

Wintergreen Fire & Rescue



Volunteer Manual

Updated March 2023

Volunteer

PO Box 711
Nellysford, VA 22958

Chief's Office: 434-325-8536 Fax 434-325-2079
Deputy Chief's Office: 434-325-8552

Station 1: 434-325-1051
Station 2: 434-325-8538

Wintergreen Fire & Rescue Volunteer Manual

Page intentionally left blank

Wintergreen Fire & Rescue Volunteer Manual

1 Introduction	3
1.1 Welcome	3
1.1.1 911 Dispatch in Our Area	6
1.2 Getting Started with This Manual	6
2 The Wintergreen Rescue Squad and Volunteer Requirements	6
2.1 Wintergreen Rescue Squad	6
2.1.1 History	6
2.1.2 Organization	6
2.1.3 Equipment	7
2.1.4 Typical Rescue Squad Responses	7
2.1.5 Wintergreen Rescue Squad Service Area	7
2.1.6 Levels of EMS Certification	7
2.1.7 Classes of Volunteer Membership	8
2.1.8 Operational Rules and Regulations	9
2.2 Volunteer Requirements	9
2.2.1 Essential Duties	9
2.2.2 Knowledge, Skills, Abilities	9
2.2.3 Education and Experience	9
2.2.4 Physical Demands	10
2.2.5 Clothing (Uniform)	10
2.2.6 Online Training Modules	10
2.3 New Volunteer Training	10
2.4 New Volunteer Mentor	11
2.4.1 Training Runs in the Ambulance	11
2.4.2 Hepatitis B Shot – Declination Statement	11
2.4.3 Communicable Disease History	11
2.5 Annual Evaluations	12
3 The Wintergreen Fire Department and Volunteer Requirements	12
3.1 Wintergreen Fire Department	12
3.1.1 History	12
3.1.2 Organization	12
3.1.3 Equipment	12
3.1.4 Typical Fire Department Responses	12
3.1.5 Wintergreen Fire Department’s Service Area	12
3.1.6 Levels of Volunteer Responsibility	12
3.1.7 Classes of Volunteer Membership	13
3.1.8 Operational Rules and Regulations	13
3.2 Volunteer Requirements	13
3.2.1 Essential Duties	13

Wintergreen Fire & Rescue Volunteer Manual

3.2.2 Knowledge, Skills, Abilities	14
3.2.3 Education and Experience	14
3.2.4 Physical Demands	14
3.2.5 Clothing (Uniform)	14
4 New Volunteer Orientation and Training	14
4.1 Application Form	14
4.2 Membership Approval	14
4.2.1 Appeal Process	15
4.2.2 Standard Administrative Policies (SAP) and Standard Operating Guidelines (SOG)	15
5 Volunteer Continuing Training and Certification	15
5.1 Rescue Monthly Training Meetings	15
5.2 Fire Monthly Training Meetings	15
5.3 EVOC and CPR Re-Certifications	15
6 Patient Confidentiality	15
7 Personnel Policies	17
7.1 Cleanliness	17
7.2 Use Of Alcohol	17
7.3 Discipline	17
8 Driving Wintergreen Fire Department and Rescue Squad Vehicles	18
8.1.1 Driving the Vehicles	18
8.1.2 Miscellaneous	18
8.2 Vehicle Incidents	18
8.2.1 Squad or Fire Department Vehicle Incident	18
8.2.2 Personal Vehicle (or Response Vehicle) incident – Note	18
9 Miscellaneous Topics	19
9.1 Hospital Emergency Room Security and Access	19
9.1.1 ID Badges Required	19
9.2 Directing Traffic – at MVC or Scene of Emergency	19
9.3 Volunteer Medical and Insurance Coverage	19
9.3.1 Rescue Squad Insurance	19
9.3.2 Fire Department Insurance	20
9.4 Liability	20
Code of Virginia § 8.01-225, Good Samaritan Law.	20
10 Benefits	20
10.1 General Benefits	20
10.1.1 Wintergreen Resort/WPOA Benefits Summary (Fire & Rescue)	20
10.2 Rescue Squad Benefits	21
10.2.1 Augusta County Benefits Summary	21

Wintergreen Fire & Rescue Volunteer Manual

10.2.2 Vaccines	21
10.2.3 Nelson County Benefits Summary	21
10.3 Fire Department Benefits	22
10.3.1 Vaccines	22
10.3.2 Incentive Pay	22

Wintergreen Fire & Rescue Volunteer Manual

1 Introduction

1.1 Welcome

Welcome to Wintergreen Fire & Rescue!

This document is designed to provide a new volunteer with an overview of the Wintergreen Fire Department and Wintergreen Rescue Squad operations and guide the new volunteer through his/her orientation and training process. This document will help the potential volunteer determine if they are interested in volunteering for the fire department, rescue squad, or both departments.

The mission of Wintergreen Fire and Rescue organizations is to preserve life and promote health and safety in our Wintergreen and broader Nelson County community through fire prevention, fire suppression, and effective pre-hospital treatment as well as technical rescue activities.

