohibited from responding to the scene. Trainees currently certified in EMS and approved by the Company Officer may respond to Medical Aids in a personal vehicle.

### **Driving Policy**

No Volunteer or County Fire vehicles will respond unless dispatched by the ECC. Automotive equipment will be driven in a safe and lawful manner at all times. Emergency response does not justify excessive speed. Unsafe operation of department apparatus may result in adverse action by County Fire.

### **Code-3 Driving**

Code-3 driving is the operation of a vehicle with siren and red lights. Only authorized emergency vehicles may be driven Code-3 and must be operated in accordance with County Fire policy. All emergency warning lights and sirens must be approved by the County Fire Chief; Code 3 status does not exempt any driver from the legal responsibility to consider the safety of others. The basic speed law of the CVC prohibits any driver from driving faster than traffic, road, and weather conditions safely allow, regardless of the emergency.

### **Right of Way**

Code-3 status does not give an emergency driver the legal right of way unless other drivers recognize the emergency vehicle and grant the right of way. Because it is difficult to tell when other drivers are aware of an emergency vehicle, emergency drivers should always assume that they do not have the right of way. All emergency vehicles will stop at red light traffic signals, stop signs, and blind intersections, as required by County Fire policy.

### **Passing Other Emergency Vehicles**

Normally, one emergency vehicle will not overtake and pass another while both vehicles are responding Code-3. A possible exception to this policy is during operation on a multi-lane roadway. It may be safe for one Code-3 vehicle to pass another Code-3 vehicle. Permission to pass must be obtained from the forward vehicle, prior to passing.

## **2.5 COMPLAINT & DISCIPLINARY PROCEDURES**

### **2.5.1 COMPLAINT PROCEDURES**

#### **Operational Concerns**

Concerns or complaints relative to the operations of County Fire that affect a particular Volunteer or Company must be brought to the attention of the responsible Battalion Chief. Unresolved issues that affect County Fire operations should be brought to the attention of the Deputy Chief. These concerns would include, but not be limited to: personnel, mobile equipment maintenance, small tools, medical supplies, and personal protective equipment (PPE), etc. Resolution of these issues will be brought to the bi-monthly Company Officers' meeting as appropriate.

The Volunteer Company Officer, or their designee, must contact the Deputy Chief or County Analyst, no later than five (5) days prior to a scheduled Company Officers meeting to place items on the agenda. It is incumbent upon County Fire staff to adequately address or research concerns. Items for discussion may be placed on the agenda at the date of the meeting but may not receive the benefit of full discussion or analysis until a following scheduled meeting.

#### **Complaint Procedure**

##### **A. Informal**

Volunteer and CAL FIRE Firefighters are encouraged to act promptly through an informal meeting with their immediate supervisor in an attempt to resolve the matter before it becomes the basis for a formal grievance. Any resolution reached at the informal step must be in accordance with the provision of this Handbook.

##### **B. Formal**

Within thirty (30) calendar days of occurrence or discovery, an alleged grievance shall be presented to the Volunteer Captain who in turn shall present the complaint to the Battalion Chief. The Battalion Chief shall respond to the Volunteer Captain within ten (20) calendar days to resolve the grievance.

If the complaint is not resolved by the Battalion Chief, the Volunteer Captain may appeal in writing to the Deputy Chief, who shall have 20 calendar days to resolve the issue.

If the issue is not resolved by the Deputy Chief, the Volunteer Captain may appeal in writing to the County Fire Chief. In addition, the Volunteer Captain may advise the Volunteer Company Officer Representative (VCOR) to the Fire Department Advisory Commission (FDAC). The County Fire Chief, FDAC VCOR, and the Volunteer Captain shall consult on the complaint and the Fire Chief shall have five (5) calendar days to render a decision or resolution of the issue. The decision of the Fire Chief shall be final.

### **2.5.2 OPERATIONS POLICY AND DISCIPLINARY PROCESS**

The CAL FIRE Unit Chief is designated as the County Fire Chief by resolution of the Santa Cruz County Board of Supervisors. The County Fire Chief is responsible to work with the Risk Management Division of Santa Cruz County to reduce the liability in conducting County Fire operations. This responsibility also extends to protecting the exposure of the state by contractual relationship.



