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Preface

General

The mission of the Palm Beach County Fire Rescue Volunteer Battalion is to provide supplemental staffing for the spectrum of public service functions of Palm Beach County Fire Rescue. Volunteer members assist in fire prevention and suppression and investigation, prehospital emergency medical services, and related public education. Volunteer members operate under the direction of PBCFR administration and officers when supplementing PBCFR manpower.

In general, throughout this manual, references to Volunteer Battalion refer to the branch of Palm Beach County Fire Rescue comprised of volunteers.

PBCFR refers to the non-volunteer or collective volunteer and non-volunteer aspects of Palm Beach County Fire Rescue;

'the department' refers to the collective volunteer and non-volunteer aspects of Palm Beach County Fire Rescue;

volunteer refers to any member of the Volunteer Battalion of PBCFR;

officers, rules, regulations, policies and procedures refer to those of the Volunteer Battalion unless otherwise indicated; and

gender specific references are unintentional and used to simplify readability and should not be construed to imply any form of sexual discrimination.

Scope

This Rules and Regulations Manual shall govern all members of the Volunteer Battalion of Palm Beach County Fire Rescue (PBCFR).

As a division of PBCFR, the Volunteer Battalion and its members are subject to adherence to the PBCFR Department Manual. As such, this manual, in places, is intended to summarize the PBCFR Department Manual and where duplication of subject matter is covered, the Department Manual shall take precedence unless clearly specified otherwise in this manual. In general, the members of the volunteer battalion are expected to abide by the rules and regulations more strict and demanding than those of other PBCFR divisions.

Whenever possible, these rules and regulations will take into account the financial and time commitment burdens imposed on volunteer members.

Dissemination

All members of the Volunteer Battalion shall be issued a copy of the Volunteer Battalion Rules and Regulations manual. Copies of the PBCFR Department Manual will not be issued to members of the Volunteer Battalion. It's the volunteer's responsibility to familiarize themselves with the contents of the PBCFR Department Manual. A copy of the PBCFR Department Manual may be found in the Volunteer Battalion Office and in each station.

Revisions

Request for revisions to these rules and regulations may be made (in writing) by any non-probationary member of the Volunteer Battalion. The Volunteer Officer Board will review all requests for revision. Revisions shall require 2/3-majority approval of the Volunteer Officer Board



Violations

Violations of these rules and regulations will be handled in accordance with Volunteer Battalion Disciplinary Procedures, also herein described.

Benefits

The benefits of serving in the Volunteer Battalion of PBCFR are many and varied, including self-fulfillment, community service, and education in the very interesting and complex field of Fire-Rescue.

The Volunteer Battalion offers its members the opportunity to serve the community while pursuing other careers and provides those considering a career in the fire/rescue profession a chance to acquire valuable first hand experience. Trained and experienced volunteers also serve as an attractive pool of potential employees.

Membership in PBCFR Volunteer Battalion and the training received as a volunteer provide practical experience for those wishing to make the fire-rescue service their career. Advancement opportunities within the volunteer ranks are available for people wishing to become active in the organization management.

The Volunteer Battalion sponsors periodic firefighting and basic medical aid training. Continuing education is offered in a variety of forms and subjects throughout the year. Also, volunteers are eligible to attend training offered by PBCFR. Although most of these county trainings are free, some may require a fee. Expenses for some of these trainings are the responsibility of the volunteer member.

Organizational Structure

Structure

The Volunteer Battalion of Palm Beach County Fire Rescue is a branch of PBCFR. All emergency incident operations are done under the direct or indirect command system. All Volunteer Battalion internal operations (that is, those not directly involving emergency operations or other manpower supplements) are directed through the Volunteer Battalion officer structure.

The Palm Beach County Volunteer Fire Rescue Association (PBCVFRA) is a benevolent organization separate from PBCFR and PBCFR Volunteer Battalion. The PBCVFRA supplements funding from PBCFR for the Volunteer Battalion. The Volunteer Battalion requires that its members be members in good standing in the Palm Beach County Volunteer Fire Rescue Association.

Volunteer Officers

As a unit of PBCFR, the Volunteer Battalion is integrated into the organizational chart and officer structure of PBCFR. In addition, the Volunteer Battalion has its own internal officer structure and chain of command whenever not directly assigned to a non-Volunteer officer. The collective group of Volunteer officers makes up the Volunteer Officer Board.

The battalion is led by the Volunteer Battalion Chief. The Battalion Chief may add officers (District Chiefs, Captains, Lieutenants) as needed to accomplish the goals of the organization, with the approval of the Board of Officers. The Battalion Chief establishes the chain of command by issuing an organization chart, which may be changed as needed.

Name of personnel currently holding officer positions are available from the Volunteer Office.



Volunteer Chain of Command

When a PBCFR volunteer member has a problem or question pertaining to the organization, the volunteer chain of command (Lieutenant > Captain > District Chief > Battalion Chief) must be followed. If attempts to have the problem rectified, or the question answered by a Lieutenant, are unsuccessful, then a Captain should be contacted, and hence for District Chief and Battalion Chief. Breaking the chain of command may be subject to disciplinary proceedings.