Wintergreen Fire & Rescue is a combination station (volunteer & career) in Nelson County and operates out of three stations. Two of the stations (1 & 2) are located on the Wintergreen Resort master plan and provide services mainly to the Wintergreen Property Owners Association (WPOA), however, also provide mutual aid to Nelson & Augusta Counties. The third station is located in Lovingson and houses the County Crew, which is responsible for EMS in the county. All costs associated with the county-wide EMS program supported by Wintergreen Rescue Squad are paid by Nelson County.

The Fire Department and Rescue Squad career staff personnel are cross trained. Our goal is that all staff are qualified as both an Advanced Life Support Provider and a Firefighter. Generally, there are a minimum of six (6) career staff persons on duty [three on the Mountain at Station 1 and three in the Valley at Station 2] – 24 hours per day, 365 days per year. At the Lovingson station there are a minimum of four (4) career staff persons operating two ambulances.

There are volunteer departments for both Wintergreen Fire Department & Wintergreen Rescue Squad and each have their own associated board of directors. The staff for the on-property stations are provided by the WPOA.

The Wintergreen Rescue Squad is a nonprofit 501(c)(3) organization of approximately 30 volunteers. Volunteers meet on the second Tuesday of every month to cover training topics presented by the career staff and experts in relevant areas of EMS. Volunteers are trained from the level of Driver to Paramedic. It is our goal that every ambulance which responds from the Wintergreen Rescue Squad will have at least one volunteer on board.

The Wintergreen Fire Department is a non-profit 501(c)(3) organization of approximately 10 volunteers. Volunteers may complete much of the same training as career staff. Typically, volunteers meet emergency apparatus at the scene and provide critical support.

Wintergreen Fire & Rescue Volunteer Manual

Day-to-day operations are controlled by the Wintergreen Fire & Rescue Chief and the Deputy Chief. During each 24 or 48 hour shift there is a Shift Captain in charge of the Fire Department and Rescue Squad operations.

Other operating expenses are funded by Nelson and Augusta Counties. We rely heavily on contributions for Capital expenses (vehicles, new equipment and major repairs to capital equipment). Also, grant monies may be used to pay for equipment.

1.1.1 911 Dispatch in Our Area

Emergency Fire and Rescue 911 calls are dispatched by a Wintergreen Dispatcher or by a Nelson County Dispatcher. Wintergreen Dispatch (gate house) receives emergency 911 landline calls from on-property locations. Landline calls from off-property locations and calls from outside the County (OnStar, alarm companies) are normally routed to Nelson County Dispatch.

Both Wintergreen Dispatch and Nelson County Dispatch have the ability to “tone” Wintergreen Fire and/or Rescue when there is a need for emergency services within our first-due and mutual aid areas.

Augusta County Emergency Communication Center contacts Wintergreen Dispatch via telephone when there is an emergency service need in Augusta County, and Wintergreen Dispatch “tones” Wintergreen Fire and/or Rescue. Augusta County will specify an operating channel (County 1 or County 2, typically) when requesting assistance.

1.2 Getting Started with This Manual

It is recommended that you read this Volunteer Manual completely before beginning any detailed training. Previous “new” volunteers have found doing a complete read of this really helps provide an overview before tackling the detailed training topics.

The career staff at Wintergreen Fire and Rescue are very supportive of the volunteers and enjoy showing how to do things and help new volunteers get hands-on experience with the vehicles and with the equipment used to care for patients and fight fires. Reach out to the staff for help. Don't be afraid to ask them questions -- the faster you learn, the more assistance you can provide during a run.

2 The Wintergreen Rescue Squad and Volunteer Requirements

2.1 Wintergreen Rescue Squad

2.1.1 History

The Wintergreen Rescue Squad (WRS) became operational in 1976, as the primary provider of Emergency Medical Services to the Wintergreen Community and the surrounding areas. However, the Rescue Bylaws were restated in 1996.

2.1.2 Organization

WRS is controlled by a Board of Directors. The Board is comprised of nine (9) members:

- Four (4) are elected by the volunteers.

Wintergreen Fire & Rescue Volunteer Manual

- Two (2) are appointed by WPOA.
- One (1) is elected by the Board itself.
- The Chief of Fire and Rescue and Deputy Chief, or their designee, attends Board meetings in an ex-officio status.

All new volunteers are considered to be on “probation” until released (approximately 6 months or less). During this period new volunteers are expected to fulfill the Squad’s basic training requirements and complete the orientation process (see *New Volunteer Orientation Check Sheet*, located on the training website as a download). It is suggested the *New Volunteer Orientation Check Sheet* be completed within a volunteer’s first 30 to 60 days.

Wintergreen Rescue Squad’s EMS Physician is Dr. Scott Just from Augusta Health, Fishersville, VA. Historically named the Operational Medical Director (OMD).

2.1.3 Equipment

The Rescue Squad has eight (8) ambulances, two (2) response vehicles, one (1) UTV with a med bed and a Heavy Rescue Squad Truck.

2.1.4 Typical Rescue Squad Responses

The rescue squad responds to all calls for Emergency Medical Services and for Public Service. Typical emergency calls include chest pain, seizures, shortness of breath, anaphylactic reactions, broken bones, motor vehicle crashes as well as search and rescue. Public Service calls (standby at sporting events, school visits, etc.) will be handled on an as-available basis.

