



Burbank Fire Corps Program

Policy & Procedures Manual

Revision: C

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I. Forward

The Burbank Fire Corps Program (BFCP) was established by the Burbank Fire Department with three main objectives. The first and foremost objective is to educate and train the community in basic emergency and disaster preparedness. The second objective is to have a core group of credentialed volunteers willing and dedicated to providing service to the Burbank Fire Department and the community which it serves. The third objective is to provide educated and competent volunteers to augment the city's emergency resources during a significant disaster when city resources are overwhelmed.

The Burbank Fire Corps Program is not designed to take away from the skills or function of the Burbank Fire Department. The community emergency services volunteers are not trained firefighters; they are community members who have been given the basic knowledge and tools to perform non-hazardous response activities under the direction of the Burbank Fire Department. These are neighbors helping neighbors, friends helping friends.

Since the mid 1990's, the disaster response volunteer programs had grown and matured into a self-sufficient entity under the control and guidance of the Burbank Fire Department. On January 1, 2010, Burbank's original Community Disaster Volunteer (CDV) program became the Burbank Fire Corps Program (BFCP) and officially chartered under the national Fire Corps program. The BFCP is a peer driven organization with a hierarchical structure similar to, and under the leadership of the Burbank Fire Department Emergency Management Coordinator.

BFCP Mission Statement: “Learn – Train – Serve”

We learn by attending meetings and classes as well as participating in independent studies courses. We train through exercises, drills and daily activities. We serve by giving back to the community through public education and emergency response when called upon.

BFCP Motto: “Mission Ready – Mission Capable”

Through the concept of “Learn – Train – Serve” we are prepared and ready to face the tasks given to us. Based on the flexibility of all members being trained in the basics of emergency services any volunteer is capable of performing any mission within their scope of ability.

II. Plan Administration

The BFCP Policy and Procedures Manual consists of this document plus all Annexes and Attachments. Annexes and Attachments shall be maintained as separate documents. To facilitate ongoing review and revision, each component document (Annex or Appendix) may be revised separately.

This plan must be reviewed annually by the Steering Committee by a date set by the Coordinator of Volunteer Operations. When reviewed, any proposed changes must be voted on by the Steering Committee for initial approval. All proposed changes that receive an approval vote shall be forwarded by the Coordinator of Volunteer Operations to the Fire Department Emergency Management Coordinator for final approval before implementation. Once approved by both the Steering Committee and the Emergency Management Coordinator, either a “Committee Memo” or a “Division Memo” (see Annex I: Program Memorandums) shall be generated to document the changes as well as document an effective date before the changes are implemented.

All Annexes and Attachments (with the exception of Annex I: Program Memorandums) shall be reviewed as necessary as determined by the Coordinator of Volunteer Operations. When reviewed, any proposed changes must be voted on by the Steering Committee for initial approval. All proposed changes that receive an approval vote shall be forwarded by the Coordinator of Volunteer Operations to the Fire Department Emergency Management Coordinator for final approval before implementation. Once approved by both the Steering Committee and the Emergency Management Coordinator, either a “Committee Memo” or a “Division Memo” (see Annex I: Program Memorandums) shall be generated to document the changes as well as document an effective date before the changes are implemented.

The development of any new Annex or Attachment shall be at the discretion of the Steering Committee or the Fire Department Emergency Management Coordinator. Once completed, any new Annex or Attachment shall be voted on by the Steering Committee for initial approval before implementation. All new Annexes or Attachments that receive an approval vote shall be forwarded by the Coordinator of Volunteer Operations to the Fire Department Emergency Management Coordinator for final approval before implementation. Once approved, either a “Committee Memo” or a “Division Memo” (see Annex I: Program Memorandums) shall be generated to document the addition and as well as document an effective date before it is implemented.

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1 Operational Mission

The operational mission of the Burbank Fire Corps Program (BFCP) is two-fold. The daily operational mission of BFCP is to educate and serve the community. In times of proclaimed or declared emergency, the operational mission is to augment the City of Burbank Fire Department by providing volunteers as registered Disaster Services Workers. These volunteers range from professional disaster responders and Community Emergency Response Team trained individuals to general lay-public volunteers.

The BFCP provides public education regarding emergency and disaster preparedness, as well as training and education to the public on how to take care of themselves, their family and their community following a significant event. The BFCP also provides various emergency related community services.

Public education is provided in structured classroom environments, informational speaking engagements at public and private venues and special events. The program also provides a structured training program to give volunteers the knowledge and skills to provide basic response such as disaster medical and triage, basic fire suppression (with extinguishers or small diameter hand lines with a water supply other than a fire engine), light search and rescue and radio communications skills utilizing both commercial and amateur radio equipment. The program also develops confidence, team dynamics and leadership skills.

While the training is designed with the thought of responding to a significant event which severely limits the city's ability to respond to all incidents, many BFCP members have put their skills to work on more common events at home or work which may have resulted in a much more significant event if they had not intervened with their knowledge and training.

The program is designed to maintain a core group of skilled registered disaster volunteers who are willing to assist the community as needed, when needed.

2 Program Overview

2.1 Overview

The BFCP is a comprehensive, community-based emergency services volunteer program. The program provides generalist volunteers as well as volunteers who have taken one or more of the specialized BFCP training courses or other approved courses.

The BFCP houses such services as the city's Auxiliary Communications Services (ACS) with FCC licensed operators as well as non-FCC licensed support; the city's Community Emergency Response Team (CERT); the city's volunteer fire patrol or Arson Watch program; the city's emergency response canteen unit, supporting both Burbank Fire & Police and a BFCP community outreach program which is accomplished through public education and outreach within its' scope.

The BFCP is, as defined by this document, the only recognized emergency services disaster volunteer program of the City of Burbank.

Where discussed in this document, unless otherwise specified, the term "BFCP" shall include the core BFCP as well as all of the components of the program (i.e. CERT, ACS, Arson Watch, canteen response, public education & outreach).

Where discussed in this document, the term "subordinate program(s)" shall include the CERT program, ACS program, Arson Watch program and all other programs associated with the BFCP.

2.2 Administration of the Program

The BFCP is administered by the Burbank Fire Department through the Burbank Fire Department Emergency Management Division and the Emergency Management Coordinator (EMC) or designee.

3 BFCP Membership

3.1 General BFCP Membership

In order to become a member of the BFCP, a candidate must contact the City of Burbank Management Services Department and make an appointment to go in person to the Live Scan office in order to complete, or turn in a completed BFCP application. Once the application is submitted, the candidate shall be fingerprinted at the Live Scan office. The city will review the completed application and conduct a criminal background check. Upon successful review of the application and completion of the background check, the candidate shall be provided a city issued BFCP identification card.

3.2 Participation in Subordinate BFCP Programs

As stated in Section 2.1, the BFCP is the parent program to all subordinate programs. In order to participate in the subordinate programs, each member must first and foremost possess a valid and current, city-issued BFCP identification card.

The only exception to this is the CERT program. The national CERT program does not require membership in the BFCP to undergo the initial CERT training class, however, to participate in refresher training through the City of Burbank, City sponsored BFCP drills and exercises, or other hands-on CERT training beyond the initial class, possession of valid, city-issued BFCP identification is required. Completion of the CERT program without being a registered member of the BFCP does not afford the person the same status and protection as a registered BFCP member (e.g. registered Disaster Service Worker Volunteer).

3.3 Access to Meetings

BFCP meetings are generally open to the public and any person may attend regardless of membership within the BFCP. On occasion, meetings are held in a non-public venue such as a fire station or dispatch center. In these instances, attendance is only permitted to those persons who have a valid, city-issued BFCP identification card.

3.4 Participation at Meetings by Non-Members

As stated in Section 3.3, membership is not required to attend most BFCP meetings. However, when the meeting involves hands-on activities that can pose a risk of injury, participation in the activity is limited to those with valid, city-issued BFCP identification. Non-BFCP members or any person with an expired city-issued BFCP identification may observe, but not participate in the physical activity.

The Emergency Management Coordinator, the Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations, BFCP Training Coordinator or any Chief Officer of the Burbank Fire Department reserves the right to determine which activities require a participant to possess a valid, city-issued BFCP identification.

