

# **Santa Cruz County Fire Department**



## **Volunteer Firefighter Handbook**

**Information and Guidelines  
for Volunteer Firefighters**

Developed by the  
Santa Cruz County Fire Company Officers  
In cooperation with CDF / Santa Cruz County Fire Department

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# **Volunteer Firefighter Handbook**

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## **PURPOSE**

In order to establish and maintain the necessary uniformity of action within the Santa Cruz County Fire Department, this **Volunteer Firefighters 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 Division 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 Volunteer Firefighters. It includes both State and Federal mandated requirements as well as additional requirements recommended by the attendees of the Company Officers' meetings. Mandated requirements will be clearly identified wherever mentioned and are also collected in an Appendix for ease of reference.

### **1. The Santa Cruz County Fire Department**

#### **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 the Santa Cruz County, not served by a fire protection district. (See the County Map)

The Santa Cruz County Fire Department provides emergency response services from fifteen fire stations. These stations are staffed by volunteer companies, or by career CDF personnel, or by career and volunteer companies. Three additional CDF stations within the boundaries of the County Fire Department are staffed with CDF 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 executive and 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 the Santa Cruz County Fire Department.

## 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 County Fire Chief, under the direction of the Santa Cruz County Board of Supervisors and the CAO, is responsible for the administration and control of the Santa Cruz County Fire Department in order to provide fire prevention, fire suppression and rescue services to the residents of Santa Cruz County and maintain and/or improve fire insurance ratings.

### The County Fire Chief

- 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, arson investigation, fire suppression, emergency medical response, and other related emergency services;
- administers and interprets work rules, policies and procedures.

### The County Fire Chief exercises responsibility for:

- 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.

### The County Fire Chief:

- makes presentations to the Santa Cruz County Board of Supervisors;
- advises the Board of Supervisors annually on the status of insurance ratings;
- attends public functions;
- promotes fire safety and prevention;
- maintains relations with other jurisdictions;
- directs and controls community volunteer fire companies in the County Fire Department in order to integrate volunteer efforts with those of full-time paid personnel.

## 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 the California Department of Forestry and Fire Protection (CDF).

## Senior Departmental Analyst

The Senior Departmental Analyst is a half-time County employee who assists in the preparation and administration of the annual fire department budget; manages County purchasing; assists in updating and implementing the fire department master plan; performs administrative staff functions for the Office of Emergency Services, the FDAC, and the Company Officers; advises CDF staff on County issues; and serves as liaison between County administration and the fire department.

## Santa Cruz County Fire 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 Advisory Committee. In 1997 the status was upgraded to a Commission. This Commission, made up of representatives of a number of county departments and members of the public appointed by the Board of Supervisors 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 the county's fire 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)

## 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 Division Chief, the Battalion Chiefs (including the staff chiefs for the ECC, Training, the automotive program), and available CDF 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 member of the Company Officers.

Santa Cruz County Volunteer Firefighters Association

In 1997, an informal organization of volunteers was formed, called the Volunteer Firefighters Association. This organization was formed by the volunteers to address issues and concerns and to promote the welfare of the Volunteer Firefighter in Santa Cruz County. Volunteer issues are addressed through the Battalion Chiefs for each company and at the bimonthly Company Officer meetings.

**1.3 VOLUNTEER FIREFIGHTERS**

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.

Seven volunteer companies/teams have integrated in the County Fire Department from volunteer fire organizations, many of which were created more than 30 years ago. Volunteer Firefighters perform the full range of emergency response duties. They have been, and are constantly being trained in fire protection, emergency medical service, rescue, vehicle extrication, and equipment operation.

Many of these groups have purchased equipment on their own by way of fund raising events, supplementing the equipment paid for by the County of Santa Cruz. These companies provide protection within the County Fire Department jurisdiction, in conjunction with the stations staffed by CDF personnel. The talent and skills that volunteers bring to their communities and the County Fire Department from their daily professions are immeasurable.

<b>Volunteer Company</b>	<b>Company #</b>	<b>Stations Supported</b>
Bonny Doon	32	Bonny Doon, Empire Grade
Corralitos	41	Corralitos
Davenport	37	Davenport, Big Creek
Las Cumbres	26	Las Cumbres
Loma Prieta	44	Loma Prieta, Summit Woods, Burrell
Monterey Bay Academy	46	Monterey Bay Academy
South Skyline	21	Saratoga Summit

In addition to the company officers, the volunteer companies may elect business officers that administer the affairs of the volunteer company, including the recruitment of members, maintenance of facilities, and record keeping.

**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 events such as barbecues and pancake breakfasts. They also accept donations to support the purchase of equipment and property that is not readily available through County Fire Department funding. Several of these groups provided the funding for the construction of the building(s) they now occupy. Funds raised are also spent to purchase additional equipment and to maintain facilities that house County Fire Department equipment.

The current auxiliary organizations are:

<b>Volunteer Company</b>	<b>Auxiliary</b>
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.
Las Cumbres	Las Cumbres Conservation Corporation, Inc.
South Skyline	South Skyline Firefighters

**1.4 California Department of Forestry and Fire Protection**

The California Department of Forestry and Fire Protection (CDF) 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.