This responsibility is exercised by adopting and implementing policies and procedures consistent with accepted professional standards for safe and efficient conduct of fire department operations. Generally, these policies will cover the areas of training, equipment, and conduct in the workplace and on the fire ground. It is incumbent on the County Fire Chief to ensure that such policies are adhered to by those acting in their official County Fire capacity.

Any conduct that would cause the County to terminate a full-time paid County employee will have the same impact on County Fire Volunteers. Causes for disciplinary actions including termination, are outlined in the Santa Cruz County Civil Service Rules Section 130, §XIV – Disciplinary Actions. The County of Santa Cruz reserves the right to dismiss volunteers from their positions with or without cause. NOTE: For information on the Firefighter Bill of Rights, refer to AB -220, Appendix I

### **A. Informal Discipline**

#### **Corrective Interview**

In the event of a minor infraction requiring a change in the Volunteer's behavior, informal counseling will be conducted by the supervisor who witnessed the infraction. Written notification will be made to the Volunteer Company Officer and Battalion Chief in a timely manner. If the counseling is not sufficient to remedy the situation, a corrective interview will be held with the Volunteer by the Battalion Chief and the Company Officer of the Volunteer's Company.

The corrective interview will communicate standards of performance and behavior, point out deviations or errors, indicate the remedy, and detail a plan for follow-up, including a review date to assess progress if necessary. A written summary of the interview will be prepared, and copies will be provided to the Volunteer, the Volunteer's Company Officer, and the Battalion Chief. If it is determined that the problems identified during the corrective interview have been remedied, a note will be added to the written summary indicating resolution of the issue. Failure to correct the issue will be documented and further disciplinary action could be taken. The Battalion Chief will retain all documentation developed during the disciplinary process in the Volunteer's personnel file.

### **B. Formal Discipline**

#### **Letter of Warning**

For certain other types of misconduct, repeated minor infractions, and/or failure to meet requirements for behavioral change detailed in a corrective interview, a letter of warning will be issued by the Battalion Chief in consultation with the senior Company Officer of the Volunteer Company. This letter will be kept in a secure confidential file in the volunteer's official personnel file.

The Letter of Warning will contain the following information:

- Nature of the offense, misconduct or deficiency.
- Date(s) and time(s) that the offense or misconduct occurred.
- A statement of expected behavior.
- A statement regarding future action should the misconduct or deficiency continue.
- Set a date and time to evaluate compliance.
- Advise on the process for submitting a letter of rebuttal.

#### **Serious Offenses Procedure**

For serious offenses or multiple/repeated misconduct, a suspension from active duty, demotion, or dismissal from the department may be implemented. County Fire procedure and policy for necessary hearings shall be administered as follows:

- The Battalion Chief, in consultation with Company Officer, shall submit charges in writing against the Volunteer to the County Fire Chief. The person(s) alleging misconduct shall bear the burden of proof.
- The County Fire Chief, or their designee, shall conduct a hearing on the charges to levy the appropriate form of discipline against the Volunteer. The County Fire Chief's designee shall be vested with all the powers of the County Fire Chief.
- The notice of the hearing shall specify the date, time, location, and will state the name of person conducting the hearing. The hearing(s) will be closed, with only those involved and their representative(s) in attendance. Notice and a copy of the charges shall be served upon the Volunteer in person at least 10 days, but not more than 30 days, before the date of the hearing.
- The hearing will be audio recorded and transcribed as necessary and a record of the hearing will be placed in the Volunteer's personnel file.
- The County Fire Chief has the power to suspend or dismiss the Volunteer after charges are filed and pending disposition of the charges. At the conclusion of the hearing, the County Fire Chief may dismiss the Volunteer or may suspend them for a period of time not to exceed one year.
- Regulations governing the dismissal or suspension of Volunteers shall not be interpreted as creating a property right in the Volunteer position. A Volunteer is "at-will" and therefore not entitled to civil service protections and or rights.

Notwithstanding the above, the County Fire Chief has the authority to levy necessary discipline without a formal hearing.

### Purging Files

County Fire Departmental files will be purged of any adverse action three years after the date of issue upon request from the Volunteer. The exception to this section will be dismissal. Dismissed Volunteers may re-apply to the department after three years with approval from the County Fire Chief.