The minimum staffing for an ambulance to transport a patient to the hospital is a Driver and an Emergency Medical Technician (EMT) for Basic Life Support (BLS) calls; for Advanced Life Support (ALS) calls an Advanced EMT, Intermediate or Paramedic is required as well as the Driver and an EMT or a Driver who is an EMT. The Rescue Squad transports patients to UVA Medical Center, Augusta Health, Martha Jefferson Hospital or Lynchburg General Hospital.

2.1.5 Wintergreen Rescue Squad Service Area

The Rescue Squad’s response area is primarily the immediate area of the Wintergreen Mountain and Stoney Creek communities. In addition, the Squad responds to calls in Nelson County and parts of Augusta County:

- Mutual aid calls (outside the Squad’s response [first-due] area) are typically to Nelson County locations normally served by another Nelson County Rescue Squad or the Nelson EMS crew.
- The Rescue Squad also has a mutual-aid agreement with Augusta County to provide service on Love Road and Reeds Gap Road.
- Alternatively, another department may request assistance. Usually, this will be to provide ALS support when their responders are only BLS certified.
- “Standby Requests” to assist other agencies will be paged as such by a Wintergreen or Nelson Dispatcher. Volunteers will assemble at a designated location, i.e., Station 1 or Station 2.

Wintergreen Fire & Rescue Volunteer Manual

2.1.6 Levels of EMS Certification

- Emergency Vehicle Driver/Operator – Minimum qualifications: Emergency Vehicle Operators Course (EVOC), class 2 – 16 hours with a written and practical (driving) test as well as CPR course – 3-4 hours. Cannot be the Attendant in Charge (AIC) in the back of the ambulance.
- Emergency Medical Responder – 63-hour State-certified course, with a written and practical test. Cannot be the AIC at this certification level.
- Emergency Medical Technician (EMT) – 154-hour State-certified course with a written and practical test. May be the AIC on BLS calls.
- Advanced EMT - Six months at the EMT level plus a 300-hour State certified course, with a written and practical test. May be the AIC on BLS and ALS calls.
- EMT – Intermediate – Six months at the EMT level plus a 340-hour State certified course, with a written and practical test. May be the AIC on BLS and ALS calls.
- EMT – Paramedic – Highest Level: Four (4) semesters, (2 year) course through a local Community College or Six months at the EMT level plus a 917-hour State certified course, with a written and practical test. May be the AIC on BLS and ALS calls.

2.1.7 Classes of Volunteer Membership

- Regular Members – Available to any person that applies from 18 years of age up to 70 years of age provided they are elected to Regular membership by the Board and participate in the activities of the Corporation. Members can continue to run past the age of 75 provided they are successful at passing their annual review. A regular member must run a minimum of 36-hours per month and attend a minimum of six (6) training meetings per year to remain in good standing. Members are encouraged to pick up nights, weekends, and holiday shifts, whenever possible.
- Associate Members - Any person who is by training, education, or other abilities especially qualified to render service to the Rescue Squad, may be elected by the Board. Associate members are not entitled to voting eligibility and may not hold an officer's position. Associate members are expected to run a minimum of 12-hours per month to maintain proficiency in skills and equipment.
- Junior Members - Junior membership is available to any person 16 or 17 years of age who participates actively in the activities of the Corporation and who is elected to Junior membership by the Board. A Junior member must run a minimum of 36-hours per month and attend a minimum of six (6) training meetings per year to remain in good standing.
 - Operational steps are taken to shield junior members from physical or mental harm. This could include but is not limited to asking a junior to remain at the station and/or remain in the passenger seat of a vehicle. Additionally, junior members are not allowed to volunteer between the hours of 22:00 and 08:00 without expressed permission from the Officer In Charge.
- Life Members - Any Regular member who has been an active, faithful, and satisfactory participant in the activities of the corporation for a period of not less than seven (7) years and who has made outstanding contributions for the benefit of the Rescue Squad may be recommended for Life membership by their peers.

Wintergreen Fire & Rescue Volunteer Manual

2.1.8 Operational Rules and Regulations

All EMS personnel will follow the rules/regulations and standards of care, as established by the Virginia Department of Health, Office of EMS, and will follow the guidelines set forth by Wintergreen Rescue and our EMS Physician.

No volunteer members are authorized to respond to private calls representing themselves as part of the Wintergreen Rescue Squad (house calls). If a call is received direct by a member or when a member is on location prior to a page the member should obtain the following information; the age/sex of the patient, the chief complaint (chest pain, blood pressure check etc.), the location of the call (address or building name etc.), and a call back number. This information should then be relayed to the appropriate dispatch center by activating 911 as soon as possible. The Dispatcher will then dispatch the most appropriate agency to handle the call.

When responding to calls in your personal vehicle and/or Rescue Squad vehicle, the vehicle(s) should be driven with due regard for public safety, at all times, following the provisions of The Code of Virginia. At no time should a volunteer driver without EMS training listed above arrive on scene prior to an ambulance. If the driver has arrived on scene prior to an ambulance they should not engage the patient until the ambulance arrives.