Liaison Officer

The Liaison Officer is a career officer of PBCFR, and is assigned to oversee the operation of the Volunteer Battalion.

Volunteer Officer

The officers are expected to have leadership qualities, and should act as role models for the other members of the Battalion.

Volunteer Battalion Chief

The Battalion Chief is the highest-ranking officer in the Volunteer Battalion, and is responsible for the operations of the Volunteers. He/She must be combat certified and answers directly to the PBCFR Liaison Officer. The Battalion Chief shall be responsible for the budget preparation, submission and maintenance for the Volunteer Battalion.

The PBCFR Administrator, based on a recommendation of the Volunteer Officers Board, appoints the Volunteer Battalion Chief.

Volunteer District Chief

The Volunteer Battalion shall have a minimum of one District Chief. The District Chief(s) will assist the Volunteer Battalion Chief in the operation of the Volunteer Battalion.

The District Chiefs are appointed by the Volunteer Battalion Chief from a list of recommended candidates drafted by a majority of the Volunteer District Chiefs and Captains. These candidates shall be among the ranks of the Volunteer Officers.

Volunteer Captain

The Captains are appointed by the Volunteer Battalion Chief from a list of recommended candidates drafted by a majority of the Volunteer Officers Board.

Volunteer Lieutenant

The Lieutenants are appointed by the Volunteer Battalion Chief from a list of recommended candidates drafted by a majority of the Volunteer Officers Board.

All officers involved in "Operations" and "Training" must be combat certified. Officers performing other duties need not be combat certified.

Administration

The administration division will consist of as many officers that are needed to assist the Battalion Chief with the administrative side of the organization. All positions are open to combat and non-combat and the titles are in-house titles only.



Officer Promotions

Performance of all Volunteers is assessed in many different ways from the time they join the organization, including their dress, attendance at volunteer functions (especially training and association meetings), attitude, initiative, professionalism, and betterment of the organization.

Non-probationary members (first three months of active duty) are encouraged to file a written expression of interest in becoming an officer to any Volunteer Chief. Expressions of interest should include pertinent information concerning qualifications and background.

In order to better assess an individual's capabilities and motivation, the Battalion Chief may appoint a potential officer to an Acting Officer position for a period of time. During the time, the acting officer would be identified as such.

Demotions & Officer Removal

Any member may submit a substantiated written request to the Volunteer Disciplinary Board to hold a hearing regarding the demotion or removal of any officer. An officer may also be removed or demoted, with just cause, on the consensus of two volunteer chief officers.

Membership Requirements

At present, there are two classifications of volunteer members: Combat and Non-Combat . Membership requirements for both classifications are:

- Be a US Citizen or resident alien (must prove either status)
- Must be a resident of Palm Beach County
- High School Diploma, GED or better
- Must be 18 years of age or older
- Valid Florida Drivers License
- Have original, recent (with in 2 months), FDLE background check document
- Have original, recent (with in 2 months), driver history statement
- Pass character and criminal background checks
- Must NOT have been convicted of a felony
- Provide physicians statement approving activities of appropriate classification
- Honorary members must be a previous Volunteer Battalion Chief or appointed to honorary membership by the volunteer association.

Classifications, Privileges, and Minimum Standards

Each member must meet or exceed the following minimum participation standards. Those not meeting the minimum standards will be subject to disciplinary action. Exceptions will be granted only with prior approval from a volunteer chief officer.

In addition to the common requirements, the different classifications must also meet the following classification specific requirements.



Non-Combat

Lacks required training for Combat classification; OR
Physically unable to fight fires; OR
Wishes to perform only support functions
(support service, public education, inspections, office administration, etc..)

Privileges:

May participate in any non-hazardous support activity (e.g. support and rehab service, public education, inspections, office administration, etc..) with adequate training and approval from a Volunteer Operations Captain or Chief.
May participate in limited Volunteer training with approval from Volunteer Training Captain.
May **NOT** participate in any hazardous activity (including but not limited to riding on any in-service emergency vehicle, working in hazardous areas of incidents or training, etc..), while representing the Volunteer Battalion.

Participation requirements:

Must participate in 50% of Training, Public Education, meetings or Non-Combat activity per month; AND
Must attend all mandatory meetings and training's as directed by volunteer chief officers for this classification.
Request for exceptions must be submitted in writing to Volunteer District Chief

Combat

Eligibility:

Must have a copy of FL state certified FF1, or minimum standards certification;
Must have completed a minimum for First Responder Medical training; AND
Must maintain on file in Volunteer office a copy of valid CPR certification; AND
Must have proof of residency in Palm Beach County

Privileges,

May ride at any PBCFR station on fire apparatus; AND
May make personal responses per Personal Responses to Emergency Incidents policy;

Participation requirements:

Must attend at least 50% of all volunteer battalion sponsored training; AND
Must attend at least 50% of all Fire calls, and attend 50% of all of Public Education each quarter.

Probationary Period

The Volunteer Battalion has two types of probation as described in the following table.