CDF operates seven fire stations and a conservation camp in Santa Cruz County during the fire season to meet this responsibility. The County of Santa Cruz contracts with CDF to keep four of these stations open during the non-wildland fire season (winter months), and to manage the County Fire Department.

The County of Santa Cruz contracts with CDF 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 CDF statewide policy of developing cooperative fire protection programs with local government to produce effective services through the best use of available resources. The CDF Unit Chief serves as the County Fire Chief of the Santa Cruz County Fire Department.

Fire Stations	Geographical Location	Winter Funding
Big Creek	Swanton	yes
Burrell	Summit	yes
Corralitos	Corralitos	yes
Felton	Felton	no
Jamison Creek	Boulder Creek	no
Pajaro Dunes	Pajaro Dunes	yes
Saratoga Summit	South Skyline	yes
Soquel	Nisene Marks	no

The services provided by CDF in its contractual role as the Santa Cruz County Fire Department include:

- Supervision and management operations of all 15 (8 CDF 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 & public education programs.
- Assist the County Emergency Medical Services Agency to provide CPR (cardio-pulmonary resuscitation) 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.
- Provide fire prevention services to three autonomous fire districts (Branciforte, Boulder Creek and Zayante) under a contractual agreement.
- 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 Chief's Association.

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

- New construction plan review to enforce the provisions of the County Fire Code, 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, per County Fire Code and the CCR.

- 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.
- Coordinate the assignment of street naming and street address numbering in the unincorporated areas of the County.
- Coordinate with the County Planning Department to maintain a current Fire Safety Element in the County General Plan.

### Career Firefighters

The career firefighters of the County Fire Department are CDF employees and are funded by a combination of State and County funds. In addition to providing fire suppression and first responder emergency medical services, these personnel supervise and 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 provide operational management of emergency incidents.

### Seasonal Firefighters

CDF hires nearly fifty 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, however, to maintain three personnel per engine at each of the four contract-staffed CDF stations.

### Reserve/Student Firefighters

The County Fire Department uses Reserve or Student (sleeper) Firefighters at some stations. A reserve or student sleeper is typically a college student majoring in Fire Protection Technology and is looking for work experience and career enhancement. The individual may receive a minimum wage or salary. The reserve receives training and performs normal in-station duties as well as responding to emergency calls. Reserve firefighters do not replace career firefighters but the augmented staffing level resulting from this program is a benefit to the County Fire Department.

### Ben Lomond Youth Conservation Camp

The Ben Lomond Youth Conservation Camp is located on upper Empire Grade Road in Bonny Doon.

The camp houses 100 California Youth Authority (CYA) wards and is jointly operated by CDF and CYA. The wards are assigned to crews under the supervision of a CDF Fire Captain. CDF uses these crews for fire suppression, 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. CDF operates a fire engine at the camp for facility protection purposes.

Personnel Assigned to the County Fire Department

Fifteen fire stations are currently staffed with CDF (C), Volunteer (V), Seasonal (S), and Reserve (R) firefighters.

<b>Fire Station</b>	<b>FMA</b>	<b>Staffed</b>
Big Creek	Swanton	C, S
Bonny Doon	Bonny Doon	V
Burrell	Summit	C,V,S
Corralitos	Corralitos	C,V,S
Davenport	Davenport	V
Empire	Empire Grade	V
Felton	Felton	C,S
Jamison Creek	Big Basin	C,S
Las Cumbres	South Skyline	V
Loma Prieta	Summit	V
Monterey Bay Academy	San Andreas Road	V
Pajaro Dunes	Pajaro Dunes	C,V,R
Saratoga Summit	South Skyline	C,V,S
Soquel	Nisene Marks	C,S
Summit Woods	Summit	V

**1.5 Santa Cruz County Contract**

The Public Resources Code gives the CDF the authority to enter into contractual agreements with local government agencies to provide fire services. The CDF fire stations that the county wants staffed in the winter are contracted through this authority.

Schedule A – Full Service

Schedule A-4142 of the agreement sets forth fire protection services to be furnished by the state, administered by the CDF 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 - Amador

Schedule A-4144 of the agreement sets forth the fire protection services to be furnished by the state, administered by the CDF 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 “nonfire season.” As with services listed in Schedule A, salaries, hours, and working conditions are established at state standards.

The following pertain to Schedule A – Amador:

### Schedule B

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

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

Both Schedule A and the Amador Plan are used in the staffing and operation of the Santa Cruz County Fire Department.

## **1.6 City Fire Departments and Fire Protection Districts**

Santa Cruz County Fire Protection Districts were created as communities identified a need and desire to increase or consolidate fire services. Sections 13801-13999 of the 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.