3.5 Expired Membership

All BFCP Members must maintain a valid and current city-issued BFCP identification card. When a card has expired, the person identified by that card is no longer considered a valid or current member by any of the standards described in Sections 3.1 and/or 3.2 of this document. Once a person is no longer considered a valid and current member, they may participate in general BFCP meetings under the guidelines of Section 3.4. They may also participate in any BFCP meeting or training that is offered to the general public and advertised as such. Persons not considered to be a valid or current member may not participate in field trips, hands-on specialized training, or any other activity not open to the general public.

Once a member renews their identification card, the member shall be considered a valid and current member with the privileges associated.

3.6 Surrendered Membership

When a valid and current member resigns from the BFCP, they must surrender their identification card within thirty days to a member of the BFCP Steering Committee, who shall in turn forward the card to the BFCP Coordinator of Volunteer Operations. The Coordinator of Volunteer Operations shall turn the card over to the Emergency Management Coordinator for final disposition.

As an alternative to surrendering an identification card to a BFCP Steering Committee member, the resigning member may surrender their card in person at the front counter of the Burbank Fire Department during normal business hours within thirty days of their resignation. The person should inform the counter representative that the card is being surrendered and is to be given to the Emergency Management Coordinator.

Resigning members may also surrender their card by mail. To do so, the person may mail their identification card with a note stating that they are resigning from the program to:

Burbank Fire Department
Attention: Emergency Management Coordinator
311 East Orange Grove Blvd.
Burbank, CA 91502

Those volunteers who have either voluntarily surrendered their identification card or have been asked to surrender their identification card, shall be required to submit a new application and proceed through the application process before being issued a new BFCP identification card and becoming eligible for active status.

3.7 Volunteer Activity Status

Volunteers fall in one of three activity status categories. Volunteers are either “active,” “inactive” or “former.”

Active volunteers are defined as having a valid, city-issued BFCP identification card and maintaining a minimum commitment of 25 hours annually (see Section 3.8 for hours definitions and reporting).

Inactive volunteers are those volunteers who have a valid, city-issued BFCP identification card, but do not meet the minimum hours commitment. Many members of the community do not have the available time to dedicate to attending regular meetings or events, but may possess a special skill and the willingness to participate when called upon during a time of emergency or other need for service. These members are pre-registered as DSW volunteers through the BFCP as long as the BFCP identification is maintained.

Former volunteers are those volunteers who were previously a BFCP volunteer in good standing but no longer possess a valid BFCP identification card.

Volunteers whose card has simply expired, may in most cases, become active (or inactive) again by renewing their identification card. In cases where an identification card is expired by 365 days or more, the volunteer may be required to undergo an updated background investigation and/or fill out a new application at the discretion of the City of Burbank Management Services.

Those volunteers who have either voluntarily surrendered their identification card or been asked to surrender their identification card, shall be required to submit a new application and proceed through the application process before being issued a new BFCP identification card and becoming eligible for active or auxiliary status.

3.8 Volunteer Activity Hours and Reporting

All BFCP members shall sign-in or have their attendance recorded and captured to maintain an accurate recording of volunteer participation.

BFCP member hours are to be recorded and reported to keep ongoing “year to date” hours as well as annual hours reporting. The BFCP Program will maintain a normal calendar year for year to date and annual record keeping.

The Operations Coordinator shall serve as the program’s “designated timekeeper” unless otherwise delegated and assigned by the Operations Coordinator and approved by both the Chief of Staff and Coordinator of Volunteer Operations. The designated timekeeper is responsible for collecting all forms of hours reporting and keeping a central log.

The designated timekeeper shall provide an hours report to the Chief of Staff by the 3rd Wednesday of each month. This report shall indicate the total number of hours served during the previous month and also show a year to date hours total up to the last day of the previous month. The Chief of Staff shall forward this report to all Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations and the Fire Department Emergency Management Coordinator. The Chief of Staff will also provide a verbal report to the Steering Committee as a whole at the next scheduled Steering Committee meeting.

3.8.1 Reporting Hours – General Meetings

All BFCP members shall sign-in at all BFCP meetings utilizing form BFCP-001A (General Meeting Sign-In Sheet). These hours will be captured and all members will receive an automatic 2 hours for attendance at regularly scheduled BFCP general membership meetings. The person running the general meeting is responsible for forwarding the sign-in sheet to the designated timekeeper in a timely manner.

3.8.2 Reporting Hours – Special Meetings & Training Meetings/Sessions

All BFCP members attending any special meeting (meeting other than the regularly scheduled monthly general membership meetings) or a training meeting/session, shall sign-in utilizing form BFCP-002 (Activity Sign-In Sheet). Members shall sign-in indicating their “in” time, sign-out indicating their “out” time and indicate total hours. The person coordinating the activity is responsible for forwarding the sign-in sheet to the designated timekeeper in a timely manner.

3.8.3 Reporting Hours – Events

All BFCP members attending any event (public education, outreach, disaster fair, etc.), shall sign-in utilizing form BFCP-002 (Activity Sign-In Sheet). Members shall sign-in indicating their “in” time, sign-out indicating their “out” time and indicate total hours. The person coordinating the activity is responsible for forwarding the sign-in sheet to the designated timekeeper in a timely manner.

In the event a sign-in form was not available for the event, the person coordinating the event shall capture the names of all members in attendance of the event and submit an email to the designated timekeeper (this email shall include the names and hours for each member).

3.8.4 Reporting Hours – Response

All BFCP members attending any response (canteen, volunteer fire patrol, etc.), shall sign-in utilizing form BFCP-002 (Activity Sign-In Sheet). Members shall sign-in indicating their “in” time, sign-out indicating their “out” time and indicate total hours. The person coordinating the response is responsible for forwarding the sign-in sheet to the designated timekeeper in a timely manner.

In the event a sign-in form was not available for the response, the person coordinating the response shall capture the names of all members in attendance of the response and submit an email to the designated timekeeper (this email shall include the names and hours for each member).

3.8.5 Reporting Hours – Auxiliary Communications Nets

BFCP members who are licensed amateur radio operators who check into any of the BFCP hosted nets shall receive 1 hour for checking into the net, the Net Controller shall receive 2 hours for conducting the net.

The Net Controller shall forward an email to the Assistant Operations Coordinator, Communications indicating the names of all those who checked into the net and also specifying who the designated Net Controller was for the net. The Assistant Operations Coordinator, Communications shall compile the hours data from all nets conducted within a calendar month and forward a final monthly hour report to the designated timekeeper.

3.8.6 Reporting Hours – Auxiliary Communications Other Hours

All BFCP members engaged in any radio communications activity that benefits the City of Burbank or BFCP away from regularly scheduled meetings, work parties or other such scheduled activity shall track their hours and send an email to the Assistant Operations Coordinator, Communications with a project description and number of hours utilized. This information must be sent as soon as possible (not to exceed twenty-one days from the time of occurrence).

The Assistant Operations Coordinator, Communications will review the project and determine if it meets eligibility for hours reporting. The Assistant Operations Coordinator, Communications will notify the BFCP member submitting the request if it is approved or denied, if denied a reason will be provided. If approved, the Assistant Operations Coordinator, Communications will then forward the member's name and number of hours to the designated timekeeper.

3.8.7 Reporting Hours – Work Parties

All BFCP work parties to complete tasks such as cleaning out or inventorying storage locations or response trailers, construction projects or other similar work parties shall capture member attendance. When possible, form BFCP-002 (Activity Sign-In Sheet) shall be utilized to capture these activities. The person coordinating the activity is responsible for forwarding the sign-in sheet to the designated timekeeper in a timely manner.

In the event a sign-in form was not available for the response, the person coordinating the response shall capture the names of all members in attendance of the response and submit an email to the designated timekeeper (this email shall include the names and hours for each member).

3.8.8 Reporting Hours – Special Projects

All BFCP members engaged in any special project that requires them to work on any BFCP projects away from regular meetings, work parties or other such scheduled activity shall track their hours and send an email to the Operations Coordinator with a project description and number of hours utilized. This information must be sent as soon as possible (not to exceed twenty-one days from the time of occurrence).