Probation Type	Term	Restrictions
New Member	Lifted after 3 months of <u>active participation.</u>	Not eligible for officer position; may be terminated without statement of cause.
Disciplinary	As dictated by Volunteer Disciplinary Board.	As dictated by Volunteer Disciplinary Board.



The "New Member" probation may be changed at the discretion of the Battalion Chief.

Active Status

A volunteer shall be considered Active if eligibility and minimum participation requirements are fulfilled, and the volunteer is not on disciplinary probation. With just cause, and approval of a volunteer officer, the minimum participation requirements may be averaged over a quarterly time period on an individual basis.

Volunteers who allow their eligibility requirements to lapse will be automatically reclassified to a lower classification or inactive status if eligibility for no classification is met.

Any volunteer found to be functioning in a classification for which he is not currently classified will be disciplined. For example, if a Combat classified volunteer's CPR card expires (according to the Volunteer Office file), then he may not function as a Combat classified member until reclassified as Combat, regardless of the current classification held by the volunteer.

Leave of Absence

Any member can request a leave of absence up to 10 months in length with the approval of the Battalion Chief.

Volunteer Identification

Members of the PBCFR Volunteer Battalion are identified by several means:

- Members may be issued a photo ID card which must be returned upon termination of membership;
- All uniforms worn by volunteers must distinguish the volunteer from non-volunteers per the Uniform Policy;
- Badges worn by volunteers must indicate volunteer status;

General Conduct Rules

This section defines the general rules of conduct for all members of the Volunteer Battalion of Palm Beach County Fire Rescue and shall apply at all times when a volunteer is representing PBCFR. In general, these rules follow similar rules of PVCFR. These rules summarized in part in this policy for emphasis along with additions and exceptions pertinent to the Volunteer Battalion.

Violations of these rules will be handled in accordance with the Disciplinary Procedure section of this manual.

Some of these rules specifically request notification of a Volunteer Chief Officer. The urgency of the notification warrants the breaking of the chain of command if a lesser officer is not available. The chief officer will then assume responsibility for notification of the other chief officers.

For the discussion of the following rules, "representing the department" includes but is not limited to wearing any formal or informal PBCFR uniform.



All members of the Volunteer Battalion of PBCFR MUST:

1. Keep themselves informed of department policies, procedures and other information pertinent to both PBCFR and the Volunteer Battalion.
2. Promptly notify (in writing) the PBCFR Volunteer Battalion office of any personal address, telephone, or email changes.
3. Present a neat and clean appearance and be dressed appropriately. Dress and appearance is defined further in the section on Uniforms & Dress Code.
4. Be truthful, polite, courteous, respectful and helpful when dealing with the public and other members of PBCFR and the Volunteer Battalion. This includes refraining from the use of threatening, obscene or degrading language or gestures; no hazing, no altercations or fighting. No sexual, racial harassment or any other type of harassment will be permitted. No false statements shall be made in any report, verbal or written.
5. Report any and all fire-rescue related injuries to the incident commander or station officer in charge immediately and to a Volunteer Chief Officer as soon as practical. Other injuries and illnesses, which may affect the performance of the volunteer, should be reported to any Volunteer Officer.
6. Report any and all motor vehicle accidents and property damage involving county vehicles, equipment or personnel to the incident commander or station officer in charge immediately and to a Volunteer Chief Officer as soon as practical.
7. Report any arrest while on or off duty to a Volunteer Chief Officer as soon as practical.
8. Report any infractions, which cause their drivers license to become revoked or suspended to any Officer.
9. Use the station telephones courteously and refrain from using them for personal calls.
10. Not be in the possession of any illegal drugs, firearms, ammunition, explosives, fireworks or knives (with a blade longer than 2.5 inches) while in a station or at any time while representing the department. No exceptions will be made.
11. Not engage in any unlawful activities while representing the department or while on department property.
12. Use tobacco products only in designated areas. Use of any tobacco product is prohibited in all department vehicles and discouraged at all times while representing the department.
13. Not use or be under the influence of any alcohol product or illegal drugs while at a station or at emergency scenes or at any time while representing the department.
14. Not use any medication, which may cause physical or mental impairment while at a station or at emergency scenes or at any time while representing the department.
15. Not reveal any confidential information to any unauthorized persons. Contents of incident reports (including medical information and investigative findings) shall be considered confidential.
16. Report any witnessed violation or suspected violation, of any law, to appropriate law enforcement agencies at any time while representing the department. Privacy of medical patients must be considered and discussed with officer in charge when appropriate
17. Not function in a volunteer classification when required certifications have expired. The individual is responsible for maintaining currency of certifications required of their volunteer classification and informing the Volunteer Battalion office of recertifications.
18. Not use their position as a volunteer or public servant or officer of this battalion for personal gain (such as by expecting discounts on services or products from vendors; or by expecting special treatment by a law enforcement officer; etc..).
19. Not call PBCFR dispatch or headquarters as a representative of the Volunteer Battalion unless of the rank of Captain or above.



Uniforms & Dress Code

This section defines the standardized uniform, appearance and dress code that applies to all members of the Volunteer Battalion of Palm Beach County Fire Rescue and shall apply at all times when a volunteer is representing PBCFR. It is the intent of this code to define the professional public image of PBCFR and all its members.