2.2 Volunteer Requirements

2.2.1 Essential Duties

- Report to station at the start of your shift, typically 08:00 or 20:00
- Must run a minimum of 36 hours per month to maintain volunteer status
- Inspect and maintain equipment and inventory
- Respond to rescue calls
- Drive and operate sophisticated equipment in keeping with acceptable laws and protocols
- Perform appropriate medical procedures as directed by the Attendant in Charge or independently at appropriate training level
- Clean and redress the cot at the hospital
- Clean and restock the ambulance at the hospital
- Communicate both verbally and in writing as applicable
- Establish and maintain effective working relationship with associates
- Deal courteously and effectively with the public
- Complete appropriate medical reports accurately and in a timely manner as appropriate for training level, usually EMT and above
- Attend training meeting each month, 2nd Tuesday
- Other duties as assigned

2.2.2 Knowledge, Skills, Abilities

- No experience and/or emergency medical service certifications are required to join.

2.2.3 Education and Experience

- Must possess Valid Virginia Driver's License and complete and sign a driver transcript and monitoring form provided in volunteer packet
- Must obtain at minimum Emergency Vehicle Operator Course (EVOC) Class 2 certificate, (16 hours)

Wintergreen Fire & Rescue Volunteer Manual

- Must obtain a CPR certificate, (4 hours)
- In addition to the above courses, volunteers are required to take a number of online modules specifically designed for the Squad's volunteer drivers. Some of the online courses will also require the driver to demonstrate learned skills with staff members or your mentor. The goal is to provide the new driver with as much "hands-on" time as possible.
- If you wish to render patient care as the Attendant in Charge, you must be certified as an EMT or higher by the Commonwealth of Virginia. EMT courses are offered at Wintergreen every year or every other year.

2.2.4 Physical Demands

- While performing the duties of this job, the volunteer is frequently required to stand, walk, use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, or crouch; talk or hear and taste or smell.
- The volunteer must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

2.2.5 Clothing (Uniform)

- Substantial shoes. Steel or Composite toe boots that lace above the ankle are preferred.
- Long EMS pants
- Shorts, when temperatures are above 75 degrees fahrenheit
- Identifiable T-shirt, sweater and/or jacket. (Provided by the department)

2.2.6 Online Training Modules

Any new rescue volunteer should begin taking the Wintergreen Rescue Squad online training modules accessed on the Wintergreen Fire and Rescue website. There are 17 Modules consisting of PowerPoint presentations with "how to" videos, where applicable, corresponding "hands on" exercise checklists, and quizzes for each training module.

A Volunteer Training Module Checksheet is available on the volunteer training web page under Module 0 to assist in tracking the volunteers progress.

The courses, quizzes and "hands-on" exercise documents are located on the web at:

<https://www.wtgfireresq.org/volunteer-training>

It is recommended that the new volunteer meet with the mentor after completing two or three modules to review the material and obtain answers to any questions.

An ideal approach for completing the "Hands-On" exercises is having the new volunteer and the mentor schedule time to meet staff at the station for these "hands-on" exercises. Print out the corresponding "Hands-On" exercise checklist and have the staff sign the checklist after completion.

Wintergreen Fire & Rescue Volunteer Manual

Copies of completed quizzes and completed “Hands On” exercise checklists should be turned into the Training Captain prior to the release process.

2.3 New Volunteer Training

New volunteers already practicing at the EMT level will complete a modified training program established by the Training Captain to meet their specific needs.

Volunteers are strongly encouraged to complete Emergency Medical Responder and/or Emergency Medical Technician training.

During the training and orientation process, the New Member Orientation Checklist will be used to record and confirm orientation activities. When all requirements have been completed, this sheet shall be approved by the Deputy Chief or designee and filed in the member’s personnel file.

A final release must be completed with the Training Captain.

2.4 New Volunteer Mentor

Each new volunteer will be assigned a mentor volunteer to guide you through the orientation and training process.

The role of the mentor includes such things as:

- Providing the new volunteer with a walkthrough of Wintergreen Station 1 and Station 2.
- Meeting with the new volunteer throughout the completion of training modules to answer questions
- Introducing the new volunteer to staff and participating in required “how to” demonstrations (see Training, below)
- Assisting the new volunteer in completing the orientation and training checklist
- Attempting to coordinate shifts to allow new volunteer to participate on runs with mentor – orientation runs
- Review access codes to Emergency Departments and supply rooms.

2.4.1 Training Runs in the Ambulance

New volunteers must complete five (5) “training runs”. These runs must be completed upon returning from actual calls to UVA and Augusta Health. Martha Jefferson Hospital must be visited on a return trip from UVA if no MJH transport has been completed. New volunteers must also complete five (5) training runs as an “observer” in the back of the ambulance. The Driver and Observer runs may be combined into one incident. Example: The new member can ride as an “observer” in the back during the transport and drive the ambulance back to the station during the return trip.

2.4.2 Hepatitis B Shot – Declination Statement

Each volunteer is able to receive the Hepatitis B vaccination if they desire at no cost to the volunteer. Should a volunteer decline this opportunity a copy of the declination form should be signed and returned to the Training Captain so it can be placed in the volunteer’s personnel file. The declination form can be printed from the website under About, Member Resources, New Staff and Volunteer Resources.

