



EXPECTATIONS
OF
A
PROSPECTIVE
VOLUNTEER

JUNE 2018



Prospective Volunteer Member Expectations

The following information describes the expectations of a Prospective Volunteer Member with Truckee Meadows Fire Protection District. The responsibilities are practical, standard performance behaviors that are expected to be demonstrated. They are necessary to assure that coordinated approaches to daily, weekly, and monthly activities are accomplished throughout the District.

Of primary importance is that, as a Prospective Volunteer Member, you understand that you are here to serve this community to the best of your abilities with compassion and positive attitude and you are accountable for your actions.

The items listed in this document are not an exhaustive list of expectations, but intended to clearly outline the responsibilities Prospective Volunteer Members have accepted.

Topics:

- **Mission, Vision, Values**
- **Volunteer Options**
- **Requirements**
- **Training**
- **Communication**
- **Emergency Response**
- **Management/Administration**
- **Station Operations**

Mission, Vision & Values



OUR MISSION

"Committed to excellence, service, and the protection of life and property in our community."

OUR VISION

Progressive organization with highly trained and competent members that have adopted innovative service delivery systems and are focused on resolving future challenges.

Recognized as the regional fire and emergency services leader by our community, neighbors, and peers.

Invested in the protection of our community through effective education, risk reduction and response.

Dynamic organization that meets the needs of the community we serve.

Entrusted by the community to deliver the very best service with the resources provided.

OUR VALUES

Integrity

Innovation

Professional Excellence

Compassion

Service

Stewardship

**TRUCKEE
MEADOWS**
FIRE PROTECTION DIST.
WASHOE COUNTY, NV

We fulfill our mission by being accountable to our community, our district, and to one another.

OPTIONS:

There are many options for you as a Volunteer Member for the Truckee Meadows Fire Protection District. All are contingent upon the time you have available and your desire to provide a needed service to the public.

- Support
 - Under general supervision, performs other related work activities connected with the support to volunteer operations and responses to emergency and other incidents.
 - Maintains fire stations; and performs related work as required to support the career personnel activities related to emergencies.
 - Supports public education outreach programs.
- Logistics – Water Tender
 - Under general supervision, performs other related work activities connected with the response of the water tender to emergency and other incidents; maintains fire stations; and performs related work as required to support the career personnel activities related to emergencies.
- Operations – Wildland
 - Under general supervision, performs firefighting activities in combating, extinguishing, and preventing wildland fires. Volunteers perform tasks as required to support the career personnel activities related to wildland emergencies.
- Operations – All-Risk
 - Under general supervision, performs firefighting activities in combating, extinguishing, preventing fires, providing basic emergency medical care, and other related work activities connected with the response to emergency and other incidents; operates and maintains firefighting and rescue equipment; maintains fire stations; and performs related work as required to support the career personnel activities related to emergencies.

REQUIREMENTS:

As a Prospective Volunteer Member, there are requirements that you will need to complete prior to beginning your actual onboarding process with the District.

Requirements:

- Minimum age 18 years old
- Driver's License or State Identification
- Current CPR Certification, Healthcare Provider, BLS, or equivalent
- Attendance of, at a minimum, two training meetings per month (consecutively) at a District Volunteer Station
- Completion of the required training as stated in the Training Section
- Must have time available to commit to required training annually:
 - Support – 13-37 hours
 - Logistics – 39-46 hours
 - Wildland Firefighter – 56 hours
 - All Risk Firefighter – 90 hours

TRAINING

Completion of the following online training programs, again prior to the start of the District onboarding process:

Incident Command

- These classes are need for all volunteer options, as they are the minimum requirement for the District to apply for Federal grants.
- NIMS ICS-100
 - <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b>
- NIMS ICS-200
 - <https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b>
- NIMS ICS-700
 - <https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a>
- NIMS ICS-800
 - <https://training.fema.gov/is/courseoverview.aspx?code=IS-800.c>