The Operations Coordinator will review the project and determine if it meets eligibility for hours reporting. The Operations Coordinator will notify the BFCP member submitting the request if it is approved or denied, if denied a reason will be provided. If approved, the Operations Coordinator will then forward the member's name and number of hours to the designated timekeeper.

3.8.9 Reporting Hours – Unaffiliated Training

Unaffiliated training is training related to the enhance of a BFCP member's knowledge, competency or skill level that is provided by an agency or organization other than BFCP (e.g. taking online FEMA classes, taking classes related to disaster volunteer operations or emergency management, attending a drill/exercise/training held by another jurisdiction, etc.)

All BFCP members engaged in any unaffiliated training activity shall submit an email to the Training Coordinator indicating the what the training activity was, the provider of the activity and the number of hours or participation. If a certificate (or other document) was issued as proof of completion or attendance, a copy is to be attached to the email. The Training Coordinator will review the activity and determine if it meets eligibility for hours reporting. The Training Coordinator will notify the BFCP member submitting the request if it is approved or denied, if denied a reason will be provided. If approved, the Training Coordinator will then forward the member's name and number of hours to the designated timekeeper as well as update all applicable training records if necessary.

4 Volunteer Training Level Categories

4.1 BFCP General Rank & File Membership

Membership in the general rank and file of the BFCP is not contingent upon any special qualifications, skills, training or experience. Any member of the general public may become a BFCP member as long as they meet the moral and ethical standards set by the City of Burbank, Burbank Fire Department, and the BFCP during the application screening process and while participating as a volunteer.

Although there are multiple Training Level Categories outlined within this section, volunteers are asked to participate and contribute at whatever level they choose. Volunteerism and service to the community is the main objective.

4.2 BFCP Training Level Categories

The BFCP acknowledges that most BFCP members are lay-public volunteers; however based on documented training and experience provided by the program, allied partnerships or other approved curriculum, not all volunteers will have the same skill sets when called upon during a disaster or other event. In order to best utilize the skills of all rank & file BFCP members in an efficient way, the BFCP has established various BFCP Training Levels as outlined in the following subsections. BFCP Training Levels do not, in and of themselves, confer hierarchical rank or privileges.

4.3 BFCP Volunteer Level 1 (Volunteer 1)

Level 1 volunteers may have specialized experience or skills that they have acquired through professional development or life experience (i.e. heavy equipment operator, engineer, nurse, etc.). This experience or specialized skill may be useful in a disaster or emergency.

Level 1 Volunteers have either not undergone any additional formal training provided by the program, allied partnerships or other program approved curriculum or have not yet met all the training requirements for BFCP Volunteer Level 2 status..

Requirements for a BFCP Volunteer Level 1 include:

- Complete registration process the City of Burbank Management Services
- Maintain a valid BFCP identification card (including renewal as needed due to expiration and meeting the moral and ethical standards as set forth within this document).

4.4 BFCP Volunteer Level 2 (Volunteer 2)

Level 2 volunteers have taken additional formal training provided by the program or through allied partnerships and approved programs.

Requirements for a BFCP Volunteer Level 2 include completion of the BFCP Volunteer 1 requirements, in addition to the following training:

- FEMA IS-100.a (Introduction to Incident Command System)
- FEMA IS-200.a (ICS for Single Resources & Initial Action Incidents)
- FEMA IS-700 (National Incident Management System, An Introduction)
- Burbank ACS Basics Introductory Course
- FEMA IS-22 (Are You Ready)¹
- FEMA IS-317 (Introduction to Community Emergency Response Teams)¹

Proof of training completion must be forwarded to the Training Coordinator for documentation.

In addition to the above training requirements, a BFCP Volunteer Level 2 must meet the hours requirement for active volunteers (25 hours annually) in order to remain proficient in their skills and training.

4.5 BFCP Senior Volunteer (Sr. Vol.)

Senior Volunteers have taken additional formal training provided by the program or through allied partnerships and approved programs.

Requirements for a BFCP Senior Volunteer include completion of the BFCP Volunteer Level 2 requirements, in addition to the following training:

- FEMA IS-241 (Decision Making and Problem Solving)
- FEMA IS-242 (Effective Communication)
- BFCP Team/Unit Leader Orientation & Training

Proof of training completion must be forwarded to the Training Coordinator for documentation.

A BFCP Senior Volunteer must also complete at least **one** of the following specialized training requirements and remain proficient within that specialized category.

- Community Emergency Response Team (CERT)
- EOC Support Operations
- BFCP Canteen Operations
- BFCP Arson Watch (Volunteer Fire Patrol) Operations
- BFCP Public Education & Community Outreach Operations
- FCC Amateur Radio Operator Technician Class License (or higher)

¹ Documented Community Emergency Response Team (CERT) training may be substituted.

In addition to the above training requirements, a BFCP Senior Volunteer must meet the hours requirement for active volunteers (25 hours annually) in order to remain proficient in their skills and training.

4.6 BFCP Volunteer Specialist (Vol. Spec.)

BFCP Volunteer Specialists have taken additional formal training provided by the program or through allied partnerships and approved programs.

Requirements for a BFCP Volunteer Specialist include completion of the BFCP Senior Volunteer requirements, in addition to the following training:

- BFCP Leadership Academy (meets the requirements for Group Supervisor and Branch Director)

A BFCP Volunteer Specialist must complete Community Emergency Response Team (CERT) training, and complete at least **two** of the following specialized training requirements and remain proficient within those specialized categories.

- EOC Support
- BFCP Canteen Operations
- BFCP Arson Watch (Volunteer Fire Patrol) Operations
- BFCP Public Education & Community Outreach Operations
- FCC Amateur Radio Operator Technician Class License (or higher)

Proof of training completion must be forwarded to the Training Coordinator for documentation.

In addition to the above training requirements, a BFCP Volunteer Specialist must meet the hours requirement for active volunteers (25 hours annually) in order to remain proficient in their skills and training.

5 Steering Committee

5.1 BFCP Steering Committee General Roles & Responsibilities

The BFCP Steering Committee as a whole is responsible for governing and providing direct guidance of the BFCP and all of its subordinate programs. These responsibilities include:

- Developing meeting topics and agendas for the BFCP and its subordinate programs.
- Developing policies and procedures for the BFCP and its subordinate programs.
- Developing training requirements and agendas for the BFCP and its subordinate programs.
- Deciding upon and recommending for EMC approval, all purchases or other expenses related to the BFCP and subordinate programs prior to any BFCP member making any expenditure or committing funds for any project or purchase.
- Recommending for EMC approval, all materials, including but not limited to, content representing the BFCP or any subordinate program. This is to include any literature, brochures, public speaking messages, and television, radio, print media or internet messages.
- Resolving conflicts within the BFCP and its subordinate programs.
- Resolving personnel issues for the BFCP and its subordinate programs.
- Maintaining the image and brand of the BFCP and its subordinate programs.
- Providing information to the BFCP volunteers at large.
- Representing the BFCP and its subordinate programs to the fire department and other city departments.

The above responsibilities only represent the core functions of the BFCP Steering Committee. These responsibilities may be expanded as necessary for the success of the BFCP.

Steering Committee members must also demonstrate a comprehensive knowledge of BFCP policy and Standard Operating Procedures. Steering Committee members must be able to think clearly, use deductive reasoning, and make cognitive decisions based on the potential situation; taking into account BFCP, Burbank Fire Department and other City of Burbank policies and procedures.

Steering Committee members have voluntarily committed to roles and responsibilities in addition to those of the rank and file volunteers. As such, Steering Committee members are held to a higher standard, including but not limited to, participation, judgment, and knowledge, with respect to these additional roles and responsibilities.

For more in-depth information regarding the Steering Committee, its composition, qualifications, selection process, duties, voting process and other information see Annex II: Steering Committee.

6 Chain of Command

6.1 Overview

BFCP is formed and administered under the direction of the Burbank Fire Department and follows a similar hierarchy using a clearly defined and systematic chain of command.

6.2 Chain of Command, Daily

The daily chain of command shall follow a similar structure to the administrative chain of command. Ultimate responsibility for the program lies with the Fire Department Emergency Management Coordinator, followed by the Coordinator of Volunteer Operations and the Deputy Coordinator of Volunteer Operations.