The Santa Cruz County Fire Department was formed to provide fire protection services to all areas outside established fire districts or city 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. The Santa Cruz County Fire Department shares a common boundary and has automatic or mutual aid agreements with all thirteen of these agencies.:

<b>City Fire Departments</b>
Santa Cruz
Watsonville

<b>Fire Protection Districts</b>
Aptos-La Selva *
Aromas Tri-County *
Ben Lomond *
Boulder Creek *
Branciforte *
Central Fire Protection District *
Felton *
Pajaro Valley *
Scotts Valley *
Zayante *

<b>State University:</b>
University of California, Santa Cruz *

\*Indicates fire agencies where the CDF wildland fire protection responsibility overlaps the structural fire protection responsibility of the agency

## **2. PERSONNEL**

### **2.1 Joining The County Fire Department**

#### **Application:**

- Applications for new Volunteers will be accepted throughout the year and processed in a timely manner..
- The County Fire Department 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 CDF and Volunteer Company within the County Fire Department system shall identify a Company Officer to receive and handle all incoming applicants. This company officer shall:
  - Advise each applicant as to the status of his/her application within 15-30 days of receipt at the station
  - Conduct interviews with prospective volunteers.
  - Recommend to the Battalion Chief (BC) whether or not to continue the process.
  - Upon completion of Battalion Chief review, which shall occur in a timely manner, the County Fire Department will advise the volunteer firefighter applicant as to whether or not they have been accepted to continue the process.

#### **The Prospective Volunteer Firefighter Needs To:**

- Observe a minimum two (2) training meetings of the local company (not actually participate) before they will be given a County Fire Department application.
- Apply for membership with the local volunteer company
- Be in good physical condition and able to perform the manipulative skills required to be a volunteer firefighter.
- Be at least 18 years of age.
- Have a current and valid driver's license or state photo identification.
- Have current proof of vehicle liability insurance in accordance with California state law.
- Be able to understand and follow oral/written instructions in English.

#### **County Fire Department Company Officer Responsibility:**

The company officer or county fire liaison 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.

**Members of the Local Volunteer Company Will Respond to:**

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

Additionally, they will train regularly and perform routine 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.

A local company may train more often. In addition, specialized training courses will be required in order to perform the professional and technical duties associated with fire fighting. These courses include those necessary to maintain mandatory certifications and qualifications.

**Medical Exam Procedures**

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

Physical examinations at the Dominican Occupational Health Center (OHC) are required for all new volunteer firefighters joining the County Fire Department. After the volunteer receives their letter of acceptance, the volunteer will call County Fire Training to make an appointment with OHC. A pre-registration package will be sent to the new volunteer prior to their scheduled appointment.

## Entry Level Exam

Required physical examinations include the following tests at a minimum:

- 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 & Hemacrit, Lipid, and Liver Panel)
- Urinalysis with Micro
- TB Skin Test
- DIP/TET
- Baseline EKG
- Coronary Risk Panel
- Additional tests will be performed as necessary through mutual agreement between OHC physician and CDF/County Fire management.

The prospective volunteer firefighter will be sent to a fire department designated physician (Dominican Occupational Health Center) at the expense of the department. The physical and Mental Stress Job Description must be completed and signed by the examining physician and the original signed document returned to the Training Office.

## Respiratory Protection Program

In an effort to comply with Cal-OSHA requirements regarding the use of self contained breathing apparatus (SCBA) and to improve safety for all personnel, the Santa Cruz County Fire Department has implemented a Respiratory Protection Program (RPP). The RPP process will ensure volunteer firefighters are medically qualified to use an SCBA and determine the proper sized mask for each individual.

1. An RPP Medical Questionnaire (EMQ) will be sent out to each volunteer **annually** in May-June. It must be filled out completely, and any items needing clarification should be explained as requested.
2. Physical examinations will be required at least once every three years. 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, Dominican will contact the volunteer firefighter to set up an appointment. Any questions regarding physicals should be directed to Dominican Occupational Health staff at (831) 457-7118. Callers should identify themselves as Santa Cruz County Volunteers.

3. The entry level physical exam given to new volunteers qualifies them for SCBA fit testing for their first twelve months.
4. 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). Personnel with beards cannot be fit tested even if they are otherwise qualified. Volunteers with beards will be placed in a restricted category regardless of the results of their medical examinations. ***Effective January 1, 2004, beards will no longer be allowed for new volunteers; incumbent volunteers are encouraged to shave as necessary to become qualified to wear an SCBA or HEPA masks.***
5. Any additional tests required by the reviewing physician (treadmills etc) will be paid for by the county. 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 expense.
6. 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 a fit test, contact the CDF/County Fire Safety Officer. Current contact information will be available from the Training Office.
7. If a DMV physical is required, this should be noted on the EMQ.
8. For hepatitis B vaccinations, the volunteer firefighter should contact the RPP coordinator for authorization then contact Dominican to set up an appointment.

### Returning to Active Status After an Injury

A county physical and mental stress statement (see appendix) signed by a physician acknowledging the volunteer can perform arduous duty is required when returning to active duty from a lost time injury (incurred on duty or off duty).

## 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 Training Stipend Policy

The County Fire Department will provide each volunteer firefighter a fifteen-dollar stipend for each regularly scheduled semi-monthly drill they attend for a maximum of two drills per month or twenty-four drills per year. As funds allow County Fire

Department will also provide a fifteen-dollar stipend for each three hours of additional scheduled drill and/or approved training. Allocation of these funds will be prioritized as follows:

- Training required by law (e.g. Hazardous Material FRO re-cert.).
- Training required by County Fire Department policy (e.g. volunteer driver / operator).
- Other approved training (e.g., SFM Command 1-A, Hunter Liggett Wildland School, etc.).
- Drills required by company policy (e.g.; extra company drills). Drills must consist of training related activities as opposed to company business meeting, etc

The training stipend is an allowance intended to reimburse incidental and normal travel costs related to in-service and out-service training hours.