Wintergreen Fire & Rescue Volunteer Manual

2.4.3 Communicable Disease History

All new volunteers shall provide their communicable disease history to Wintergreen Rescue Squad should they have an exposure to a patient. This document will be provided to each new volunteer in their initial volunteer packet or can be printed from the website under About, Member Resources, New Staff and Volunteer Resources. The completed form should be returned to the Training Captain to be placed in the personnel file.

2.5 Annual Evaluations

Once released for duty, volunteers must successfully complete a performance evaluation during their anniversary month each year. Evaluations are to be completed by the Training Captain, and must be completed no more than 60 days from time of expiration. The evaluation will be tailored to that volunteer's level. Also included in the evaluation will be a brief "road trip" and backing scenario. This exercise will eliminate the need for annual hands-on EVOC group training.

Volunteers who do not pass the evaluation will receive remedial training and be placed on "In Training Status" until he/she successfully completes their remedial evaluation. In the event the reevaluation is unsuccessful, the volunteer will be presented to the Rescue Squad Board of Directors for action.

Once a volunteer member reaches the age of seventy-five (75) an annual review will be conducted by the Rescue Squad Board of Directors or their designee. This is to ensure that each volunteer maintains the ability to functionally perform the duties of a volunteer.

3 The Wintergreen Fire Department and Volunteer Requirements

3.1 Wintergreen Fire Department

3.1.1 History

The Wintergreen Fire Department (WFD) began in the 1970's. The Fire Department was known then as the Wintergreen Fire Brigade and kept its only fire engine in a shed at Golf Maintenance.

3.1.2 Organization

WFD is controlled by a Board of Directors. The Board is comprised of nine (9) members:

- Seven (7) are elected by the volunteers.
- The Chief of Fire and Rescue and Deputy Chief, or their designee, attends Board meetings in an ex-officio status.

3.1.3 Equipment

Wintergreen Fire Department runs one (1) Ladder Truck, two (2) Engines, one (1) Tanker, two (2) Attack Trucks, and one (1) UTV with a fire skid.

3.1.4 Typical Fire Department Responses

The Fire Department will handle calls for service to include structure fires, brush fires, motor vehicle crashes, fire alarms, and public service calls.

Wintergreen Fire & Rescue Volunteer Manual

3.1.5 Wintergreen Fire Department's Service Area

The fire department's response area is primarily the immediate area of the Wintergreen Mountain and Stoney Creek communities. In addition, the department runs in tandem with Rockfish Fire Department in their first due and likewise, Rockfish Fire Department provides assistance in Wintergreen Fire Department's first due.

3.1.6 Levels of Volunteer Responsibility

- Driver/Operator – Minimum qualifications: Emergency Vehicle Operators Course (EVOC), class 3 – 16 hours with a written and practical (driving) test. In-house pump training.
- Firefighter – In addition to above, complete Department of Fire Programs, Firefighter I, and preferably Basic Pump Operator.

3.1.7 Classes of Volunteer Membership

- Regular Members – Available to any person who is between 18 years of age and 75 years of age provided they are elected to Regular membership by the Board and participate in the activities of the Corporation. A regular member must run a minimum of 8-hours per month and attend a minimum of six (6) training meetings per year to remain in good standing.
- Junior Members - Junior membership is available to any person 16 or 17 years of age who participates actively in the activities of the Corporation and who is elected to Junior membership by the Board. A Junior member must run a minimum of 8-hours per month and attend a minimum of six (6) training meetings per year to remain in good standing.
- Life Members - Any Regular member who has been an active, faithful, and satisfactory participant in the activities of the corporation for a period of not less than ten (10) years and who has made outstanding contributions for the benefit of the Fire Department may be recommended for Life membership.

3.1.8 Operational Rules and Regulations

If a call is received directly by a member or when a member is on location prior to a page the member should obtain details of the call (where smoke is, if there are flames, etc.), the location of the call (address or building name etc.), and a call back number. This information should then be relayed to the appropriate dispatch center by activating 911. The Dispatcher will then dispatch the most appropriate agency to handle the call.

When responding to calls in your personal vehicle and/or department vehicle, the vehicle(s) should be driven with due regard for public safety, at all times, following the provisions of The Code of Virginia. At no time should a volunteer without EMS training arrive on scene of an EMS call prior to an ambulance. If the volunteer should arrive prior to an ambulance they should not engage until the ambulance arrives. It is ok for a volunteer fire member to arrive on scene of a motor vehicle crash (MVC) prior to an ambulance. Efforts should be concentrated on traffic control and providing an incident report to incoming units. At no time should a Junior Member arrive on scene first of a MVC.

3.2 Volunteer Requirements

Wintergreen Fire & Rescue Volunteer Manual

3.2.1 Essential Duties

- Report to station at the start of your shift, typically 08:00
- Must run a minimum of 8 hours per month in-station to maintain volunteer status
- Be familiar with equipment and inventory
- Respond to fire/rescue calls
- Drive and operate sophisticated equipment in keeping with acceptable laws and protocols
- Communicate both verbally and in writing as applicable
- Establish and maintain effective working relationship with associates
- Deal courteously and effectively with the public
- Complete appropriate fire reports accurately and in a timely manner as appropriate
- Attend training meeting each month, 1st Monday or as scheduled
- Other duties as assigned

3.2.2 Knowledge, Skills, Abilities

- No experience and/or fire certifications are required to join.