### Confidentiality of Files

All personnel files will be held in strict confidence as per federal and state law. All requests for verification of membership from an outside entity will be answered yes or no. No further information will be issued subject to proper Volunteer authorization, subpoena or court order. Inquiries regarding references for employment will be submitted to the Santa Cruz County Analyst. In the case of a dismissed member, the fact that they were dismissed may be disclosed; however, the circumstances surrounding the dismissal will not be disclosed except through subpoena.

## 2.6 HARASSMENT POLICY

County Fire complies with Santa Cruz County policies and state and federal laws with regard to Equal Employment Opportunity (EEO), nondiscrimination, and sexual harassment. Copies of the County's EEO policy and a Department of Fair Employment and Housing pamphlet on sexual harassment are included as appendices to this document.

## 2.7 RULES OF CONDUCT

- No Volunteer shall commit any act which might in any way bring discredit to County Fire, Santa Cruz County, or the State of California.
- No Volunteer shall use any language deemed offensive in the presence of the public at the scene of an incident, at the fire station, or while acting in an official capacity for the department.
- No Volunteer shall use any alcoholic beverage or drugs nor be under the influence of same while in uniform or acting on behalf of the department, including while responding to alarms on department apparatus or in private vehicles. (A uniform consists of specific garments which the Volunteer is required to wear exclusively while carrying out the duties and responsibilities of a position within County Fire. A uniform further includes items that serve to identify the person, agency, function performed, rank, or time in service.)
- Only Volunteers and authorized personnel may ride on any department apparatus.
- All personnel, while acting in an official capacity for the department, shall do so in a professional manner at all times.
- Gambling, liquor, drugs, controlled substances, or firearms are not permitted in any fire station or on the grounds of same, nor are they permitted on any department vehicle.
- No Volunteer shall use the name of the department, county, or state for personal gain. No member shall use their badge, ID card, etc. in any commercial or private enterprise for any personal gain.
- No Volunteer shall accept any rewards, gifts, tips, gratuity, or fee from any source for service rendered in the performance of duty, except as authorized by the County Fire Chief.
- No Volunteer shall be discourteous or disrespectful to any other member, the public, or anyone from a cooperating agency.
- No Volunteer shall change, alter, add to or remove any equipment from any station or apparatus without first receiving proper authorization from the County Fire Chief or the Chief's authorized representative Battalion Chief. If equipment is removed from a Volunteer Company, the senior Captain and Battalion Chief of that Company must be informed.
- Every Volunteer shall always exercise proper precautionary safety measures to avoid injury to themselves or others.
- Each Volunteer shall comply with all County Fire policies, rules, and regulations and all county, state and federal laws. Failure to do so may result in dismissal from the department.



## 2.8 APPLICATION REJECTION & DISMISSAL

Volunteers and/or applicants may be rejected or dismissed from the department if cited and/or arrested for crimes including, but not limited to:

- Driving under the influence of alcohol or drugs.
- Failing to stop at the scene of an accident that they are involved in.
- Driving without a valid driver's license.
- Driving without insurance.
- Reckless driving.
- Crimes involving moral turpitude.

## SECTION 3: SAFETY

### 3.1 PERSONAL SAFETY CLOTHING

The Felton Service Center will issue these standard items to all new Volunteers on the day of Safety & Orientation:

EMR (Emergency Medical Responder)

- Helmet, safety, firefighter, structure type with EMR shield
- EMS jacket
- Gloves, work type
- Medical response bag
- Personnel Accountability Tags (4 tags) upon completion of basic training
- Rain gear

Volunteer Firefighter

- Helmet, safety, firefighter, structure type
- Helmet, safety, Wildland type with Nomex shroud and goggles
- Coat, turnout
- Pants, turnout, with suspenders
- Shirt, wildland fire
- Pants, wildland fire
- Boots, 1 pair of turnout
- Gloves, leather, safety, 2 pair
- Nomex hood
- Appropriate web gear
- Personnel Accountability Tags (4 tags) upon completion of basic training
- Rain gear

Communications Equipment:

- Pager upon completion of basic training

### 3.2 SAFETY APPAREL FOR STRUCTURE/VEHICLE FIRE RESPONSE

See Appendix K

### 3.3 SAFETY APPAREL FOR MEDICAL AID RESPONSE

See Appendix K

### 3.4 SAFETY APPAREL FOR WILDLAND FIRE RESPONSE

See Appendix K

## SECTION 4: ACCIDENT/INJURY REPORTING

### 4.1 INJURY & ILLNESS REPORTING

All injuries, illnesses, and/or exposures believed to be job related will be reported to a CAL FIRE Battalion Chief and followed up with a Report of Injury form within 24 hours. The Battalion Chief will complete and sign all required documentation and submit to CZU Training.