By the end of July, each company will receive a drill attendance report from the Training Office for the period of July through June for the fiscal year ending June 30. Company officers will have until September 1st to review the report, make corrections based on their records and return the report to the Training Office along with documentation supporting the corrections. Upon receiving the corrected drill reports the training staff will submit invoices to each County based on drill attendance for each individual. Records received and confirmed as of September 1 will be final for the prior fiscal year. Hours not submitted to the Training Office by September 1 will not be carried into the new fiscal year.

In addition to the training stipend, active volunteers, who have maintained the required certifications and have met the minimum required days and hours of the CDF/County Fire In-service Training Program will receive an annual boot allowance of sixty dollars. The boot allowance will be paid with the training stipend.

The training budget also includes a total of \$2,000 per year for career development training as directed by the County Fire Master Plan.

### Workers' Compensation Benefits

Volunteer firefighters are covered by Workers Compensation whenever engaged in fire department business.

When an injury occurs to a volunteer performing fire department business, it is to be reported to the County Fire Department immediately. A claim form and accident report must be completed describing what, where, when, and how the incident happened. The County Fire Department will arrange medical treatment and file the necessary reports. Prompt reporting is the key. Nothing can happen until the County Fire Department knows about the injury. 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.

For emergencies, the first priority should be treating the injury and arranging for appropriate medical care. As soon as possible, however, proper reporting should be initiated.

If non-emergency additional medical attention is required, it will be scheduled as necessary. The volunteer firefighter may be sent to a physician he/she does not know. The physician is not a company doctor. He/she is in private practice and may be a specialist for the particular injury. In addition, the physician will be familiar with Workers' Compensation requirements and will report the injury promptly so benefits can be paid as appropriate.

If the volunteer firefighter wants to change to a different physician for any reason, he / she shall ask the County Fire Department representative or claim representative. The representatives are interested in the volunteer firefighter's prompt recovery and return to work.

The volunteer firefighter is also entitled to be treated by their personal physician if the volunteer firefighter has notified the County Fire Department of the doctor's name and address in writing before the injury occurs. For additional information, ask the County Fire Department representative.

In the event no personal physician has been designated by the Volunteer, thirty (30) days after reporting the injury, the Volunteer Firefighter can seek treatment from their own physician. It is important that prompt professional medical attention is sought, even if injuries are minor.

#### California State Firefighters Association (CSFA)

County Fire sponsors membership in CSFA for all volunteers. This allows access to several group insurance plans and other benefits. Volunteer firefighters will receive a CSFA fire helmet window decal.

#### 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 Office for information on applying for benefits.

### Critical Incident Stress Management

The County Fire Department 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.

### Credit Union membership

Volunteer firefighters are eligible for membership in the Santa Cruz County Employees Credit Union with all benefit options.

## **2.3 Relationship of CDF with Volunteers**

The Santa Cruz County Fire Department functions as an integrated department of CDF employees and Santa Cruz County volunteer firefighters. Both of these entities have defined roles, which require a positive working relationship resulting in a well-qualified fire department serving the people 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.

The structure is:

- Battalion Chief
- Volunteer Fire Captain/CDF Fire Captain
- Volunteer Driver/Engineer/CDF Fire Apparatus Engineer
- Volunteer Firefighter I and II/CDF Firefighter

This structure applies to all County Fire Department activities.

### 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. CDF personnel should report issues/ needs to their immediate supervisor.

### Incident operations:

The CDF 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 Captain 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 CDF 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.

### Wildland Response

Because CDF has the statutory responsibility for wildland fire control on SRA lands, a CDF officer will always assume command at wildland fire incidents.

## **2.4 Administrative Guidelines**

### Public Representation

All media, public and governmental, inquiries or contacts will be directed to the appropriate CDF/County Fire Chief Officer in order to assure consistency and accuracy relating to the operations or policies of the CDF/Santa Cruz County Fire Department. 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 CDF/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 his or her 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 Santa Cruz County Fire Department.

### General Station Practices and Procedures

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

Each County Fire Station should have a current station operations / cover crew guide developed by the company officer or their representatives. County 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 (including SCBAs and HEPA masks), and maintaining station logs.

County Fire Department emergency apparatus equipment will be kept in a well maintained ready to respond state. Apparatus will be returned to this status after each emergency response and/or local area travel.

### Emergency Response

County Fire Department Volunteers' private vehicles are prohibited by law from using emergency type warning lights (red and blue) and sirens. The flashing of headlights while en-route to an incident is also prohibited. The use of four-way flashers is only permitted when parked. No volunteer firefighter shall exceed the posted speed limit while en-route to any call. Personal vehicles will be driven safely and all California State Vehicle Code laws must be followed.

The use of personal vehicles to respond to incidents is discouraged if the volunteer firefighter can safely arrive at the station in a timely manner to respond on emergency apparatus. Volunteer firefighters that respond directly to incidents shall exercise caution at all times. Personal vehicles shall be parked at a safe distance (typically at least 100 feet) and in a safe manner in relation to the incident.