3.2.3 Education and Experience

- Must possess Valid Virginia Driver's License and complete and sign a driver transcript and monitoring form provided in volunteer packet
- Obtain at minimum Emergency Vehicle Operator Course (EVOC) 3 certificate

3.2.4 Physical Demands

- While performing the duties of this job, the volunteer is frequently required to stand, walk, use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, or crouch; talk or hear and taste or smell.
- The volunteer must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

3.2.5 Clothing (Uniform)

- Substantial shoes. Steel or Composite toe boots that lace above the ankle are preferred.
- Long pants – No shorts or skirts
- Identifiable T-shirt, sweater and/or jacket. (Provided by the department)

4 New Volunteer Orientation and Training

4.1 Application Form

Once an application has been received, the Deputy Chief or designee will:

- Send volunteer candidates (rescue only) to get background checks/fingerprinted. Must sign-up online through the Office of EMS. The new member must affiliate with Wintergreen Rescue Squad through the Office of EMS prior to scheduling the background check.
- Contact references as may be appropriate.

Wintergreen Fire & Rescue Volunteer Manual

- Identify a “mentor” to work with you through your orientation and training, where applicable.
- Explain the training program and release process, introduce candidate to the Training Captain
- Deputy Chief or designee will assist in enrolling the candidate in a Virginia Emergency Vehicle Operators Course (EVOC) and/or CPR course
- Ask new volunteers to sign a *Patient Confidentiality Statement and DMV Transcript and Monitoring form* if not already completed, refer to the Wintergreen Fire & Rescue website under Member Resources > New Staff & Volunteers to download (Rescue Only).

4.2 Membership Approval

Depending on when the application is submitted it will likely be submitted to the respective board via email and later approved at the next board meeting. If the application is submitted just prior to a meeting then the application will be reviewed and approved at the next board meeting.

4.2.1 Appeal Process

A Rescue or Fire Member who has been terminated or suspended, or an applicant whose application was rejected, may appeal the decision by requesting a meeting with the Chief, the Deputy Chief, and a representative(s) of the respective Board(s) (typically the president).

4.2.2 Standard Administrative Policies (SAP) and Standard Operating Guidelines (SOG)

All members of the Wintergreen Fire and Rescue Squad are required to be familiar with all policies and operational guidelines. These are posted on the Wintergreen Fire and Rescue website at:

<https://www.wtgfireresq.org/sap-sog>

New volunteers are required to read each policy and guideline and sign a form to acknowledge understanding of the policies and guidelines. The SAP/SOG review signature form is located at the top of the SAP/SOG web page:

Any questions about the policies or guidelines should be discussed with the Mentor or one of the Career Staff.

5 Volunteer Continuing Training and Certification

5.1 Rescue Monthly Training Meetings

The Wintergreen Rescue Squad meets the second Tuesday of each month at 7pm for a 60–90 minute training session.

- Volunteers are encouraged to attend all meetings
- Some meetings cover material that is mandatory for all volunteers. If the meeting is missed, the Training Captain or designee will arrange for the material to be viewed online with a corresponding quiz.

Wintergreen Fire & Rescue Volunteer Manual

5.2 Fire Monthly Training Meetings

The Wintergreen Fire Department typically meets the first Monday of each month at 6pm for a 60–90 minute training session. Meeting days may change based on type of training and weather conditions.

- Volunteers are encouraged to attend all meetings

5.3 EVOC and CPR Re-Certifications

EVOC and CPR certifications are valid for a specific number of years. It is the responsibility of the volunteer to maintain valid and/or in-date certifications.

EVOC certification is valid for five (5) years.

CPR certification is valid for two (2) years.

6 Patient Confidentiality

Healthcare agencies and providers must provide confidentiality and privacy of the healthcare information that they collect, maintain, use, and/or transmit. Confidentiality means that only certain individuals will have the right to access the information and that it is secure from others. To maintain confidentiality means that a healthcare provider may not disclose any medical information revealed by a patient or discovered by the providers in connection with the treatment of a patient. Full disclosure enables the provider to diagnose conditions properly and to treat the patient appropriately. In return for the patient's honesty, the provider should not reveal confidential communications or information without the patient's express consent unless required to disclose the information by law. There are exceptions to the rule, such as where a patient threatens bodily harm to himself/herself or to another person.

A provider's legal obligations are defined by the US Constitution, by federal and state laws and regulations, and by the courts. Even without applying ethical standards, courts generally allow a cause of action for a breach of confidentiality against a treating provider who divulges confidential medical information without proper authorization from the patient.

Wintergreen Fire & Rescue uses a County provided application called Active911 to receive emergency calls. Many times there is personal or sensitive information displayed in the event notes which can be considered confidential patient information. At no time should this information be shown to or shared with anyone outside of the departments you represent.

What Is a Breach of Confidentiality?