The Chief of Staff serves as the Chief Volunteer and head of the program and reports directly to the Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations and indirectly to the Emergency Management Coordinator.

6.3 Chain of Command, Non-Emergency Events

Each non-emergency event that the BFCP participates in, regardless of nature, will have a clearly defined chain of command. At a minimum, a member who is either a Senior Volunteer or Volunteer Specialist will be named as the event supervisor and will be responsible for overseeing the activities of the event. In the event that the Chief of Staff, Coordinator of Volunteer Operations or Deputy Coordinator of Volunteer Operations is present, and a member has been designated as the event supervisor, the event supervisor will remain in charge of the event unless the Chief of Staff, Coordinator of Volunteer Operations or Deputy explicitly assumes command of the event, at such time the original named supervisor may be reassigned or remain as a supervisor, however reporting to the person who assumed command of the event. For all exercises and drills the Incident Command System (ICS) shall be implemented and the ICS chain of command outlined in the exercise/drill plan shall be adhered to.

6.4 Chain of Command, Incident or Activation

The Incident Command System (ICS) shall be implemented and followed by the BFCP, all subordinate programs and all BFCP members during all declared disasters, incidents, and response activations.

- The EMC, Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations, Chief of Staff or BFCP Duty Officer shall complete an organization chart outlining the command structure to be followed by the BFCP and its subordinate programs for the incident.
 - The ICS structure used for the BFCP and subordinate programs may be one specifically developed for BFCP or BFCP may be incorporated into the Fire Department's (or other agency's) ICS structure.
- ICS titles shall be given to supervisory positions and BFCP staff shall be assigned to roles and responsibilities within the ICS structure.

- Per ICS guidelines, BFCP members reporting for service during an incident shall be given assignments based on skill, training, knowledge, ability, and other factors relevant to the incident/activation. Assignments may not be based on program affiliation. BFCP members cannot expect to be able to choose their assignment. BFCP members reporting for service must be prepared to be assigned to any position for which they are trained and able to perform.

7 Uniform Standards & Dress Code

7.1 Uniform, General

BFCP uniform shirts (t-shirts, polo shirts or button-up shirts) are only issued or sold to valid BFCP members.

BFCP uniform shirts are to be worn only while on duty for official BFCP related events or business. Shirts may be worn to and from any assignment in accordance with the provisions of this section and any provisions under any other section of this document.

BFCP uniform shirts are meant to be worn as a uniform and represent the program and are not to be worn when off duty as personal wear. BFCP uniform shirts are not to be worn in establishments whose primary business or activity is the promotion or sale of alcohol unless on official business representing the BFCP. In addition, consumption of alcoholic beverages while wearing the BFCP uniform shirt visibly is strictly prohibited.

BFCP outerwear, BFCP headwear or any BFCP apparel sold as “off-duty” apparel through the BFCP or authorized vendor is allowed to be worn when off duty with no restrictions. Members should remember that when wearing any apparel with the BFCP logo, they represent the City of Burbank, the Burbank Fire Department and the program. Reasonable care must be taken to portray this image in a positive light.

7.2 Uniform Styles (Classes)

There are three official styles or classes of uniform for the BFCP.

7.2.1 Class A Uniform

The Class A uniform shall consist of an optional 5.11 Tactical® (or similarly approved) short-sleeved, button-up grey shirt or BFCP grey uniform polo shirt. Either style shirt shall have the BFCP logo embroidered on the left chest (centered left to right above the pocket if applicable).

Members may elect to have their last name embroidered on the right chest of the shirt (centered left to right above the pocket if applicable). The name should be embroidered in navy blue, last name only, no initial, ½” block letters, and all capitals. This is an option and if chosen, is at the expense of the individual member.

The Class A uniform must be worn with pants consistent to those described in Section 7.3.

NOTE: The Class A uniform shirt is not issued and is an “optional” uniform. Volunteers may purchase the Class A uniform shirt from an authorized vendor at their own expense.

7.2.2 Class B Uniform

The Class B uniform shall consist of the official BFCP uniform T-shirt (gray T-shirt with the BFCP seal on the front left breast and on the back of the shirt).

The Class B uniform is to be worn with pants consistent to those described in Section 7.3.

NOTE: The Class B Uniform T-shirt is provided by the program to active members who participate in events beyond general meetings. When a member with a valid, city-issued BFCP identification participates in an event other than general meetings, the T-shirt shall be issued to that person to wear for the event. The T-shirt is then theirs to keep and maintain.

7.2.3 Class C Uniform

The Class C uniform shall consist of the approved BFCP uniform polo shirt or uniform T-shirt, worn with navy blue shorts as described in this Section.

The use or wearing of the Class C uniform is dependent on approval from the assigned supervisor. If a member has not been informed that the Class C uniform is approved for use for a particular event, the member is to wear the appropriate Class A or B uniform. Class C uniforms are only approved during warm weather and for events such as casual public education fairs and work details. Class C uniforms are never to be worn for formal public education events such as formal presentations or speaking engagements or for response activities.

When conditions are appropriate, the designated BFCP event supervisor may authorize the wearing of shorts in what is known as a Class C uniform. Shorts worn with either the Class A uniform polo shirt or Class B uniform T-shirt (described in various sections within Section 7.2) are to meet the following standards:

- Are a shade of dark navy blue.
- Are solid in color (no stripes, patterns or other designs).
- Are maintained in appropriate presentable condition (free of holes, tears, patchwork or serious fading).
- Are of appropriate length as to look professional.
- Are not corduroy, denim or “jeans” style shorts or similar material shorts.

7.3 Uniform Pants

Uniform pants worn with any of the uniform shirt classes described in Section 7.2 are to meet the following standards:

- Are a shade of dark navy blue.
- Are solid in color (no stripes, patterns or other designs).
- Are maintained in appropriate presentable condition (free of holes, tears, patchwork or serious fading).
- Are full-length pants from the waist to the ankles.
- Are not corduroy, denim or “jeans” style pants or similar material pants.

There are various styles of pants. Uniform pants are available through the BFCP authorized vendor that meets the approved standards. BFCP members are not required to purchase through the BFCP authorized vendor as long as the pants are similar in design or style, and conform to the standards set by this section.

Black pants may be worn in lieu of navy blue pants as long as they conform to the remaining standards set in this section. Although black pants may be worn, the official uniform color of dark navy blue is preferred.

7.4 Outerwear

BFCP members have the option of four outerwear garments while in uniform.

- Standard Uniform Windbreaker: The standard windbreaker is black with full color BFCP logo on the left chest.

- **Standard Uniform Jacket:** The standard uniform jacket consists of a black nylon outer shell with a black fleece lining and has a full color BFCP logo on the left chest.
- **Deluxe Three-In-One Jacket:** The deluxe Three-in-one jacket consists of a black nylon shell with a removable “zip-out” inner fleece jacket, hidden rain hood in the collar and full color BFCP logo on the left chest. This jacket can be worn as a heavy duty jacket with both layers together or as a separate medium fleece jacket or light-duty nylon jacket.
- **Firefighter Job (Work) Shirt:** The firefighter job (work) shirt is navy blue with denim collar and elbow patches and has a full color BFCP logo on the left chest.

Members may elect to have their last name embroidered on the outerwear. This optional embroidery should be on the right chest in white lettering. The name should be last name only in ½ inch block style and all capital letters.

In lieu of the above outerwear, a member may wear any plain black jacket while in uniform as long as it does not have any designs or logos.

In inclement weather, a rain jacket or poncho may be worn. Any appropriate style rain jacket or poncho is acceptable as long as it does not have obscene or offensive logos or images and does not advertise a commercial product or brand.

7.5 Headwear

Headwear will consist of a classic style, navy blue baseball cap. The cap will have a modified BFCP logo that has been approved by the Steering Committee.

In lieu of the above headwear, a member may wear any plain dark blue or black baseball cap style hat or “boonie” style bucket hat while in uniform as long as it does not have any designs or logos.

7.6 Dress Code

In order to maintain a professional image, the BFCP has set minimum dress code standards for various events.