Uniforms, safety gear, badges, radios, identification and any other items issued to a volunteer remain the property of Palm Beach County Fire Rescue or Palm Beach County Volunteer Fire Rescue Association pursuant to any and all bailment agreements made between the volunteer and the bailee. All issued items must be returned upon termination from the Volunteer Battalion. Monetary deposits required by the Palm Beach County Volunteer Fire Rescue Association will not be returned until all items have been returned.

Appearance

Hair:

Including sideburns, must be conservative and evenly trimmed. It shall be well groomed and tapered proportionately along the sides and back of the head. The hair shall present a professional appearance with no ragged or unkept extremes at all times.

When worn as styled, the front must not extend into or below the eyebrow.

Side hair may cover only that portion of the ear above the centerline of the ear canal.

No designs, sculptures or writing shall be permitted.

When hats/caps are worn, hair must be neat and shall not protrude from beneath the hat in an outward manner.

Females must pull back or braid their hair so as not to impede operational activity.

Sideburns:

Shall be uniform from top to bottom and be neatly trimmed. Must not be excessively heavy or bushy and not exceed below the earlobe.

Beard:

No Combat classified personnel is allowed to wear a beard or goatee. The face must be clean-, except for mustache, at all times. Non-Combat personnel may be exempted from this ruling with the approval of a Chief. Exceptions will be subject to periodic review and termination.

Mustache:

If worn, must be short and neatly trimmed and not bushy; must not extend onto upper lip; must not cross upper/lower lip line.

Jewelry

Jewelry, if worn with uniform, with the exception of wristwatches, must be secured under normal articles of clothing (for example, necklaces must be inside uniform shirt). Protruding, dangling or hanging jewelry must be removed. Earrings may not be worn while in a Combat role. Jewelry worn at other times must be conservative and is subject to review at all times by the Volunteer Officer Board.



Other:

Fingernails may be painted in a single conservative color only, with no decorations or designs. Facial make-up must be conservative and professional on appearance.

Uniform Standard

Most pieces of the uniform are available for purchase from the PBCFR QuarterMaster with prior approval of the Volunteer Battalion Chief. To achieve ultimate uniformity, this recommended source of all uniforms.

All Uniforms:

All uniforms must meet the following specifications. Uniform showing obvious degradation should be destroyed. Must be neatly pressed as appropriate and free of ragged edges, tears and stains. Must be appropriately sized. Volunteer identification must be clearly visible.

Uniform Shirts:

Class A:

Light blue, short sleeve, with military creases and epaulets as issued or approved. Must have PBCFR department patches on both sleeves, centered with top edge 1 inch below the shoulder seam. Volunteer identification rocker patches must be worn centered directly (no space) under the PBCFR patch on both sleeves. PBCFR approved paramedics may wear a Florida paramedic patch in place of the PBCFR patch on the right sleeve. The shirt must be neatly pressed and the tail neatly tucked into the pants. All buttons except the topmost must be buttoned. A PBCFR badge may be worn on this shirt only. Only Battalion Chief, District Chiefs and Captains are permitted to wear white Class A shirts.

Class B:

Approved Polo issued by Department.

Class C:

Volunteers may wear an official PBCFR Volunteer Battalion T-shirts around the station, under uniform shirts or jumpsuits, under protective clothing and during physical training. The lettering on the T-shirt must be clearly legible and the shirt must be free of any visible holes or obvious degradation. Volunteers may **NOT** wear PBCFR grey T-shirts, without volunteer designation.

Trousers:

Navy blue uniform style, as issued or approved (no pleated pants). Must be worn with a belt. Waistband must be worn at the appropriate level of the waist.

Belt:

Leather, black, plain (no pattern), plain chrome buckle unless approved to wear PBCFR approved Maltese Cross buckle.

Jumpsuits:

Only PBCFR issued or approved jumpsuits may be worn. Patches, including Volunteer rockers, must be as defined under uniform shirts. The zipper must be kept fastened no lower than the top level of the chest pockets. Jumpsuits may only be worn in station when approved by the officer in charge.



Footwear:

Black uniform style shoes or boots with plain toe with heel not to exceed 1 inch. Soles to be plain leather or composition. No 'cowboy' or 'combat' type boots are acceptable. Must be clean and shined at all times.

Alternative boot and sneakers approved by exact make, model and color as defined in the PBCFR department manual or current temporary policy.

Socks:

If worn with low quarter shoes, must be plain black. Plain white socks are permitted under boots.

Sweatshirts:

As approved by Department

Winter Jackets/Windbreakers:

Only PBCFR issued or approved jackets may be worn with permission of officer in charge. Winter jackets must have patches, including Volunteer rocker, as per uniform shirts.

Badges:

PBCFR Volunteer badges may be worn ONLY while wearing a uniform shirt. Badges may not be worn on the belt at any time except when participating in approved Bureau of Safety Services functions with the permission of the officer in charge. Non-Combat members will be issued a badge stating 'Volunteer'. Combat members will be issued badges stating 'Firefighter'.

Nameplate:

Silver color PBCFR approved nameplates shall be worn centered above right pocket with no more than 1/8" gap between pocket and nameplate.