Wildland

- There classes are required for all volunteer options with the exceptions of Support.
- S-110 Basic Wildland Fire Orientation
 - <https://onlinetraining.nwcg.gov/node/168>
- L-180 Human Factors in the Wildland Fire Service
 - <https://onlinetraining.nwcg.gov/node/163>
- S-190 Introduction to Wildland Fire Behavior
 - <https://onlinetraining.nwcg.gov/node/169>
- S-130 Firefighter Training
 - <https://onlinetraining.nwcg.gov/node/177>
- Review the New Generation Fire Shelter Document & Video
 - <https://www.nwcg.gov/sites/default/files/publications/pms411.pdf>
 - https://www.nifc.gov/fireShelt/fshelt_training.html

Each one of the programs listed above, except the fire shelter series, will provide you with a certificate of completion, a copy of each will need to be provided to your assigned Station Manager and to the District Office at the time of your onboarding interview. The S-130 online training will prove a record of completion after each of the modules.

COMMUNICATION:

Effective communication is vital to every interaction in both routine and emergency situations as it will go a long way toward eliminating confusion, misunderstanding, and surprises. Communication that is open and sincere will let others know that they are valued members of the District.

Prospective Volunteer Members in the Truckee Meadows Fire Protection District will:

- Communicate in a manner that upholds the dignity, respect, and integrity of the public, the District, and all employees.
- Be approachable and communicate from an objective position and encourage others to do the same.
- Be an “active” listener by making a sincere effort to understand the other party’s message.
- Actively seek out and keep Volunteer members continually informed of information affecting them.
- Be open to positive and constructive criticism. Be willing to admit when you are in error.
- Be responsible for official information sent by the District’s email system. Respond in a timely manner when requested.
- Relay information in a timely manner. Communicate up, down, and laterally in the chain of command as necessary. Use follow-up as needed to ensure accurate messages are received and understood.

EMERGENCY RESPONSE:

As a Prospective Volunteer Member, you will **NOT** be allowed to respond to emergencies until you have completed the District’s onboarding process due to workers compensation liability.

There is an opportunity to apply for Ride-Along opportunities at a career station.

MANAGEMENT/ADMINISTRATION:

The Volunteer Program comes under the prevue of Truckee Meadows Fire Protection District. The District Fire Chief is Charles Moore, with the Volunteer Program currently assigned to the Volunteer Program Lead, Maureen O'Brien. The District reports to the Washoe County Board of Fire Commissioners.

Your involvement within the Volunteer Program will be recorded in the monthly report including:

- District Administration, Incidents, Public Relations, Special Events and Training.

District Onboarding Process

1. Once your required time has been spent with the Volunteer Station Manager and they believe you will make a beneficial asset, you will be scheduled for an interview with the Volunteer Program Lead. If a volunteer application has not already been provided, one will be sent to you by e-mail or can be picked up in the District Office. Remember to bring your official government identification and any all training/EMS certifications.
2. There will be two (2) background checks to be completed. The first will be initiated at your interview and if successful, you will be directed to the Washoe County Sheriff's Office for fingerprinting and a Federal background check. The first background check usually takes less than a week to get results, but the Federal background check may take up to eight (8) weeks.
3. Once both background checks are successfully completed, information will be provided for your initial volunteer physical, currently with ARC Health and Wellness. The first one will be a two-part physical. First visit will come after fasting and include pulmonary function, TB testing, vision, hearing, blood draw and the second visit will include the treadmill stress test, range of motion evaluation, and review of prior test results. Wear comfortable clothing...
4. Once a "Clear for Duty" has been received from ARC, a District ID and uniforms will be provided. If you have gone down the Logistics, Wildland, or All-Risk path, an appointment will be set-up for PPE issuance. You will be added to the current paging system and an account in Target Solutions will be created for you to maintain compliance with all the required training.

VOLUNTEER STATION OPERATIONS:

Station Managers in the Truckee Meadows Fire Protection District oversee their respective station operations, including, but not limited to, assigning personnel to incidents, training, and station and apparatus maintenance.