A breach of confidentiality is a disclosure to a third party, without patient consent or court order, of private information that the provider has learned within the patient-provider relationship. Disclosure can be oral or written, by telephone or fax, or electronically, for example, via e-mail.

Patient Consent to Release Confidential or Privileged Information

The general rule regarding release of a patient's medical record is that information contained in a patient's medical record may be released to third parties only if the patient has consented to such disclosure. The patient's express authorization is required before the medical records can be

Wintergreen Fire & Rescue Volunteer Manual

released to the following parties: patient's attorney or insurance company; patient's employer, unless a worker's compensation claim is involved; member of the patient's family, except where the family member has been appointed the patient's attorney under a durable power of attorney for health care; government agencies; and other third parties. The Deputy Chief, or designee is the only authorized person to release patient information once an Attendant in Charge has transferred a patient to a hospital.

Implied Consent and Public Policy Exceptions or Required Disclosures

A patient's consent to disclosure of confidential information contained in a medical record may also be implied from the circumstances. Consent is also implied when a patient is transferred from one health care provider or agency to another. In such circumstances, disclosure of confidential patient information may be necessary to ensure continuation of patient care or treatment. Safeguarding patient confidences also is subject to certain exceptions that are ethically and legally justified because of overriding social considerations. If there is a reasonable probability that a patient will inflict serious bodily harm on another person, for example, the provider should take precautions to protect the intended victim and notify law enforcement authorities. Communicable diseases and gunshot and knife wounds should be reported as required by applicable statutes or ordinances.

Why Protecting Patient Confidentiality Is Still Important

A patient expects to have his or her privacy respected by the provider and should not be disappointed. Providers should become familiar with laws involving the duty to maintain confidentiality. Any breach in confidentiality--even one that seems minor--can result in mistrust and, possibly, a lawsuit and/or disciplinary action.

7 Personnel Policies

7.1 Cleanliness

Each member is expected to be neat and clean at all times when on duty. This will include clean hands and clean, trimmed fingernails.

7.2 Use Of Alcohol

Personnel will not respond to a call if they have been drinking or using drugs, prescribed or otherwise which may impair their judgment.

- Members may **not** participate in any Fire Department and/or Rescue Squad activity when under the influence of drugs or alcohol.
- Members shall **not** report for duty if they have consumed any alcohol within the last eight (8) hours – or longer, if necessary to be completely unimpaired.
- Members shall **not** report for duty if they are taking any prescription or other drug that does or may impair their ability to function “normally.”

7.3 Discipline

Violations of policy/procedures will be made in writing by the individual observing the infraction to the Chief or Deputy Chief; the documentation should explain the incident and what occurred. The Chief and Deputy Chief will review the statement and discuss the situation with

Wintergreen Fire & Rescue Volunteer Manual

all parties involved. Depending on the infraction, suspension or termination from duty may be directed for a period of time by the Board of Directors to allow a review of the incident. Upon disposition of the incident, copies of all relevant documents will be retained by either department.

8 Driving Wintergreen Fire Department and Rescue Squad Vehicles

8.1.1 Driving the Vehicles

- All vehicles will be operated only by persons with a valid operator's license issued by the Commonwealth of Virginia.
- Ambulances will be operated only by persons with a valid EVOC-2 certification; operating Fire Apparatus and the Squad truck requires a valid EVOC 3 certification and additional training in Extrication and Basic & Light Duty Rescue to be released on the Squad truck. However, training runs returning to the station are allowed so long as there are no patients and lights/sirens are not activated without an EVOC certification.
- Junior members under the age of eighteen shall not drive.
- The ambulance Diver will normally drive from the station to the scene while the AIC is assisting with navigation and preparing for action at the scene.
- Public Service calls are not an emergency and are not to be run with lights and sirens.
- Lights and sirens will only be used for responses to the scene and emergency transports.
- For safety, headlights shall be used at all times while the units are moving.
 - At Augusta Health – when parked in one of the ambulance parking places – headlights should be turned off so as to not interfere with helicopter operations.
- When available, a “Spotter” shall be used to guide the driver when a unit is backing up.

8.1.2 Miscellaneous

- Members should not eat or drink in the vehicle while responding to a call or transporting a patient.
- No smoking in the units/fire apparatus or at stations.
- Drivers shall not have the AM/FM radio on while responding or transporting a patient.
- Drivers shall not use any cell-phone for talking or texting while responding in the emergency mode or during a transport to the hospital.
- Volunteers and staff are prohibited from answering or otherwise talking on personal cell phones while responding or in the presence of a patient or family – unless the incoming call is known to provide pertinent information.
- Seatbelts are to be worn at all times unless in an ambulance and patient care dictates otherwise.
- Equipment on units is not for personal use.

8.2 Vehicle Incidents

Wintergreen Fire & Rescue Volunteer Manual

8.2.1 Squad or Fire Department Vehicle Incident

Refer to the Standard Operating Guideline, OPER 01-009. In the event of a MVC involving a rescue squad or fire department owned vehicle the driver shall complete a Vehicle Incident Report located on our website under About > Member Resources > Miscellaneous Forms.