Hats:

Must be County approved.

Pins:

A Volunteer Chief officer must approve all pins. No more than two pins may be worn at the same time. If one pin is worn, it shall be centered in the middle of the right pocket flap. If two pins are worn, they shall be centered on either side of the right pocket flap buttonhole. Pins shall not exceed 1/2" in diameter.

Safety Gear:

Only protective clothing issued by PBCFR is approved for use. **No unauthorized gear is permitted.** All protective clothing must be properly cleaned, maintained and periodically inspected. Full protective clothing (jacket, pants, boots, helmet, hood, goggles and gloves) **MUST** be worn at all times when responding to or operating at fire or other hazardous incidents including trainings unless otherwise authorized by officer in charge. Helmets must be clean and display Volunteer rockers on both sides. The Volunteer's last name shall be marked on the back of the helmet with 1" block letters as per PBCFR specs. Volunteers must immediately discontinue use and report damaged safety gear to any Volunteer Officer. No shorts are permitted under bunker gear.



Dress Code

In general, the following guidelines must be followed when defining the required level of uniform.

As a minimum, when representing the department, the Volunteer must portray a professional appearance, including but not limited to shirt tails must be tucked in (including T-shirts), uniform shirts must be buttoned up except for top button, shirts may not be bloused out (must be fully tucked in)etc..

The changing of clothing must not be performed in locations where members of the public may be present to observe.

A Volunteer may NOT represent the department, including wearing any PBCFR uniform,

- While endorsing a commercial product or business; OR
- While campaigning for or against a political candidate or issue; OR
- When discredit to the department might result, such as patronizing a drinking establishment; OR
- While performing manual labor not related to PBCFR.

When not directly representing PBCFR;

- No uniform with PBCFR identification or safety gear may be worn.

Class A uniforms shall be considered the light blue uniform shirt worn with trousers, belt, socks and shoes.

Class B Department issued polo. White, grey or navy t-shirts ONLY are permitted under polo.

Class C Volunteer authorized T-Shirt.

Situations

While on duty in a station

As defined by the station officer. Company/unit uniforms must be consistent.

Volunteer Office and Volunteer Meetings

Minimum class B uniforms unless otherwise specified for non-officers; Class A or Class B shirts for Volunteer Officers.

Public Education Functions

As defined by the Public Education department.

Special Events

As defined by the Volunteer officer in charge of the special event.

Trainings

As defined by the Volunteer officer in charge of the training depending on activities to be performed.

Care of Protective Clothing

Each volunteer is responsible for the inspection, cleaning, maintenance and storage of issued safety gear. If deficiencies including exposure to contaminants are noted, a volunteer chief officer must be notified. Upon inspection and determination of defective gear, the gear will be tagged with description of problem and PBCFR Training and Safety Section will be notified.



Safety gear shall include (but may not be limited to): Bunker Coat, Bunker Pants, Helmet, protective hood, boots and gloves.

Cleaning Instructions

Ideally, all clothing should be thoroughly cleaned after each use to insure minimal buildup of contaminating soiling. It is very important that safety gear be cleaned frequently and effectively. Contaminants not removed from safety gear may present health hazards, will shorten the garments protective life and potentially could combust.

Cleaning shall be accomplished per the instruction sewn into the garments lining. Chlorine bleach, detergents with chlorine additives or fabric softeners **MUST NOT BE USED** in the cleaning of safety gear. Safety gear should be air dried, out of direct sunlight, and **NOT** in clothes dryer.

If a clothes washing machine is approved for use and used, the washing machine should be decontaminated after the gear cleaning is complete. A full wash cycle at maximum water level should be run with detergent and bleach with **NO** articles of clothing.

Any exposure to hazardous contaminants should be immediately reported and attempts to clean the contaminated should not be attempted.

Rinsing, with a hose line, of all safety gear exposed to combustible gases or particulates at a fire scene or training drill should be performed as soon as possible.

Inspection and Maintenance

Each volunteer is responsible for the inspection of his or her issued safety gear after use at every fire ground or training drill. Inspection for worn areas, tears, missing stitches, detachment of hardware, et cetera. Any loose stitches, any ripped areas, any detached trim or loosened pockets should be repaired before the garment is used again. The reflective trim should also be periodically tested using a flashlight in a darkened room.

Any visible change in the outer shell color, suppleness or weave irregularities should be reported and use discontinued until an inspection to determine worthiness has been completed and the gear is approved for use.

Moisture barriers should be frequently examined for abrasion and deterioration on the moisture barrier coating especially in the high wear areas (elbows, under the arms, knees and seat area).

Questionable appearance or characteristics should be reported.

Storage

Safety gear must never be stored in direct sunlight, as sunlight will degrade the materials and their protection properties. Safety gear must be stored unless completely dried as entrapped moisture may result in material degradation and the loss protection properties. Ideally, safety gear should be stored in a cool, dry location.

Disciplinary Procedure

Violation of any of the rules contained in this manual or any other rules and regulations as defined in the PBCFR Department manual shall be addressed by this procedure and the Volunteer Disciplinary Action Board.