## **2.5 Complaint and Disciplinary Procedures**

### **2.5.1 Complaint Procedures**

#### Operational Concerns

Concerns or complaints relative to the operations of the County Fire Department that affect a particular Volunteer or Company must be brought to the attention of the responsible Company Officer or Battalion Chief. Unresolved issues that affect the operation of the County Fire Department should be brought to the Company Officers' bi-monthly meeting. These concerns would include but not be limited to; mobile equipment maintenance, small tools, medical supplies, and safety clothing (PPE).

The Volunteer Company Officer or their designee must contact the Santa Cruz CDF Operations Chief no fewer than five (5) days prior to a scheduled Company Officers meeting to place issues on the agenda. It is incumbent upon the 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 Paid /Firefighter staff 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 Company Captain who in turn shall present the complaint to the Battalion Chief. The Battalion Chief shall respond to the Volunteer Company Captain within ten (10) calendar days to resolve the grievance.

If the complaint is not resolved or the Battalion Chief fails to respond to the Volunteer Company Captain, the Captain may appeal in writing to the County Fire Operations Chief. The Operations Chief shall have 10 calendar days to resolve the issue with the Company officer.

If the issue is not resolved at the Operations Chief level the company Captain may appeal in writing to the Fire Chief (CDF Unit Chief). In addition the Volunteer Company Captain shall advise the Volunteer Company Officer Representative to the Fire Department Advisory Commission (FDAC). The Fire Chief, FDAC Volunteer Company Officer Representative, and the Company 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 Department Operations Policy and Volunteer Disciplinary Process**

The CDF Unit Chief is designated as the Fire Chief of Santa Cruz County by Resolution of the Santa Cruz County Board of Supervisors. The CDF Unit Chief is responsible to work with the Risk Management Division of Santa Cruz County to reduce the liability in the conduct of fire department 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 fireground. It is incumbent on the CDF Unit Chief to ensure that such policies are adhered to by those acting in their capacity with the fire department.

Volunteer Firefighters, other than probationary Volunteer Firefighters, shall not be removed from membership except for incompetence, misconduct, or failure to comply with the rules and regulations of the County Fire Department. Except as provided in “Serious Offenses # 7” regarding probationary volunteers, and except as otherwise provided for suspensions or removals of volunteer firefighters for failure to attend training sessions, the removal or suspension of volunteer firefighters shall only be made after compliance with the following procedures. The nature and circumstances surrounding the alleged improper conduct will determine the type of corrective action to be taken.

**NOTE:** For examples of misconduct, refer to the State Personnel Handbook – Section 1092.2. This can be accessed from the Training office website at: [www.czutraining.org](http://www.czutraining.org).

#### A. Informal Discipline

##### Corrective interview

In the event of a minor infraction that requires a change in the Volunteer’s behavior, an informal consultation with the Volunteer 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 this is not sufficient to remedy the situation, a corrective interview will be held with the Volunteer by the supervising Battalion Chief and the senior Company Officer of the Volunteer’s company.

The purpose of this interview will communicate standards of performance and behavior, point out deviations or errors, indicate the remedy(ies), 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 Company Officer and the Battalion Chief. If during the progress review, it is determined that the problems identified during the corrective interview have been remedied, a note will be added to the written summary indicating the issue has been resolved. If the problems have not been corrected, this 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 training file.

#### B. Formal Discipline

##### Letter of Warning

For moderately serious 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 Felton Training Office.

The Letter of Warning will contain the following information:

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

### Serious Offenses

For serious offenses or multiple / repeated misconduct, a suspension from active duty or dismissal from the department may be implemented. County Fire Department procedure and policy is as follows:

1. The charges against a Volunteer Firefighter shall be in writing and shall be made by the Battalion Chief in consultation with the senior Company Officer of the Volunteer Company. The burden of proving incompetence or misconduct shall be on the person or persons alleging it.
2. Hearing on the charges shall be held by the County Fire Chief or his/her designee having the power to remove the volunteer firefighter.
3. In case another officer is designated, he/she shall, for the purpose of the hearing, be vested with all the powers of the County Fire Chief, and shall make a record of the hearing, which shall be referred to the County Fire Chief for review with his or her recommendation
4. The notice of the hearing shall specify the time and place of the hearing and state the person before whom the hearing will be held. The hearings will be closed, with only those involved and their representative(s) in attendance. Notice and a copy of the charges shall be served personally upon the volunteer at least 10 days but not more than 30 days before the date of the hearing.
5. A stenographer may be employed for the purpose of taking testimony at the hearing.
6. The County Fire Chief having the power to remove the person may suspend the person after charges are filed and pending disposition of the charges, and after the hearing, may remove the person or may suspend him or her for a period of time not to exceed one year.
7. Regulations governing the removal or suspension of volunteer firefighters shall not be interpreted as creating a property right in the volunteer firefighter job or position.
8. After a hearing and decision is rendered by the County Fire Chief, a volunteer firefighter may commence a proceeding in accordance with the provisions of Section 1094.5 of the Code of Civil Procedure to set aside the decision of the County Fire Chief on the ground that the decision is not supported by substantial evidence. The court shall not employ its independent judgment in reviewing the evidence. The proceeding shall be commenced within 90 days from the date that the County Fire Chief renders the decision. This remedy shall be the exclusive method for review of the County Fire Chief's decision.