7.6.1 Dress Code for General Meetings at Normal Meeting Venue

The dress code for most regular BFCP meetings held at the normal meeting venue is casual. Keep in mind that members represent the City of Burbank, the Burbank Fire Department and the program. Some basic rules apply such as:

- Footwear must be worn (shoes, boots, sandals or “flip flops” are acceptable except when activity calls for specific footwear).
- Shirts must be worn (t-shirt, polo shirt, tank top or other appropriate shirt may be worn and are acceptable except when activity calls for specific type of attire).
- Jeans, shorts, skirts, dresses or any other type of pants or skirt/dress are acceptable (except when activity calls for specific type of attire).
- No swimwear is allowed.
- Clothing must not contain any obscene or offensive language or images and must be of an acceptable length or style that is appropriate for a family environment.

It is not required, but is encouraged for members to wear one of the official classes of uniform to meetings (Class A through C unless activity calls for specific type of attire).

7.6.2 Dress Code for Meetings at the Fire/Police Administration Building

On occasion, the BFCP may hold a meeting in one of the conference rooms at the Burbank Police & Fire Administration Building. When a meeting is held at this venue, the attire differs from that of general meetings conducted at the normal venue. The dress code for meetings at the Police & Fire Administration Building consists of Class A or Class B uniform. In lieu of the BFCP uniform, business casual or similar conservative attire is appropriate. Jeans may be worn as long as they are in a presentable condition. T-shirts may be worn; however, collared shirts or blouses are preferred.

7.6.3 Dress Code for Field Trips

On occasion, the BFCP or its subordinate programs may offer field trip opportunities. During these field trips members represent the City of Burbank, the Burbank Fire Department and the BFCP. The appropriate attire is to wear the BFCP Class A or B uniform. In lieu of the BFCP uniform, business casual or similar conservative attire is appropriate unless otherwise specified in the reporting instructions for the field trip. Jeans and t-shirts are not acceptable for field trips.

7.6.4 Dress Code for Events (including scheduled exercises or drills)

When working a BFCP related event members shall wear the appropriate class uniform while on-duty unless otherwise specified for the event.

Members who are conducting vehicle or foot patrols for Arson Watch may wear the Class A, B or C uniform. In addition jeans that are in presentable condition may be worn in lieu of appropriate uniform pants.

7.6.5 Dress Code – Special Instructions

Special and specific instructions for attire may be given in the reporting instructions for any meeting, event or incident. If and when special or specific instructions for attire are issued, those instructions take precedence over and temporarily supersede instructions outlined in Section 7.

Only the EMC, the Chief of Staff or the Coordinator/Deputy Coordinator of Volunteer Operations may give permission to issue Dress Code Special Instructions. Any BFCP member who is assigned to oversee, supervise, organize or otherwise administer any meeting, field trip, training or event under the authority of the BFCP, may request special attire or variance from dress code specification outline in Section 7. The request is to be submitted to the Chief of Staff or the Coordinator/Deputy Coordinator of Volunteer Operations in a timely manner in order to allow sufficient review of the requested attire or variance and time for the special instructions to be disseminated to those involved.

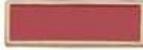
7.7 BFCP Apparel, Other

7.7.1 Training Level Pins

- A) The BFCP Training Levels of Senior Volunteer and Volunteer Specialist shall be identified on the collar of the Class A polo shirt or button-up shirt.
- B) The level of Senior Volunteer will be indicated by a rectangular pin consisting of a gold border and filled with a light blue enamel rectangle.



- C) The level of Volunteer Specialist will be indicated by a rectangular pin consisting of a gold border and filled with a red enamel rectangle.



- D) Senior Volunteer and Volunteer Specialist pins are to be worn parallel to the forward leading edge of the collar.
- E) These pins shall be issued by the program and remain the property of the program.
- i) When a volunteer resigns from the program, these level insignias must be surrendered along with the BFCP identification card.
 - ii) When the level of Volunteer Specialist is achieved, if the volunteer had previously earned Senior Volunteer, the pins for Senior Volunteer shall be returned to the program when the Volunteer Specialist pins are issued.

7.7.2 Other Pins, Devices and Other Attachments

- A) Those members who have been issued a pin commemorating the number of years of service may wear the issued pin on the right chest of the Class A or B shirt centered just above the member's last name (if the member has not elected to have their last name on the Class A or B shirt, the pin is to be worn on the right chest in a position consistent as if the name were there). If a member has been awarded multiple years of service pins as more years of service have been completed, only the pin indicating the highest number of years is to be worn.
- B) Those members who have completed an accredited American Red Cross or American Heart Association First Aid or CPR class may wear a pin indicating First Aid or CPR on the right collar of the Class A or B uniform shirt.
- C) Those members, who have completed an Emergency Medical Technician class and have become certified/licensed by the County of Los Angeles/State of California, may wear a pin indicating EMT/Emergency Medical Technician on the right collar.
- D) During the month of October, a pin indicating support for "Breast Cancer Awareness Month" may be worn as an option at the discretion of the Chief of Staff. The pin may be no larger than 1" in diameter and may not be worn before October 1st and may not be worn after October 31st.
- E) No other pins may be worn without the approval of the Chief of Staff.

7.8 Uniform Alterations

BFCP uniform items (e.g. uniform t-shirt, uniform polo shirt, button down uniform shirt, uniform pants) may be altered in an appropriate manner such as hemming of pant leg or shirt sleeve length or the taking in or letting out of the width of a garment. Alterations must be done in such a manner as to keep the integrity of the intended design of the apparel item and look clean and professional.

Sleeves or pant legs are not to simply be cut to alter length; the sleeve or pant end must be finished and hemmed. Sleeve and leg lengths must remain appropriate for a short sleeve/long sleeve shirt or that of long pants.

Shirt bottoms are not to simply be cut to shorten the length of a shirt; they must be finished and hemmed. Any alteration to the length of a shirt must ensure that shirt is still appropriate in length.

BFCP uniform shirts are not to be modified other than those alterations approved by this section. T-shirts collars are not to be cut to make “v-neck” or other style collars.

The Chief of Staff, Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations or EMC reserves the right to disallow a member from wearing any uniform item for official BFCP events if it is deemed the alteration is inappropriate or takes away from the original intent and design of the apparel item.

7.9 Production of BFCP Apparel Items

The production of any apparel items with the BFCP seal, subordinate program seal, “BFCP”, “Burbank Fire Corps Program” or any derivative the Burbank Fire Corps Program brand or name, whether for on-duty or off-duty purposes, must be approved by the BFCP Steering Committee.

8 BFCP Logo, Image and Brand

The official BFCP Logo is a red circle consisting of white block lettering in a curve within the outer perimeter of the circle. The top of the circle shall consist of one line of text that says: FIRE CORPS. The bottom of the circle shall consist of two lines of text with the upper line saying: EMERGENCY SERVICES and the lower line saying: COMMUNITY VOLUNTEERS. The center of the circle shall be white with a full color version of the Burbank Fire Department Maltese Cross centered on this field of white.

When possible, the official color logo is to be used, in certain circumstances it is not possible to utilize a color logo, for these circumstances an alternative black and white (or monochrome) version of the official logo exists.

Other than for official documents, materials, supplies or equipment pertaining to and for the use of the program, no member of the program shall use or reproduce any version of the BFCP logo without the expressed written approval of the Chief of Staff, Deputy Coordinator of Volunteer Operations or Coordinator of Volunteer Operations. For any member wishing to use or reproduce the BFCP logo, a written request explaining why and how the logo will be used must be submitted to the Steering Committee, the Steering Committee will review the request at the next scheduled meeting and vote on the matter. In lieu of a vote at a formal Steering Committee member, an email roll call vote may be called by the Chief of Staff, with authorization by the Coordinator of Volunteer Operations. If approved; written approval shall be provided to member submitting the request. For purposes of this section, an approval email from an official burbankfirecorps.org email address from the Chief of Staff, Deputy Coordinator of Volunteer Operations or Coordinator of Volunteer Operations does constitute written approval.

9 Professional Conduct and Discipline

9.1 Professional Code of Conduct

The BFCP is a well-respected part of the Burbank community. This has been achieved due to the dedication and commitment of our members, who continually strive to be a resource to the City of Burbank.