An example of injury/illness/exposure report forms is located in Section 11. This procedure is for the protection of all personnel and allows for prompt payment of benefits in the case of lost time due to injury or illness.

#### Returning to Active Status After a Department Related Injury

Before returning to active duty from a department related injury/illness, the Volunteer is required to submit a completed County Fire Medical Treatment/Return to Work form and Physical and Mental Stress Statement (see Appendix L). The Occupational Health physician must sign these forms acknowledging that the Volunteer is cleared to perform arduous duty.

### 4.2 NON-DEPARTMENT INJURY/ILLNESS REPORTING

All non-departmental injuries and illnesses that a Volunteer believes will preclude them from responding for a time greater than 30 days, shall be reported to the Company Officer and the appropriate Battalion Chief. The Volunteer's status will be re-evaluated after the 30-day period to determine if the Volunteer is able to return to normal status. If the Volunteer will not be returning to normal status, then the Company Officer will notify the Battalion Chief and Training Battalion Chief.

#### Returning to Active Status After a Non-Department Related Injury

Before returning to active duty from a non-department related injury/illness, the Volunteer is required to submit a completed County Fire Medical Treatment/Return to Work form and Physical and Mental Stress Statement (see Appendix L) to the appropriate Battalion Chief. The Occupational Health physician must sign these forms acknowledging that the Volunteer is cleared to perform arduous duty.

### 4.3 VEHICLE ACCIDENT/INCIDENT REPORTING



**IN ALL CASES** of vehicle accident/incident, personnel will make an immediate report within 24 hours. ECC will be notified as well as the on-duty Battalion Chief. An example of the forms to be filled out is in Section 11. The duty Battalion Chief will be responsible to investigate the incident and ensure documentation is completed and submitted to the Deputy Chief within 24 hours. The Deputy Chief will report to County Risk Management within 48 hours of the initial report.

## SECTION 5: TRAINING

### 5.1 VOLUNTEER TRAINING

#### Training Battalion's Mission Statement

Our mission is to provide professional leadership and clear direction in implementing quality training programs that serve CAL FIRE/County Fire personnel and cooperators.

The Training Battalion's goal is to be consistent, efficient, flexible, courteous, and helpful in our relationship with all CAL FIRE/County Fire personnel and cooperators.

#### Vector Solutions

County Fire uses an online program for records management and the issuance of specific training courses. This online platform provides and tracks required training as well as certifications.

The In-Service Training Plan is a yearly program comprised of four quarters. Each quarter has a general theme, as follows:

- 1st Quarter (Feb-Apr): EMS
- 2nd Quarter (May-Jul): Wildland Fire Control,
- 3rd Quarter (Aug-Oct): Technical Rescue/Hazardous Materials, and
- 4th Quarter (Nov-Jan): Structure Fire Control.

The Training Battalion will assign all Volunteers new training via Vector Solutions on a monthly basis as outlined below:

- 4 hours of formal instruction per month
- One (1) hour of EMS Training
- Three (3) hours based on quarterly theme
- 8 hours of drills per month
- Two, four-hour "hands on drills" based on quarterly theme with verification of completion and date.

The Volunteer Company Officer shall be responsible for conducting/coordinating the primary drills with the Volunteer Company with assistance from the Training Battalion. The Company Officer may have the option of changing the primary drills if he/she determines that there is a need to do so with prior approval of their Battalion Chief.

Overall, the In-Service Training Plan should consist of 144 hours per year. Hours may vary based on subject matter and realistic drill times.

All monthly training is recorded on Vector Solutions. A designated Company Officer is responsible for the accuracy and timeliness of data entry and the Training Battalion Chief is responsible for verification of the data.