### Purging Files

County Fire Departmental files will be purged of any adverse action three years after the date of issue upon request from the file's namesake. The exception to this section will be dismissal. Dismissed company members may re-apply to the department after three years if approved by 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. Inquiries regarding references for employment will be through CDF/County Fire. In the case of a dismissed member, the fact that they were dismissed may be issued, however, the circumstances surrounding the dismissal will not be issued except through subpoena.

## **2.6 HARASSMENT POLICY**

The County Fire Department complies with Santa Cruz County policy and State and federal law 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**

1. No volunteer shall commit any act which might in any way bring discredit to the County Fire Department, Santa Cruz County or the State of California.
2. 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
3. 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.
4. Only members and other authorized personnel may ride on any department apparatus.
5. All personnel, while acting in an official capacity for the department, shall do so in a professional manner at all times.
6. 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.
7. No member shall use the name of the department, County, or State for personal gain. No member shall use his or her badge, ID card, etc. in any commercial or private enterprise for any personal gain.

8. No member 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.
9. No member shall be discourteous or disrespectful to any other member, the public, or anyone from a cooperating agency.
10. No member 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.
11. Every member shall always exercise proper precautionary safety measures to avoid injury to themselves or others.
12. Each member shall comply with all County Fire Department policies, rules and regulations and all County, State and federal laws. Failure to do so may result in dismissal from the department.

### **3.0 SAFETY**

#### **3.1 Standard Issue County Fire Department Personal Safety Clothing**

The warehouse in Felton will issue these items to all new volunteers on the day of Safety & Orientation:

1. Helmet, safety, firefighter, structure type
2. Helmet, safety, forestry, with Nomex shroud and goggles
3. Coat, turnout,
4. Pants, turnout, with suspenders
5. Shirt, wildland fire,
6. Pants, wildland fire,
7. Boots, 1 pair of turnout (rubber)
8. Gloves, leather, safety, 2 pair
9. Nomex hood

New volunteers will also receive a pager from the Felton Emergency Command Center (ECC).

#### **3.2 Safety Apparel For Structure/Vehicle Fire Response**

See appendix

#### **3.3 Safety Apparel For Medical Aid Response**

See appendix

#### **3.4 Safety Apparel For Wildland Fire Response**

See appendix

## **4. ACCIDENT / INJURY REPORTING**

### **4.1 Injury / Illness Reporting Procedures**

All injuries and illnesses that personnel believe to be job related will be reported to a career officer and followed up with a Report of Injury form within 24 hours of the injury or illness whenever possible. All cases of possible exposure to a potential health threat will be recorded on an exposure report within 24 hours of the exposure or 24 hours of knowledge of possible exposure.

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

### **4.2 Vehicle Accident/Incident Reporting Procedures**

In all cases of vehicle accident/incident, personnel will make an immediate report as soon as circumstances allow. The Emergency Command Center 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 it is reported to County Risk Management within 48 hours of the initial report.

## **5. TRAINING**

### **5.1 Volunteer Firefighter Training**

#### **Training Battalion's Mission Statement**

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

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

The *In-Service Training Plan*, established for the County Fire Department, is a yearly program consisting of four quarters. Each quarter will be comprised of three months (February, March, April) (May, June, July) (August, September, October) (November, December, January). Each quarter shall have a general theme. These themes are: EMS, Wildland Fire Control, Technical Rescue/Hazardous Materials, and Structure Fire Control.

Each month, all companies will receive the *In-Service Training Plan* from the Training Battalion. This plan will include four drills (A, B, C, & D).

**Drills A & B** are intended to be the primary subjects to cover based on the quarter theme.

**Drills C & D** are intended as additional training for the volunteer companies if needed.

The assigned CDF/County Fire Volunteer Liaison shall be responsible for conducting/coordinating the primary drills with the volunteer company. The Company Liaison 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 72 hours per year. Hours may vary based on subject matter and realistic drill times.

Special training classes/courses like Volunteer Academy Modules, EMT-1, Emergency Vehicle Operations Course, etc. (See Appendix for course descriptions) will be offered periodically and are arranged for by the County Fire Department Training Battalion. The form TR-7 (see section 11) is required prior to attendance at these courses (see the Training expenses reimbursements sections for further details).

All monthly training is recorded on a form TR-3 that is sent to each local volunteer company by the Training Office (see section 11). The form TR-3 is the document used to calculate the annual training expense. A designated company officer and the CDF Coordinator / Liaison are responsible for the accuracy and timeliness of this document.

Training for the County Fire Department is organized and developed by the CDF Training Battalion. Volunteer Firefighters must maintain required certifications. In order to stay proficient in basic skills, they shall attend 50% of all drills per quarter. 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 the Senior Company Officer with the approval of the responsible Battalion Chief. In order to meet OSHA document requirements, the signed IIPP-6 (roster) will be faxed to the Felton Training Office the same day as the training/drill.

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.