The Volunteer Disciplinary Action Board shall consist of the members of the Volunteer Officers Board with rank of Captain and above. Members of the Volunteer Disciplinary Action Board who are party to the case to be reviewed or may otherwise be partial will be temporarily excused from the Board. A minimum of two chief officers and three captains or lieutenants shall constitute a minimum Board.

As a volunteer organization, disciplinary procedures differ from those of non-volunteer organizations. In general, the disciplinary procedures of this organization try to parallel that of PBCFR in terms of relative significance of infractions and discipline.

Upon receipt of notification of an infraction, the chairperson of the Volunteer Disciplinary Action Board, or alternate in his/her absence, will gather all pertinent information from parties involved and call a hearing to review the case. This first hearing should occur within ten days of the Boards notification.

If a member of the Volunteer Officer Board deems that immediate disciplinary action is warranted, the concurrence of at least three members of the Volunteer Disciplinary Action Board shall be required to enact immediate action. In this case, the balance of the board should be notified and if there is any disagreement as to the action, the board should expedite the review process.

Disciplinary actions not requiring the involvement of the Volunteer Disciplinary Action Board include the failure to meet minimum standards for membership in the Volunteer Battalion (e.g. failure to maintain minimum requirements, failure to maintain active membership in the PBCVFRA, etc.). The Volunteer Disciplinary Action Board shall maintain confidential records of the case reviewed for at least 3 years.

In the context of the PBCFR Volunteer Battalion, a disciplinary suspension shall include the suspension of all activities as a member of the PBCFR Volunteer Battalion, all safety gear, radio and issued equipment must be turned in upon notice of suspension.

Discipline will be given within 2 weeks (14 days). If it is given late the discipline will be disregarded and will NOT be filed.

PBCFR Discipline Guidelines shall be used as a basis of determining discipline. Infractions include but are not limited to:

Insubordination; Violation of Chain of Command; Conduct unbecoming a member; Failure to meet minimum participation requirements; Functioning under improper classification; Use of vehicle emergency lighting; Traffic Violations while responding to incident; Improper personal response to incident; Unsafe/improper driving of department vehicle; Department representation in unprofessional fashion; Improper use of radio; Use of improper, profane, slanderous or otherwise negative language.

A probationary member who fails to meet attendance requirements as set forth in these rules, may be terminated after 3 months. A non-probationary member who fails to meet the minimum attendance requirements and or yearly dues requirements will be issued a warning letter indicating that the member has failed to meet membership requirements and given an opportunity to correct such attendance and or dues payments. A member who fails to maintain attendance and or pay required dues after receiving a warning letter may be terminated without further warning or a hearing.



Personal Responses to Emergency Incidents

This section defines the rules and regulation that all volunteers must adhere to when responding to an emergency incident. This applies when the volunteer is not assigned a position on a PBCFR company/apparatus.

1. **EMERGENCY LIGHTING ON A PERSONAL VEHICLE IS PROHIBITED** from use by PBCFR Volunteers.

Violation of this rule will result in immediate suspension with possible dismissal from the Volunteer Battalion pending a hearing by the Volunteer Battalion discipline committee.

2. No department of Palm Beach County, including PBCFR and PBCFR-Volunteer Battalion, can be held responsible for any personal property damages or personal injuries which occur while a volunteer is responding to an emergency incident in a personal vehicle.
3. All traffic laws must be obeyed during the response to an emergency incident. Violation of this rule will result in immediate suspension from the Volunteer Battalion pending a hearing by the Volunteer Battalion discipline committee.
4. No Volunteer is authorized to make a personal response in their personal vehicle directly to the scene without a Volunteer Operations Officers authorization. Personal vehicles parked at the scene of an emergency incident must not impede the movement of emergency or non-emergency traffic.
5. Volunteers must not respond to fire and rescue incidents to which they have not been requested to respond by the Incident Commander or a Volunteer Operations Officer of rank Captain or above.
6. All volunteers MUST notify an Officer on the "Command Call Tree" by telephone, that they are available and will then receive their assignment.
7. Volunteers are strictly prohibited from responding to incidents where the he may put himself or others in unnecessary danger as a result of his response and/or involvement. Examples of these types of incidents are hazardous materials incidents, scenes involving bombs and other weapons, et cetera. Exceptions will be made only if the Incident Commander or a delegate of his AND a volunteer chief officer pre-approves of the volunteer response.
8. Volunteers are strictly prohibited from responding to incidents when under the influence of any alcohol product or medication.
9. The volunteer disciplinary committee will address complaints regarding any volunteer's response or on-scene actions.
10. Upon arrival at an emergency incident scene, volunteers must report, in appropriate protective clothing, to the Incident Commander or the Volunteer Officer In Charge. The whereabouts of the volunteer must be known at all times by the Incident Commander and/or the Volunteer Officer In Charge. Volunteers must advise the Volunteer Officer In Charge when leaving the scene.
11. PBCFR Volunteer T-shirts or Jumpsuit must be worn under safety gear. If necessary to change, use discretion so that public does not witness disrobing.
12. Volunteers working at an emergency incident scene must not undertake tasks or assignments unless so directed or with the prior knowledge of an officer. No task or assignment should be accepted if the volunteer is not qualified, unsure of the correct procedure, unfit to perform, or feels that the task assignment



is unsafe. If a task assignment is not accepted, the issuer of the task assignment must be immediately informed.