You represent the BFCP to new members, to the public, and to those to whom we render our services. It is important to portray a positive image.

As a volunteer with the BFCP, you are expected to comply with the following:

1. Dial 911 for all emergencies.
2. Know you are not a Firefighter. You are trained to function as an extension of the fire department's response to CATASTROPHIC disasters, when such circumstances exist or when directed by emergency services officials.
 - A. When disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.
 - B. You can then respond to the assigned assembly point(s) to join with other BFCP members.
 - C. You shall not respond or “self-dispatch” to any large incidents on your own.
3. Do not represent yourself as a firefighter or other official member of the City of Burbank beyond that of an official volunteer supporting the City of Burbank or the Burbank Fire Department.
4. Do not self-deploy to local events (fires, accidents, etc.). If you happen to come across such an incident as a “Good Samaritan” you may take appropriate action as a Good Samaritan, but not under the color of authority as a BFCP member.
5. Confine your actions to the guidelines of your training and stay within the scope of your training and certification.
6. Confine your actions to your physical, and resource limitations, when responding as a member of BFCP. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority and hazards.
7. Conduct yourself with professionalism, dignity, and pride, and act appropriately and responsibly at all times while assisting others.
8. Treat City of Burbank personnel, Fire Department Staff, fellow BFCP members, visitors, other volunteer program participants, guests, and the public with respect and courtesy.
9. Treat all property with respect.
10. Be sensitive to the diversity of BFCP members and those we serve and assist.
11. Direct anyone looking for official statements from BFCP to the Emergency Management Coordinator, Coordinator/Deputy Coordinator of Volunteer Operations or BFCP Chief of Staff.
12. Respect the privacy of persons served by BFCP and hold, in confidence, all sensitive, private, and personal information.

13. Hold, in confidence and keep private, information you become aware of in your position as a BFCP volunteer. In your position as a volunteer with the BFCP, you may be aware of information that has not yet been released to the general public or you may be aware of administrative information that until such time as information is made public is to be held in confidence and kept private.
14. In dealing with an incident or other such scene, direct all information inquiries to the Public Information Officer (PIO). If no PIO is assigned, direct inquiries to the Fire Department (or other agency which may be the lead agency for the incident or scene).
15. Keep BFCP leadership informed of any progress, concerns, or problems with tasks to which you have been assigned.
16. Partake of no alcohol or drugs while responding as the BFCP and do not report for duty while under the influence of alcohol or drugs.
17. You are forbidden to carry guns, batons, chemical spray (e.g. pepper spray) or other weapons (you may have multi-purpose tools, reasonable knife, etc. that is justified to carry out your role as a BFCP volunteer unless otherwise prohibited by law). You have been trained for immediate disaster response and there is no need, place or legal authorization for you to carry any items deemed to be a weapon. To do so will jeopardize your own safety and the continued existence of the BFCP in Burbank.
18. You shall not authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the BFCP, without the written approval of the BFCP Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations or Chief of Staff. This includes, but is not limited to identification card, uniform, documents, developed forms, procedures or presentation materials.
19. You shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with the BFCP unless carrying out authorized tasks associated with the collection of sanctioned donations.
20. You shall not use your participation in BFCP to promote any partisan politics, religious matters or positions on any issue.
21. You should avoid inappropriate conduct that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following:
 - A. Offensive or profane language or gestures
 - B. Public criticism of a BFCP team member, its leaders, the BFCP, the City of Burbank (and agents), the Burbank Fire Department
 - C. Jeopardizing another team member's safety
22. BFCP members may not purchase or consume alcoholic beverages while visibly in uniform. Further, BFCP members will not engage in social activity in a bar or other establishment where the primary business of that establishment is the sale and/or consumption of alcoholic beverages while visibly in uniform.

23. BFCP members may not use tobacco products while on duty or otherwise visibly in uniform. (BFCP members who are off-duty in transit immediately to/from a BFCP event may engage in the use of tobacco products only if the BFCP member is wearing an outer garment that covers all distinguishing markings that associates the person as a BFCP member or may otherwise cause the member to appear on-duty). Furthermore, any volunteers attending any event or meeting not in uniform, shall follow all applicable smoking laws and/or prohibitions.
24. BFCP members will be held to a high standard of moral turpitude both on and off duty.
25. BFCP members will always act above reproach and carry themselves in a professional manner while maintaining a high standard of conduct, integrity and concern for department, program and public interest. A BFCP member's conduct must command the trust, respect and confidence of the department, program and public.

It is the responsibility of each and every BFCP member to report violations of the BFCP Professional Code of Conduct or any other action that may be questionable. Any member, who knowingly conceals, fails to report or otherwise misrepresents an action described within this section or any other questionable action, may be in violation of conduct unbecoming and BFCP volunteer.

The BFCP is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations. Volunteers will adhere to these same standards in the course of their duties.

9.2 Progressive Discipline

The BFCP has adopted rules and standards to ensure productive, harmonious operations. The best interest of the BFCP lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform.

The BFCP endorses a philosophy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development, and coaching volunteers.

In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension and separation from service. The BFCP retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be modified at the discretion of the EMC depending upon the severity of the infraction. For serious offenses, separation from service may occur at any time without any progressive discipline steps having been taken.

9.2.1 Verbal Counseling

The first level of progressive discipline is Verbal Counseling. Verbal Counseling is an informal disciplinary action and may take place for minor or moderate violations of conduct, policy or procedures. Verbal Counseling may be initiated and conducted by the Chief of Staff, Deputy Coordinator of Volunteer Operations and the Coordinator of Volunteer Operations for any member.

The purpose of a Verbal Counseling is to bring to the attention of the BFCP member being counseled; any deficiencies in their performance or non-adherence to program standards in an attempt to correct these actions before they deteriorate further or warrant more severe disciplinary action.

When Verbal Counseling is administered, the reason, topic and/or situation for which the counseling is being administered shall be specific. The counseling shall include the reason, topic and/or situation as well as actions or behaviors the BFCP member can take to correct the situation and prevent future disciplinary action for the specified reason, topic and/or situation.

Verbal Counseling shall be in effect for 1 year from the time it is administered (date signed by the BFCP member being counseled). If a violation for the same specified reason, topic and/or situation occurs while the Verbal Counseling is in effect, the discipline shall progress to Written Counseling. If a violation for a different reason, topic and/or situation were to occur while the Verbal Counseling is in effect, new disciplinary action shall take place at the appropriate level for the violation.

A record of the Verbal Counseling shall be documented utilizing BFCP-Form-999 (Counseling Corrective Action Form). A copy shall be provided to the BFCP member being counseled.

9.2.2 Written Counseling

The second level of progressive discipline is Written Counseling (also known as Written Warning or Written Notification). Written Counseling is a minor form of formal disciplinary action that may take place for repetitive minor violations of conduct, policy or procedures; or may take place for moderate and more severe violations of conduct, policy or procedures. Written Counseling may be initiated and conducted by the Chief of Staff, Deputy Coordinator of Volunteer Operations and the Coordinator of Volunteer Operations for any member.

The purpose of a Written Counseling is to bring to the attention of the BFCP member being counseled; any deficiencies in their performance or non-adherence to program standards in an attempt to correct these actions before they deteriorate further or warrant more severe disciplinary action.

When Written Counseling is administered, the reason, topic and/or situation for which the counseling is being administered shall be specific. The counseling shall include the reason, topic and/or situation as well as actions or behaviors the BFCP member can take to correct the situation and prevent future disciplinary action for the specified reason, topic and/or situation.

Written Counseling shall be in effect for 1 year from the time it is administered (date signed by the BFCP member being counseled). If a violation for the same specified reason, topic and/or situation occurs while the Written Counseling is in effect, the discipline shall progress to Formal Disciplinary Action. If a violation for a different reason, topic and/or situation were to occur while the Written Counseling is in effect, new disciplinary action shall take place at the appropriate level for the violation.

A record of the Written Counseling shall be documented utilizing BFCP-Form-999 (Counseling Corrective Action Form). A copy shall be provided to the BFCP member being counseled.