#### Unit Classes

Special training classes/courses like the Basic Firefighter Volunteer Academy (BFFA), Auto Extrication, C-212 Wildland Fire Chain Saws, etc. (see Appendix N for course descriptions) will be offered periodically and are arranged for by the Training Battalion. The approved TR-7 (see Section 11) is required prior to attendance at these courses (see the Training Expense Reimbursements sections for further details).

#### Annual Training Requirements

Annual training for County Fire is organized and developed by the Training Battalion. Volunteers must maintain required certifications. In order to stay proficient in basic skills. Volunteers shall attend 50% of all drills per quarter and complete 100% of all assigned safety training. If a Volunteer falls below 50% in attendance for 2 consecutive quarters, their status as a Volunteer shall be evaluated in accordance with the Volunteer Disciplinary Process outlined in Section 2.5.2 of this document. When a Volunteer falls below 50% in drill attendance for 2 consecutive quarters a remedial training plan will be developed by their Company Officer with the approval of the responsible field Battalion Chief.

**NOTE:** The Volunteer Company may set their own minimum training attendance requirements, but in no case shall they be less than 50% as noted above.

**NOTE:** Volunteers who are employed by another fire department or district, due to their time commitment and training requirements set forth by their department, will not have to attend all drills, however it is incumbent upon the individual to provide CZU Training with the approved documentation for the required certification classes.

#### Initial Training Requirements

**NOTE:** Individual evaluations and exceptions may be made on the basis of a candidate's prior fire and/or EMS training and experience as determined by the Deputy Chief.



## **VOLUNTEER EMR (EMERGENCY MEDICAL RESPONDER)**

The Volunteer EMR recruit must complete all training and Support Responder and EMS Responder Module Checklists (see Section 11) prior to responding as an EMR. This training includes but is not limited to:

- Safety & Orientation (including EEO and assigned checklists (see Section 11))
  - ICS-100, Introduction to ICS (self-paced)
  - ICS-200, Basic ICS (Taught in BFFA)
  - NIMS-700, (self-paced)
  - Hazardous Materials First Responder Operational (16 hours)
  - Confined Space Awareness (8 hours)
  - Water Rescue Awareness (self-paced)
  - Public Safety-First Aid including CPR/AED (40 hours)
  - Expanded/Advanced Scope EMS
  - P100 Mask Fit Testing
  - Defensive Driving Training
  - PG&E Safety orientation
- 
- New Volunteer EMRs with current, valid EMS certification must be supplemented with the County Fire sponsored EMS recertification class within 12 months of hire to ensure that the Volunteer receives the County EMS protocols and procedures.
  - Additionally, a new Volunteer EMR will be considered on probation from the date of hire for a period of 12 months. A probation report will be completed by the Company Officer at the 4-month, 8-month, and 12-month interval and submitted to the Battalion Chief and Deputy Chief.

## **RESTRICTIONS**

- If volunteer EMRs are at a County Fire facility when a medical aid is dispatched and there are seats available on apparatus, then the EMR MAY ride on apparatus to the call.
  - The ranking volunteer Company Officer on the apparatus will be ultimately responsible to ensure that the EMR does not exit the fire apparatus for anything other than a medical response should another emergency call be received while the EMR is still on the returning apparatus.
- Volunteer EMRs will NOT respond to wildland incidents

## **VOLUNTEER FIREFIGHTER TRAINEE**

The Volunteer Firefighter who is in the process of completing the following will be classified as a "Volunteer Firefighter Trainee" and will be permitted to respond to incidents subject to the restrictions following this section.

- Application Process
  - Safety & Orientation which includes EEO (completion of Safety and Orientation will determine the date of hire)
  - Completion of the Basic Fire Fighter Academy (BFFA):
    1. Structure Fire Training
    2. Wildland Fire Training
    3. HAZ-MAT Training
    4. Rescue Training
    5. C-212 Classroom and Structure
    6. CAL FIRE Water Rescue Awareness
    7. S-190
  - ICS 100 (Online)
  - ICS 200 (Hybrid)
  - NIMS-700 Online
  - NIMS-800 Online
  - Commanding the Initial Response (Classroom)
  - PG&E Safety orientation
  - DGS Defensive Driver Training (Online)
- 
- Public Safety-First Aid including CPR/AED (40 hours)
    - Emergency Medical Technician is desired within 18 months of the date of hire.
    - New Volunteers with current, valid EMS certification must be supplemented with the County Fire sponsored EMS recertification class within 12 months of hire to ensure that the volunteer receives the County EMS protocols and procedures.