13. Volunteers must conduct themselves in a professional manner at all times.

14. Volunteers must not discuss any details about an incident with the press or public. Requests for such information should be directed to the Public Information Officer or Incident Commander.

15. Any and all injuries sustained while performing as a volunteer of PBCFR must be reported to the Incident Commander immediately and to a volunteer chief officer as soon as practical.

16. Any and all damages done to public and private property must be reported to a supervising station officer or volunteer chief officer as soon as possible.

17. Driving of apparatus must be in accordance with the APPARATUS DRIVING & OPERATION policy.

18. Volunteers are expected to provide assistance throughout an incident to which they respond, including putting equipment back into service and cleanup of equipment.

Station Ride Time

This section describes some of the basic rules when riding in a station.

Be prompt in arriving at the station. Don't be late if you have advised the station that you are coming. We recommend that you plan on spending full shift (24 hrs) at the station (arrive at 0715)

Arrive in class B uniform with:

- All necessary safety gear;
- Provisions for meals (they may or may not make a group meal or go out for food);
- Bedding (don't count on there being sheets, pillows, or blankets; some bunkrooms are as cold as the arctic);

Check in the station officer upon arrival at station and obtain truck seat assignment. Don't assume that you will be allowed to ride. EMT and Paramedic students take priority, as do others who have made prior reservations. If you are late for your reserved spot, you lose the spot to anyone who arrives between your reserved time and your arrival. You may also be asked to limit your ride time as someone may have reserved a spot for later in the day.

Lock your car, as some of the stations are not in the best of neighborhoods. Theft of items from cars and even from within the station is not unheard of.

As soon as possible, prepare your safety gear for emergency response and check out protective breathing apparatus to which you are assigned.

With station officer AND driver's permission, familiarize yourself with vehicle compartment contents.

Eagerly volunteer to do station duties; don't wait to be asked.

Use the station telephone only if necessary and only for brief calls. Don't make or receive unnecessary



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phone calls.

Report any injuries to station officer or Incident Commander as soon as possible.

Wash up after all calls in cleansing area approved by station officer. Don't wash hands or equipment in any food preparation area.

Investigate which beds are assigned or spoken for and don't randomly chose a bed for sleeping.

Don't invite visitors without station officer approval.

Don't use tobacco products except in designated areas only. Don't use tobacco products on any emergency incidents, including fire scenes.

Don't accept any monetary donations from public.

Don't bring any sexually oriented material into a PBCFR station.

Don't be annoying including excessive talking.

Don't discuss any incident related information with anyone other than station personnel or when may be overheard by public.

Radio Communications

This section defines the rules and regulations for operation of the Palm Beach County Fire Rescue - Volunteer Battalion radio communication system.

General Radio Operation Rules

1. All radio communications must be courteous, professional, brief, and clear. Derogatory comments nor obscene language must not be used. Only communications pertinent to PBCFR Volunteer Battalion will be permitted. The intended receiver of your message may not be the only one listening. Others, both inside and out of PBCFR, including the general public, may be monitoring the same frequency.
2. Pro-words (see chart) will be used whenever possible.
3. Preplan your message before keying the radio. This will reduce unnecessary radio traffic, reduce miscommunications, and reduce unprofessional communications.
4. When attempting to contact another unit, identify the UNIT BEING CALLED FIRST, followed by the UNIT CALLING. For example '.904, 900'. Where unit 900 is calling unit 904. Inserting the word 'from' between the unit names is permitted but not required.
5. When monitoring radio traffic, the radio should NOT be used in scan mode if so equipped. When attempting to contact another volunteer, make no more than two attempts out of courtesy for others listening. If no response is received, assume that contact can not be made. Do not repeat attempts more than every 20 minutes.
6. Radios are not to be used as a substitute for telephones. Try using the phone first and use the radio



only if the communications can not wait. Always use brief messages. No unnecessary radio traffic will be tolerated at any time. Examples of unnecessary radio traffic include. Meet me at _____ for lunch. .on the air; .out of service; .give me a call; .negative contact;

- 7. Minor auto accidents (or other minor incidents) should not be reported on the radio. DO NOT REPORT an accident as you drive by unless serious injuries or threat are obvious and stopping to investigate would be impractical or dangerous. Several calls about the same incident leads to confusion as to the whereabouts and number of incidents. Persons calling to report an incident should ideally have visual contact with the scene so as to answer any specific questions about the incidents. Stay on scene until PBCFR personnel arrive.
- 8. All portable radios must be kept in their leather carrying case when not being charged. This provides a moderate level of protection from damage. Remember, the radio is YOUR responsibility. Radios have been stolen out of stations and apparatus.