9.2.3 Formal Disciplinary Action

The third level of progressive discipline is Formal Disciplinary Action. Formal Disciplinary Action is reserved for repetitive minor violations of conduct, policy or procedures, when Written Counseling has failed to correct a situation or for severe violations of conduct, policy or procedures that occur for the first time. Formal Disciplinary Action can be administered as: Probation, Suspension and Separation of Service from the program. Formal Disciplinary Action may be initiated by the Chief of Staff, Deputy Coordinator of Volunteer Operations and the Coordinator of Volunteer Operations for any member.

Once initiated, a peer review board shall be convened to review the alleged reason, topic and/or situation warranting a Formal Disciplinary Action. The peer review board shall consist of two members of the Steering Committee (one of which must be either the Chief of Staff or Deputy Coordinator of Volunteer Operations, which will serve as the board chair person) and one member of the general rank and file of the program for a total of three members. The Coordinator of Volunteer Operations and the person initiating the action may not be part of the board. The person initiating the action will present the grounds of the violation to the board. The board will review the allegations and deliberate (without the person initiating action present) to determine which level of Formal Disciplinary Action is most appropriate. Once a decision has been made by the board, the board chair shall present the findings to the Coordinator of Volunteer Operations. If the Coordinator of Volunteer Operations is in agreement, the recommended level of Formal Disciplinary Action shall be carried out by the Coordinator of Volunteer Operations (with the exception of Separation of Service). In the instances where the recommendation is Separation of Service, the Coordinator of Volunteer Operations will present the findings to the Emergency Management Coordinator (EMC); if there is concurrence, the EMC will begin the process for Separation of Service. If the person initiating the action is the Coordinator of Volunteer Operations, the Deputy Coordinator shall assume and perform the roles of Coordinator pertaining to the process and the Chief of Staff must serve on the board as the chair.

- A) Probation: Probation shall consist of the BFCP member being placed on a probationary status for period of time no less than 6 months and not to exceed 1 year. The duration shall be determined by the review board. While a member is on probation, any violation of conduct, policy or procedures, for any reason, topic and/or situation, related or unrelated, during the first 3 months of the probationary period shall be grounds for Separation of Service or an extension of the probationary period by an additional 3 months. Any violation of conduct, policy or procedures, for the same reason, topic and/or situation related to the reason the member is on probation will result in Separation of Service.
- B) Suspension: Suspension shall consist of the BFCP member being suspended from all activities and meetings for a period of time no less than 1 month and not to exceed 6 months. The member must surrender their BFCP identification card at the time of suspension. Upon completion of the suspension, the member shall be on probation for 3 months. Any violation of conduct, policy or procedures, for the same reason, topic and/or situation related to the reason the member was suspended and subsequently on probation will result in Separation of Service.
- C) Separation of Service: Separation of Service shall consist of the BFCP member's status as a volunteer with the program being terminated.

9.3 Dispute Resolution and Appeal of Disciplinary Action

In the event a member feels they are the recipient of a disciplinary action that he/she feels is too severe or not warranted, the member may submit a formal written protest of the disciplinary action. The written protest must state:

- A description of the nature of the offense that caused disciplinary action.
- A description of the disciplinary action administered.
- The member's justification for the protest.

The written protest must be submitted to the Emergency Management Coordinator within thirty (30) days of the disciplinary action being administered. Written protests are to be placed in a sealed envelope addressed to the Emergency Management Coordinator, Burbank Fire Department and delivered to the business counter of the Burbank Fire Department during normal business hours.

The Emergency Management Coordinator will review the circumstances behind the disciplinary action taking into consideration the member's time in service with the program, previous history, and any other mitigating circumstances and deliver a final decision within thirty (30) days. Any disciplinary action administered will be suspended pending the decision of the Emergency Management Coordinator.

10 Injury or Medical Situation On-Duty

10.1 Injury on Duty

On occasion, an Injury on Duty (IOD) may occur; when this does occur, it is important that the situation be handled appropriately.

10.1.1 Responsibility of the Volunteer

It is the responsibility of the injured volunteer to immediately report any injury regardless of nature or scope, to their immediate event or incident supervisor.

10.1.2 Responsibility of the Supervisor

Once an injury has been reported to an event or incident supervisor, the supervisor is to determine if the injury is superficial or greater.

If the injury is superficial, the supervisor should take appropriate steps remedy the situation (e.g. provide a bandage, etc.) and take immediate steps to mitigate any future injuries from the same source or cause.

If the injury is greater than superficial, the supervisor is to immediately contact Verdugo Fire Communications, identify themselves as a Burbank Fire Corps Volunteer and request a Rescue Ambulance for incident (describe the nature of the incident); the supervisor is also to request Verdugo Fire Communications notify Battalion 1. (9-1-1 may be utilized to reach Verdugo Fire Communications if the direct number is not readily available).

The supervisor should notify the Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations or BFCP Chief of Staff as soon as possible for all incidents that are greater than superficial.

Immediately upon the conclusion of the event or incident, the supervisor is to complete an incident report and file the report with the BFCP Chief of Staff regardless of nature and scope of the injury.

10.2 Medical Emergency Involving a BFCP Member

10.2.1 Responsibility of the Volunteer

It is the responsibility of the volunteer to immediately report any medical situation that may be causing distress to the volunteer while on duty.

10.2.2 Responsibility of the Supervisor

Once a medical situation has been reported to an event or incident supervisor, the supervisor should take appropriate steps to assist the volunteer (e.g. have them sit or lie down, maintain body temperature, etc.).

The supervisor is to immediately contact Verdugo Fire Communications, identify themselves as a Burbank Fire Corps Volunteer and request a Rescue Ambulance for the incident (describe the nature of the incident); the supervisor is also to request Verdugo Fire Communications notify Battalion 1. (9-1-1 may be utilized to reach Verdugo Fire Communications if the direct number is not readily available).

The supervisor should notify the Coordinator of Volunteer Operations, Deputy Coordinator of Volunteer Operations or BFCP Chief of Staff as soon as possible.

Immediately upon the conclusion of the event or incident, the supervisor is to complete an incident report and file the report with the BFCP Chief of Staff regardless of nature and scope of the injury.

11 Vehicle Accident on Duty

11.1 Accident on Duty Involving a Department or City Vehicle

If a volunteer is involved in a vehicle accident in a department or city owned vehicle and if you are uninjured, immediately check on the other driver(s) and occupants involved to determine injuries.

If there are any injuries, immediately call Verdugo Dispatch (818-847-8611). Provide your location, details of the accident (how many vehicles, how many injuries, fuel leak, fire, etc.) and the extent of any injuries. When contacting Verdugo Dispatch, have them notify Battalion 1 of the accident involving a fire department vehicle.

Contact Burbank Police (818-238-3000) to inform them of the accident (if there are injuries, contact Verdugo Dispatch first). Make sure and inform Burbank Police that you are a Burbank Fire Corps Volunteer and the accident involves a city owned vehicle.

When contacting either Verdugo Dispatch or Burbank Police, make sure you step away from the parties involved when placing the call.

If no injuries were sustained as a result of the accident, contact Verdugo Dispatch to have them notify Battalion 1 of the accident involving a fire department vehicle.

If the accident occurred while you were performing duties associated with an event or incident, immediately notify the BFCP event/incident supervisor. Otherwise immediately following clearing from the accident scene, contact a Burbank Fire Corps Program Duty Officer and inform them of the accident.

If the accident were to occur outside of the City of Burbank, follow the same procedures above, however notified to appropriate local fire department (for injuries) and law enforcement authority as necessary (for an accident report). In many jurisdictions, local law enforcement will not respond unless the accident has injuries involved; in that situation, notify the law enforcement agency that the accident involves a city owned vehicle and an accident report is required for your jurisdiction.

Battalion 1 is to always be notified of an accident involving fire department vehicles. When contacting Verdugo Dispatch to notify Battalion 1, provide a call back number for Verdugo or Battalion 1 to reach you.

If the accident occurs in the City of Burbank, remain at the accident scene until Burbank Police and Battalion 1 arrive. If the accident occurs in another jurisdiction, wait for appropriate law enforcement to arrive before leaving the scene (Battalion 1 may not respond to the scene depending on location outside of the city, in that case, wait for direction or contact from Battalion 1).