Volunteer applicants who are graduates of a California State Fire Marshal (SFM) Firefighter I Accredited Academy or are in possession of a SFM FFI certification may challenge the practical skills of the Basic Firefighter Academy with approval from the Training Battalion Chief. Additional courses may be mandated if prior training does not meet current BFFA core syllabus requirements.

#### **RESTRICTIONS**

Volunteer Firefighter Trainees may not respond to incidents.

#### **VOLUNTEER FIREFIGHTER**

The Volunteer Firefighter Trainee will be eligible to advance to the "Volunteer Firefighter" rank upon successful completion of the BFFA.

#### **RESTRICTIONS**

Volunteer Firefighters will be placed on probation for 12 months. A probation report will be completed by the Company Officer at the 4-month, 8-month, and 12-month interval and submitted to the Battalion Chief and Deputy Chief. Volunteers not meeting the expectations of their probationary period may be dismissed from County Fire.

A Volunteer Firefighter may only respond to incidents under the DIRECT supervision of a Volunteer or Career Company Officer. The Volunteer Firefighter may conduct operations during the incident based on their level of proficiency as determined by their Company Officer.

#### **VOLUNTEER DRIVER**

The Volunteer Firefighter who has completed the following may apply for the position of Volunteer Driver.

- Must be a Volunteer Firefighter in good standing with Santa Cruz County Fire Department for 12 months.
- SFM Driver Operator 1A
- Volunteer Driver Training Task Log (14 hours of driving minimum)
- Commanding the Initial Response or course equivalent, Command 1A or Incident Management 2
- NIMS 800
- Current DMV printout
- Must pass a written exam and manipulative skills exercise
  - Copy of current California Class C Driver's License
  - Completed application with supporting documents approved by Volunteer Company Officer, Battalion Chief, Training Battalion Chief, and Deputy Chief
  - Submit approved application to the Training Battalion.

#### **RESTRICTIONS**

Volunteer Drivers will be placed on probation for 12 months. A probation report will be completed by the Company Officer at the 4-month, 8-month, and 12-month interval and submitted to the Battalion Chief and Deputy Chief.

Volunteer Drivers are restricted from driving any fire apparatus with a:

- Pump
- Gross Vehicle Weight Rating (GVWR) over 26,000 pounds.

#### **VOLUNTEER ENGINEER**

The Volunteer Driver who has completed the following may apply for the position of Volunteer Engineer.

- Must be a Volunteer Driver in good standing with County Fire for 6 months
  - Current California Class C License with Firefighter Endorsement or Class B License or greater.
- SFM Driver Operator 1B
- Volunteer Engineer Training Task Log (minimum 20 hours of driving beyond "Driver" task log)
- S-230/S-231 Engine Boss
- Commanding the Initial Response or SFM Fire Command 1A or Company Officer 2D
- SFM or NWCG ICS-300
- Must pass a written exam and manipulative skills exercise
  - Completed application with supporting documents approved by Volunteer Company Officer, Battalion Chief, Training Battalion Chief, and Deputy Chief
  - Submit approved application to the Training Battalion.

#### **RESTRICTIONS**

Volunteer Engineers will be placed on probation for 12 months. A probation report will be completed by the Company Officer at the 4-month, 8-month, and 12-month interval and submitted to the Battalion Chief and Deputy Chief. \*



## **VOLUNTEER CAPTAIN**

The Volunteer Engineer who has completed the following may apply for the position of Volunteer Captain

- Must be a Volunteer Engineer in good standing with County Fire for 24 months
- SFM Instructor 1
- SFM Company Officer 2D
- SFM Company Officer 2E
- Must pass a written exam and manipulative skills exercise
  - Completed application with supporting documents approved by Volunteer Company Officer, Battalion Chief, Training Battalion Chief, and Deputy Chief
  - Submit approved application to the Training Battalion.