## ***VOLUNTEER FIREFIGHTER TRAINEE***

The Volunteer Firefighter who has completed 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 (completion of Safety and Orientation will determine the date of hire.)
- ✓ Green “T” placed on helmets
- ✓ SCBA Training
- ✓ Hazardous Materials Module (Haz-Mat FRO, Decon, Confined Space)
- ✓ Defensive Driver – ORM Class
- ✓ ICS 100
- ✓ ICS 200 - required
- ✓ EMT-B – First Responder EMS
  - ◆ The only exception to this required EMS training within 12 months of hire will be if the new volunteer has a ***current, previously acquired:***
    - CPR certification
    - Public Safety First Aid Card.
    - First Responder EMS or EMT-B will be required within 18 months of the date of hire.
  - ◆ New Volunteers with the above outsourced EMS certification must be supplemented with the CDF/County Fire sponsored EMS recert class within 12 months of hire to ensure that the Volunteer receives the County EMS protocols and procedures.

Additionally, a new volunteer’s first twelve months will be considered a probationary period (as described in Section 2.5.2).

If the above criteria has not been met within the time allowed, then the Volunteer’s status shall be evaluated by the: Company Officer, CDF Liaison, and Battalion Chief.\*

**Incoming Volunteers possessing the State Fire Marshall FFI certification may challenge the practical skills of the structure module for which they possess current certification.**

## **RESTRICTIONS**

*Volunteer Trainees may respond to incidents under the **DIRECT** supervision of a Volunteer Engineer or a Volunteer Captain only. The Volunteer Trainee may conduct operations during the incident based on their level of proficiency as determined by their Volunteer Company Officer.*

**THE TRAINEE SHALL NOT:**

- ✓ Respond to Wildland Fires
- ✓ Conduct any roof operations or be on a roof at any time during an incident.
- ✓ Be part of an IRIC (Out team) or a RIC Team.
- ✓ Enter a structure fire until the fire is deemed “Controlled”.

**VOLUNTEER FIREFIGHTER I**

The Volunteer Firefighter who has completed the following holds this position.

- ✓ Has met the requirements of the “Volunteer Firefighter Trainee”.
- ✓ Basic Structure Module
- ✓ Water Rescue for the First Responder
- ✓ Wildland Module
  - S-130 Basic Wildland Firefighter
  - S-190 Introduction to Wildland Fire Behavior
  - S-212 Power Saws (Safety, Structure, Brushing, & Bucking) 2-day class

At this level and above, the Volunteer Firefighter I may respond without any restrictions. At the discretion of the Volunteer Company Officer, the green “T” can be removed.

This training shall be completed ***within 12 months from the date of hire.***

If the above criteria have not been met within the time allowed, then the Volunteer’s status shall be evaluated by their Volunteer Company Officer and the Battalion Chief or his/her representative.

**VOLUNTEER FIREFIGHTER II**

The Volunteer Firefighter I who has completed the following holds this position.

- ✓ Must be a Volunteer Firefighter I
- ✓ Auto Extrication Course
- ✓ Low Angle Rescue Course
- ✓ RIC – Rapid Intervention Crew (required SMCO)

This training should be completed ***within 24 months from the date of hire..***

If the above criteria have not been met within the time allowed, then the Volunteer’s status shall be evaluated by their Volunteer Company Officer and the Battalion Chief or his/her representative.

*\*If unable to resolve at the above level, the issue shall be resolved through the Volunteer Disciplinary Process outlined in Section 2.5.2.*

## ***VOLUNTEER DRIVER***

The Volunteer Firefighter II who has completed the following holds this position.

- ✓ Must be a Volunteer Firefighter II with Santa Cruz County for 12 months.
  - ✓ EVOC-Emergency Vehicle Operations Course
  - ✓ Preventative Maintenance Course
  - ✓ Supervised Driver Training
  - ✓ Driver Training Task Book (hours/day/night)
  - ✓ Commanding the Initial Response (ICS 200 review) or course equivalent
  - ✓ Current DMV Report
- 
- Approval of application by the Volunteer Company Officer, CDF Liaison, Battalion Chief, and Assistant Chief-Operations.
  - Submit approved application to the CDF/County Fire Training Office.

## **RESTRICTIONS**

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

- ✓ Pump
- ✓ Gross Weight over 26,000 pounds.

## ***VOLUNTEER ENGINEER***

The Volunteer Firefighter II who has completed the following holds this position.

- ✓ Completed “**VOLUNTEER DRIVER**” Training
  - ✓ Basic Pump Operations
  - ✓ S-231 Engine Boss –required for engine (CICCS)
  - ✓ S-215 Interface Firefighting (CDF I-Zone) – required for engine (CICCS)
  - ✓ Current California Firefighter Exempt Class B License
- 
- Approval of application by the Volunteer Company Officer, CDF Liaison, Battalion Chief, and Assistant Chief-Operations.
  - Submit approved application to the CDF/County Fire Training Office.

## ***VOLUNTEER CAPTAIN***

The Volunteer Firefighter who has completed the following holds this position

- ✓ 24 months experience as a Volunteer Engineer
- ✓ Instructor 1A or Instructional Techniques for the Company Officer Course
- ✓ Fire Service Supervision Module or Fire Management 1 Course
- Approval of application by the Volunteer Company Officer, CDF Liaison, Battalion Chief, and Assistant Chief-Operations.
- Submit approved application to the CDF/County Fire Training Office.