Radio Communications Pro-Words

Affirmative	Used to answer affirmative (yes) to a question asked.
Alarm	Condition or situation requiring response of PBCFR units; may be emergency or non-emergency in nature. Begins when call received by Alarm Office and ends when all units assigned to the Alarm report assignment complete.
Arrival	The arrival of a unit on the scene of an alarm.
Arrival Report	Visual appraisal of incident by first arriving unit to dispatch and other responding units. (nothing visible, light smoke showing, heavy smoke showing, fire showing, partially/fully involved).
Available	Status of unit that is available to respond to another alarm.
Can You Copy?	Message to prepare receiver to copy written information.
Cancel	Term used to terminate response of units to an alarm.
Confirm	Term used to assure accuracy (double check) information given.
Contact	Instruction to have receiver to contact designated unit.
Copy?	(Did you copy message?) Message to request confirmation that previous message sent was received.
Copy Good Poor	Possible responses to request for radio check.
Correct	Message to confirm that previous statement received was correct.
Correction	Term used to prefix a correction to previous message.
Dispatch	Term referring to PBCFR Alarm Office or to request additional units.
Disregard	Message used to advise receiver to disregard previous message.
Emergency	Used only by units in extreme emergency situation and message to follow should be Traffic given high priority.
Emergency Traffic Only	Request by unit receiving many calls under busy situation for calling units to hold non-emergency messages until advised.
Enroute	Term used to indicate that apparatus/ personnel are proceeding to a location other than an emergency scene.
ETA	Estimated Time of Arrival; use only if necessary.
Expedite	Request to accelerate the process progress of assignments/ transmission, etc.
<u>Follow-up</u>	
In Service	Opposite of "Out of Service"; used exclusively by units previously reported "Out of Service"
Landline	To call by telephone.
Location	
<u>Negative</u>	No.
Non-Emergency	
On-the-air	Apparatus/ personnel are out of quarters in their primary response area and available for alarm assignment on TAC-1



Out-of-service	Term used to denote that apparatus/ personnel are unavailable for various reasons including mechanical problems,
Radio Check	Verbal confirmation of radio function clarity. There is little to no call for this.
Relay	To deliver same message to another individual via telephone or radio.
Repeat	(OR SAY AGAIN) Request to sender to repeat last message. (not 'come back')
Responding	
Request	
Second Alarm	
Situation Report	Advisory report describing situation/ conditions, typically of an incident.
Slow	(Your last message was not understandable because you talked too fast.)
Transmission	
Spelling:	Used to prefix the phonetic spelling of typically a street name.
Standby	Message to have unit(s) wait until directed otherwise to either perform a function or make radio transmission.
Switch To	Message to have directed units switch to another radio channel:
Understand	(I understand the last message that you gave me.)
Unit Calling?	Term used to determine who was source of last message; used by receiver of message.

Apparatus Driving & Operation

This section defines the requirements that a volunteer must satisfy to be eligible to drive and operate PBCFR vehicles, both those assigned to the volunteers and those which are not.

To drive either a vehicle assigned to the volunteer battalion or to another division, a Volunteer must satisfy ALL of the following requirements:

1. Must have valid FL Driver's License with class A , B, C, D, or a FL Chauffeur's Driver's License and must have proof of same on file in the Volunteer Office;
2. Must not have been convicted of Driving under the Influence of alcohol or controlled substances OR of Reckless Driving in the preceding 36-month period in Florida or any other state.
3. Must not have a driver's license suspended under the point system in the past 36 months, as provided for in Florida Statue.
4. Must not have been convicted of three moving violations in the preceding 24-month period in Florida or any other state.
5. Must have on file, in the Volunteer Office, proof of successful completion of a PBCFR approved Emergency Vehicle Operator Course.

To drive a vehicle NOT assigned to the volunteer battalion, ALL of the following additional requirements must be met.

1. Demonstration of adequate operating knowledge of all non-driving functions of the vehicle and the equipment carried on that vehicle to the PBCFR officer under which the vehicle is assigned;
2. Permission of the PBCFR officer under which the vehicle is assigned on a per instance basis;
3. Operation of the vehicle must be in accordance with any and all applicable PBCFR operating procedures;



The additional requirements to drive a vehicle assigned to the volunteer battalion are

1. Demonstration of adequate operating knowledge of all non-driving functions of the vehicle and the equipment carried on that vehicle to the personnel designated by the PBCFR Volunteer Operations Chief for this purpose per the following basic outline with more detail defined in the PBCFR APPARATUS MANUAL.
 - 1) Pre-Operation Checks;
 - 2) Knowledge of Basic Operation;
 - 3) Driving Test
 - a) Basic Operation;
 - b) General Driving Etiquette;
 - c) Proficiency at Backing;
 - 4) Knowledge of Basic Vehicle Maintenance Procedures;
 - 5) Inventory Recognition of Vehicle Equipment;
 - 6) Knowledge of basic PBCFR vehicle paperwork;
2. Permission of a Volunteer officer of the rank of Operations Captain or above on a per instance;
3. Operation of the vehicle must be in accordance with any and all applicable PBCFR operating procedures;

Permission to operate any PBCFR vehicle can be immediately suspended by a PBCFR officer or a PBCFR Volunteer Operations Officer pending a hearing on the reason for the suspension. The privilege to drive may be revoked if any of the requirements above becomes no longer true.