11.2 Accident on Duty Involving a Personally Owned Vehicle

In some situations, a volunteer may be authorized to utilize their Personally Owned vehicle (POV) to carry out the duties of the program. In the event of an accident involving an authorized volunteer, while on-duty in a POV during the course of carrying out BFCP related duties, the following procedures are to be followed:

If involved in accident and if you are uninjured, immediately check on the other driver(s) and occupants to determine injuries.

If there are any injuries, immediately call Verdugo Dispatch (818-847-8611). Provide your location, details of the accident (how many vehicles, how many injuries, fuel leak, fire, etc.) and the extent of any injuries. When contacting Verdugo Dispatch, have them notify Battalion 1 of the accident and specify that the accident does not involve a fire department vehicle but does involve an on-duty volunteer in a personal vehicle.

Contact Burbank Police (818-238-3000) to inform them of the accident (if there are injuries, contact Verdugo Dispatch first). Make sure and inform Burbank Police that you are a Burbank Fire Corps Volunteer and the accident involves an on-duty volunteer in a personal vehicle.

When contacting either Verdugo Dispatch or Burbank Police, make sure you step away from the parties involved.

If no injuries were sustained as a result of the accident, contact Verdugo Dispatch to have them notify Battalion 1 of the accident and specify that the accident does not involve a fire department vehicle but does involve an on-duty volunteer in a personal vehicle.

Immediately notify the BFCP event/incident supervisor.

If the accident were to occur outside of the City of Burbank, follow the same procedures above, however notified to appropriate local fire department and law enforcement authority as necessary. In many jurisdictions, local law enforcement will not respond unless the accident has injuries involved; in that situation, notify the law enforcement agency that the accident involves a city volunteer in the performance of their duties and an accident report is required for your jurisdiction.

Battalion 1 is to always be notified of an accident involving an on-duty volunteer. When contacting Verdugo Dispatch to notify Battalion 1, make sure and indicate that the accident did not involve a fire department vehicle but does involve an on-duty volunteer in a personal vehicle, also provide a call back number for Verdugo or Battalion 1 to reach you.

If the accident occurs in the City of Burbank, remain at the accident scene until Burbank Police and Battalion 1 arrive. If the accident occurs in another jurisdiction, wait for appropriate law enforcement to arrive before leaving the scene (Battalion 1 may not respond to the scene depending on location outside of the city, in that case, wait for direction or contact from Battalion 1).

12 Disaster Service Worker Volunteer Legal Coverage

12.1 BFCP as a Disaster Service Worker Volunteer

BFCP members who have completed the BFCP application process and who possess a valid BFCP identification card are considered registered Disaster Service Worker Volunteers under the provisions of California Code of Regulations, Title 19, Division 2, Chapter 2, Subchapter 3

12.2 California State Disaster Service Worker Volunteer Program

The State of California, Disaster Service Worker Volunteer Program provides workers' compensation insurance coverage in the event a Disaster Service Worker volunteer is injured while performing assigned disaster duties (Cal. Code of Regulations, Title 19, §2570-2573.3).

In order to qualify for the DSW Program, volunteers must be registered with an accredited Disaster Council, The Governor's Office of Emergency Service (OES), or an authorized State Agency.

The DSW Program also provides volunteers assigned to disaster duties limited immunity from liability in the course of their disaster service duties.

"Disaster Service means all activities authorized by and carried on pursuant to the California Emergency Services Act, including approved training necessary or proper to engage in such (disaster) activities (Cal. Code of regulations, Title 19, §2570.2 (3)(b)(1)).

Convergent volunteers who come forward to assist during an emergency or disaster can become registered as a DSW for a single event. Those convergent volunteers not registered as DSW workers have limited liability protection from the "Good Samaritan Laws." Convergent volunteers are not covered to the extent of DSW volunteers and do not receive workers' compensations benefits through the DSW program.

12.3 California Government Code 8657

"Volunteers duly enrolled or registered with the Office of Emergency Services or any disaster council of any political subdivision, or unregistered persons duly impressed into service during a state of war emergency, a state of emergency, or a local emergency, in carrying out, complying with, or attempting to comply with, any order or regulation issued or promulgated pursuant to the provisions of this chapter or any other local ordinance, or performing any of their authorized functions or duties or training for the performance of their authorized functions or duties, shall have the same degree or responsibility for their actions and enjoy the same immunities as officers and employees of the state and its political subdivisions performing similar work for their respective entities."

12.4 Liability Coverage as a Disaster Service Worker Volunteer

California Government Code §8657(b): No political subdivision or other public agency under any circumstances, nor the officers, employees, agents, or duly enrolled or registered volunteers thereof, or unregistered persons duly impressed into service during a state of war emergency, a state of emergency, or a local emergency, acting within the scope of their official duties under this chapter or any local ordinance shall be liable for personal injury or property damage sustained by any duly enrolled or registered volunteer engaged in or training for emergency preparedness or relief activity, or by any unregistered person duly impressed into service during a state of war emergency, a state of emergency, or a local emergency and engaged in such service. The foregoing shall not affect the right of any such person to receive benefits or compensation which may be specifically provided by the provisions of any federal or state statute nor shall it affect the right

12.5 Workers Compensation Coverage as a Disaster Service Worker Volunteer

Disaster Service Workers are eligible for workers' compensation benefits while performing assigned duties or undergoing any authorized training activities. For purposes of these regulations, training is a planned activity sponsored by a disaster council (or designated agency or authority) and may include classroom instruction, disaster drills or exercises, or related activities that are designed to enhance the disaster response skills (including safety) of the disaster service worker

12.6 Federal Law

- The Federal Volunteer Protection Act (codified at 42 U.S.C. §14501 et. Seq.) provides qualified immunity for liability for volunteers and, subject to exceptions, preempts inconsistent state laws on the subject, except for those that provide protections stronger than those contained in the Volunteer Protection Act.
- Under the Volunteer Protection Act, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if:
 - The act or omission was within the scope of the volunteer's responsibilities in the organization or entity.
 - If required, the volunteer was properly licensed, certified or authorized by the appropriate state authorities for the activities or practice giving rise to the claim.
 - The harm was not caused by "willful or criminal misconduct, gross negligence, reckless misconduct or a conscious flagrant indifference to the rights or safety of the individual harmed by the volunteer."
 - The harm was not caused by the volunteer's operation of a motor vehicle, vessel, aircraft or other vehicle for which the state requires the operator to possess a license or maintain insurance.

12.7 City of Burbank Liability Coverage

When authorized for operations in a non-disaster situation, volunteers are covered for liability by the City of Burbank. Any accident involving a volunteer should be reported immediately to their supervisor (the person that deployed them). In the event of an accident while performing an assigned duty, volunteers will be required to utilize their own personal insurance initially for treatment and care. The City of Burbank will review any costs associated with this injury that are beyond that of the volunteer's primary insurance coverage, and may consider reimbursement of justified and documented "out-of-pocket" expenses.

For BFCP volunteers, the key to this coverage is that element of assignment or deployment. Similar to disaster situations, volunteers *should not self-deploy* in a local emergency or even a non-emergency situation and should not self-assign projects or other tasks without proper assignment from authorized Burbank Fire Department or BFCP personnel. Only after an authorized assignment, activation or official deployment is City of Burbank coverage invoked.

Convergent volunteers called upon during a disaster who have undergone the convergent volunteer registration process to become registered DSW volunteers at the time of the incident are exempt from this section and are not covered under the general provisions of City of Burbank Liability Coverage. Convergent volunteers who have undergone the convergent volunteer registration process and who have become registered as a DSW for the purposes of the incident will be covered under the provisions of Sections 12.5 and 12.6.

12.8 Exclusion from Liability Coverage

Liability coverage under the provisions of Sections 12.1 through 12.8 do not apply in cases of self-activation or deployment, willful intent, unreasonable acts beyond the scope of BFCP or DSW training, or if a criminal act is committed on the part of the volunteer.

In furtherance of this section, Liability coverage under the provisions of Sections 12.1 through 12.8 does not apply if the volunteer's official city-issued identification card has expired and is no longer valid.