### **5.2 Training Expense Reimbursements**

#### **Books And Tuition**

County Fire Department may pay the cost of tuition and materials for required courses. In general, the \$15/three hour drill stipend is intended to cover other related costs such as transportation, etc. All training must be approved by your Battalion Chief and the Training Office prior to attendance (typically through the TR-7 process.) This requirement is to allow for budget management. Any training or reimbursement requests submitted after the class may be denied. Please be sure your Battalion Chief has signed your TR-7 prior to submitting it to the Training Office.

## **6. COUNTY EQUIPMENT**

### **6.1 Care And Maintenance**

To insure that all County Fire Department owned apparatus are in safe operating condition and ready to respond, a regular equipment inspection shall be established and kept in action by each local volunteer group. Individual company schedules shall be documented.

County Fire Department administrative personnel will conduct equipment inspections periodically to insure the safety of all department apparatus.

### **6.2 ID / Markings**

All tools and equipment purchased by the County Fire Department shall be labeled and identified with a County number by the volunteer companies. Additional markings may be used by local volunteer companies to allow for easier recognition.

## **7. DISPATCH**

### **7.1 Felton Emergency Command Center (ECC)**

All 911 calls in Santa Cruz County, excluding cellular calls, 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 Felton ECC either by printer and intercom or direct call transfer. Upon obtaining incident information, Felton ECC will determine the appropriate resources from a computer database called "CAD" and dispatch them by radio.

Perceived incident dispatch problems should be reported to ECC as soon as possible by forwarding an Unusual Incident Report (see appendices) to the Duty Battalion Chief.

## **8. Finance**

### **8.1 Funding**

The Santa Cruz County Fire department is currently funded primarily from taxes and fees approved an election of the property owners (in accordance with Proposition 218). In addition, volunteer companies and auxiliaries may hold fundraising events in their community to purchase items not funded through the normal County budgeting process.

### **8.2 Matching Funds**

(See appendix)

### **8.3 Sample Budget**

(See appendix)

## **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 the CDF and assigned to

various duties, including, Emergency Command Center Chief, Training Officer, or as the administrator of a field Battalion.

**CAPTAIN:** A Fire Captain employed by the CDF or within a volunteer company. CDF Captains are assigned to various duties including shift supervisor, Training Officer, Fire Prevention and Emergency Command Center Officer.

**CDF:** The California Department of Forestry and Fire Protection.

**COMPANY OFFICER:** The lead person on an engine, rescue, truck or other specialized company. In the County Fire Department a company officer may be either a Fire Captain or Fire apparatus Engineer.

**COUNTY FIRE CHIEF:** the individual in charge of the Santa Cruz County Fire Department, currently the CDF Unit Chief.

**DEPARTMENT:** the Santa Cruz County Fire Department

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

**DIVISION CHIEF:** a Chief officer employed by CDF and assigned either as a chief of a division or as the administrative officer for the unit.

**ECC:** Emergency Command Center. Located at CDF Unit Headquarters in Felton. Dispatches all CDF/County Fire calls.

**ENGINEER:** A fire apparatus engineer (FAE) employed by the CDF

**FIREFIGHTER I:** a seasonal Firefighter (FF-1) employed by CDF.

**FIREFIGHTER II:** A permanent Firefighter (FF-II) employed by CDF

**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 June 1 through October 31.

**IC:** Incident Commander. Person in charge of the scene of an emergency.

**INACTIVE ROSTER:** A list of inactive members and those who support the volunteer company on a non-emergency basis. This could include active members who must become inactive for personal reasons.

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

**PROBATIONARY FIREFIGHTER:** Probation is no more than 1 year from date Volunteer application is approved by the County Fire Department.

SCBA: Self Contained Breathing Apparatus

TRAINEE: A Volunteer Firefighter still receiving minimum required training. A trainee is designated by a green 'T' on back of their helmet. The 'T' is removed after the trainee has demonstrated competence to a Senior Captain.

UNIT: an administrative unit within the CDF State wide system consisting of one or more counties, such as San Mateo/Santa Cruz Unit.

VOLUNTEER: a member in good standing for a particular volunteer company.

VOLUNTEER SENIOR CAPTAIN/VOLUNTEER COMPANY CAPTAIN: An individual in charge of a volunteer organization

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

## **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' Committee 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.

## **11. APPENDICES**

- A. Accident report forms (Injury/Illness)
- B. Accident report forms (Vehicle accident)
- C. Volunteer Driver Vehicle Operations
- D. Volunteer Driver Vehicle Forms
- E. Volunteer Applications
- F. Santa Cruz County Sexual Harassment Pamphlet
- G. Santa Cruz County Equal Employment Opportunity/Non-discrimination Policy
- H. Provident Accident and Health Policy Benefits
- I. Safety Clothing Policy
- J. County Fire Organization Chart
- K. Current County Fire Budget Summary
- L. Matching Fund Program
- M. Unusual Incident Report
- N. County Fire Station Map
- O. Fire Agencies Map
- P. Training Forms: TR-7, TR-3, IIPP-6
- Q. County Fire Training Course Catalog (encompasses course certifications, renewal frequencies and equivalencies.)
- R. OSHA Federal, State, and Local Mandated Requirement