## **RESTRICTIONS**

Volunteer Captains will be placed on probation for 12 months. A probation report will be completed by the Battalion Chief at the 4-month, 8-month, and 12-month interval and submitted to the Deputy Chief. \*

## **5.2 TRAINING EXPENSE REIMBURSEMENTS**

### **Books and Tuition**

All reimbursable training must be pre-approved through the TR-7 process as outlined in Section 11. This requirement is to allow for budget management. Any training or reimbursement requests submitted without prior approval may be denied. County Fire may pay the cost of tuition and materials for required courses. The drill stipend is intended to cover other related costs as outlined in Section 2.2

## **SECTION 6: COUNTY EQUIPMENT**



### **6.1 CARE & MAINTENANCE**

To ensure that all County Fire apparatus are kept in safe operating condition and ready to respond, County Fire has contracted annual maintenance, safety compliance, and repair services to the Central Fire Protection District's Fleet Services. The need for any unscheduled maintenance or repairs will be coordinated through the appropriate Battalion Chief with Deputy Chief approval.

County Fire equipment Volunteer Drivers/Operators will conduct daily/weekly equipment inspections to ensure the operability and safety of all department apparatus.

### **6.2 ID/MARKINGS**

All County Fire fixed assets (over \$5,000) shall be labeled and identified with a County issued property tag. Volunteer Companies may add approved identifiers to non-fixed asset tools and equipment to allow for easier Company recognition which complies to this standardized format: "County Fire Company ##".

## SECTION 7: DISPATCH

### 7.1 FELTON (ECC)

All 9-1-1 calls in Santa Cruz County are received at the Santa Cruz Consolidated Emergency Communication Center (Netcom). 911 calls requiring medical responses are received and interrogated by Netcom. If applicable, pre-arrival medical instructions by Netcom's Emergency Medical Dispatchers are given. After taking the initial call, Netcom determines jurisdiction and transmits a verbal pre-alert over its primary dispatch channel. If the call is in County Fire jurisdiction, the response information is relayed to ECC either by printer and intercom or direct call transfer. Upon obtaining incident information, ECC will determine the appropriate resources from a computer-aided dispatch program (CAD) and dispatch them by radio.

Perceived incident dispatch problems should be reported to ECC as soon as possible by submitting an Unusual Incident Report (UIR) (Section 11) through the chain of command to the duty Battalion Chief.



## SECTION 8: FINANCE

### 8.1 FUNDING

County Fire is currently funded primarily from a combination of property taxes and County Service Area #48 Prop 218 assessments.

### 8.2 AUXILIARY FUNDING

Volunteer Companies and their related auxiliaries may hold fundraising events in their communities to purchase items not funded through the normal County budgeting process. Items purchased through this alternative source, which are utilized for County Fire incident response, must meet established County Fire standards and be formally accepted into County Fire inventory via a County Fire Equipment Inventory Transfer Form (Section 11). Mobile equipment requiring insurance and maintenance, must have a signed use agreement and approval by the County Board of Supervisors.



## SECTION 9: DEFINITIONS

**ACTIVE ROSTER:** A list of members in good standing with a particular Volunteer Company.

**BATTALION:** A geographical or functional area consisting of one or more fire stations or programs (e.g., Training).

**BATTALION CHIEF (BC):** A Chief Officer employed by CAL FIRE and assigned to various program or supervisory duties, e.g., ECC Chief, Training Battalion Chief, or as the field Battalion Chief.

**CAL FIRE:** The California Department of Forestry and Fire Protection.

**COMPANY LIAISON:** An elected Volunteer will act as the Company Liaison between the Volunteer Company and the Battalion Chief and/or Division Chief. This individual will be the Company's primary point of contact for all facility related issues, vehicle maintenance and repair, and training requests. The Company Liaison will be elected by the members of the Volunteer Company annually in December and the elected name will be provided to the Deputy Chief no later than December 20th of that same year. This individual will serve as the Company Liaison from January 1 through December 31 of the year immediately following the election. No term limits shall apply to this position.

**COMPANY OFFICER:** The lead person on an engine, rescue, truck or other specialized company. County Fire Company Officers may be either a Fire Captain or Fire Apparatus Engineer.

**COUNTY FIRE:** The Santa Cruz County Fire Department

**COUNTY FIRE CHIEF:** The individual in charge of the Santa Cruz County Fire Department, currently the CAL FIRE San Mateo-Santa Cruz Unit Chief.

**DEPUTY CHIEF:** The Chief Officer employed by CAL FIRE, who reports directly to the Unit Chief, and assists with his/her management duties for CAL FIRE and County Fire.

**DIVISION:** A geographical or functional area consisting of one or more Battalions or programs.

**DIVISION CHIEF:** A Chief Officer employed by CAL FIRE and assigned either as a Chief of a division or as the Administrative Officer for the unit.

**ECC:** Emergency Command Center, located at CAL FIRE Unit Headquarters in Felton, dispatches all CAL FIRE/County Fire calls.

**ENGINEER:** A Fire Apparatus Engineer (FAE) employed by CAL FIRE

**FIREFIGHTER I:** A seasonal Firefighter (FFI) employed by CAL FIRE.

**FIREFIGHTER II:** A permanent Firefighter (FFII) employed by CAL FIRE

**FIRE CAPTAIN:** A CAL FIRE Fire Captain assigned to various duties including shift supervisor, Training Officer, Fire Prevention, or Emergency Command Center Officer.

**FIRE SEASON:** The period of the year during which wildland fires are likely to occur, spread, and do sufficient damage to warrant organized fire control. In Santa Cruz County, this period is typically from May through November.

**IC:** Incident Commander; the person having overall responsibility and control of the scene of an emergency incident.

**MEMBER:** Any active person serving the Santa Cruz County Fire Department

**SCBA:** Self Contained Breathing Apparatus.

**UNIT:** An operational unit within the CAL FIRE state-wide system consisting of one or more counties, e.g., San Mateo-Santa Cruz Unit.

**VOLUNTEER:** A member in good standing of a particular Volunteer Company.

**VOLUNTEER FIREFIGHTER TRAINEE:** A Volunteer Firefighter enrolled in the Santa Cruz County Basic Firefighter Academy (SCCFA).

**VOLUNTEER FIREFIGHTER:** A Volunteer Firefighter who has completed all the mandated training outlined under “Volunteer Firefighter Trainee”.

**VOLUNTEER DRIVER:** A Volunteer Firefighter who has been a Firefighter for a minimum 12 months and completed all training outlined under “Volunteer Driver”.

**VOLUNTEER ENGINEER:** A Volunteer who has been a Volunteer Driver for 6 months and completed all training outlined under “Volunteer Engineer”.

**VOLUNTEER CAPTAIN:** A Volunteer who has been a Volunteer Engineer for 24 months and completed all training outlined under “Volunteer Captain”.

**VOLUNTEER COMPANY:** A designation for a local volunteer organization that was formed by citizens within that community for the voluntary protection of its neighborhood. Over the years, these organizations have been incorporated into the Santa Cruz County Fire Department.

## SECTION 10: CHANGES AND REVISIONS

All changes and or revisions of the Santa Cruz County Fire Department's Volunteer Firefighter Handbook will be submitted to the Santa Cruz County Battalion Chiefs and the Company Officers' group for review. Proposed revisions will be sent to the County Fire Chief and the Fire Department Advisory Commission for review prior to inclusion in the manual. The County Fire Chief's decision is final on all revisions.

## SECTION 11: APPENDICES

APPENDIX	DESCRIPTION
A	County Fire Organizational Chart
B	County Fire Station & Response Area Map
C	CSA 48 & CSA 4 Boundary Maps
D	Santa Cruz County Fire Agencies Map
E	Volunteer Applications
F	Volunteer Benefits
G	Adverse Action Procedure 1092.2
H	Santa Cruz County Equal Employment Opportunity/Non-discrimination Policy
I	AB 220 Firefighter Bill or Rights (FBOR)
J	County Fire Rules of Conduct
K	Safety Clothing Policy
L	Volunteer Injury/Illness Reporting
M	Vehicle Accident Reporting
N	County Fire Master Training Plan
O	OSHA, Federal, State, and Local Mandated Training Requirements
P	Training Forms
Q	Santa Cruz County Reimbursement Form
R	Vehicle Operations
S	Vehicle Forms
T	Unusual Incident Report
U	Santa Cruz County Fire Finance Forms