8.2.2 Personal Vehicle (or Response Vehicle) incident – Note

Any volunteer who is involved in a motor-vehicle “incident” while responding in his or her private vehicle or a Wintergreen vehicle may be placed on driving suspension until an investigation is conducted.

9 Miscellaneous Topics

9.1 Hospital Emergency Room Security and Access

9.1.1 ID Badges Required

A UVA Hospital ID Badge is provided in each ambulance and response to access doors throughout the hospital. They must be returned to their appropriate location once you have cleared from the hospital.

Door codes to the specific hospitals can be provided by the Training Captain and/or your Rescue Squad mentor.

A Wintergreen Fire & Rescue ID will be issued during your initial shifts and/or orientation.

9.2 Directing Traffic – at MVC or Scene of Emergency

Traffic control at the scene of a Motor Vehicle Crash or at the scene of an emergency is normally the responsibility of Law Enforcement and the Fire Department.

Normally the volunteer driver(s) and EMT(s) should remain close to the scene to provide assistance to the staff medic and Fire Department personnel. However, there are times when it may be necessary for Rescue Squad members to help direct traffic. Also, where there are additional volunteers on the scene, they may assist with traffic control. Use the department issued radios for traffic control and follow the direction of command on scene.

Guidelines:

- Always wear an ANSI approved vest. Typically they are in the door “pocket” of each ambulance.
- Always face traffic
- **DO NOT** use flares to direct traffic.
Flares should be placed in (or on) the roadway, when appropriate.
- Coordinate traffic flow with the person(s) at the other end of the traffic control zone.
You may use hand signals – if you have line-of-sight visibility

Wintergreen Fire & Rescue Volunteer Manual

- Maintain awareness of the emergency service personnel and their activities at the scene. Make changes in traffic flow – as necessary.

9.3 Volunteer Medical and Insurance Coverage

Wintergreen Fire & Rescue maintains insurance coverage for activities related to preparedness, response, and care provision. Our insurance coverage limits exceed industry standards and are provided by a carrier who caters specifically to Rescue Squads and Fire Departments.

Insurance documents are available upon request by the Chief of Fire and Rescue.

9.3.1 Rescue Squad Insurance

The Rescue Squad insurance includes:

- While responding to a call in a vehicle:
 - Automobile damage, liability (\$1,000,000), medical coverage for yourself and others
- While on calls:
 - Medical for yourself – including infections and/or illness related to call activities
 - Injury to yourself
 - Injury to others
 - Medical malpractice (\$1,000,000/occurrence - \$10,000,000 aggregate)
 - Vehicle damage, liability, medical coverage for yourself and others
- Umbrella Policy (\$5,000,000/occurrence - \$9,000,000 aggregate)

9.3.2 Fire Department Insurance

The Fire Department insurance includes:

- While responding to a call in a vehicle:
 - Automobile damage, liability (\$1,000,000), medical coverage for yourself and others
- While on calls:
 - Medical for yourself – including infections and/or illness related to call activities
 - Injury to yourself
 - Injury to others
 - Vehicle damage, liability, medical coverage for yourself and others

9.4 Liability

Virginia does have a “Good Samaritan Law” that provides liability protection for persons rendering medical aid in an emergency only while not on duty.

Code of Virginia § 8.01-225, Good Samaritan Law.

1. *In good faith, renders emergency care or assistance, without compensation, to any ill or injured person (i) at the scene of an accident, fire, or any life-threatening emergency; (ii) at a location for screening or stabilization of an emergency medical condition arising from an accident, fire, or any life-threatening emergency; or (iii) en route to any hospital, medical clinic, or doctor's office, shall not be liable for any civil damages for acts or omissions resulting from the rendering of such care or assistance. For purposes of this subdivision, emergency care or assistance includes the forcible entry of a motor vehicle in order to remove an unattended minor at risk of serious bodily injury or death, provided the person has attempted to contact a law-enforcement officer, as defined in § 9.1-101, a*

Wintergreen Fire & Rescue Volunteer Manual

firefighter, as defined in § 65.2-102, emergency medical services personnel, as defined in § 32.1-111.1, or an emergency 911 system, if feasible under the circumstances.

10 Benefits

10.1 General Benefits

10.1.1 Wintergreen Resort/WPOA Benefits Summary (Fire & Rescue)

The Wintergreen Resort pass provides discounts for some restaurants, ski lift pass, and rounds of golf for the volunteer.

Details & restrictions:

- Benefits on mid-week (Sunday – Thursday), non-holiday
- Space-available basis only
- No family benefits
- Must have Wintergreen Volunteer Fire & Rescue Card issued by the Chief of Fire and Rescue or designee.
- Subject to change without notice

WPOA Annual Gift Card (Mastercard or Visa), issued January or February of each year based on hours volunteered for the previous year.

\$250 – Full Members/Active Life Members

\$125 – Associate Members (WRS only)

Details & restrictions (Apply to the prior year the gift card is given):

- Member must volunteer the required minimum average hours per month

WPOA Cell Phone Service Plan (Verizon/T-Mobile). Volunteer members may join the WPOA group cell phone plan with Verizon or T-Mobile.

Details & restrictions:

- All communications regarding this service must go through the Administrative Captain for Wintergreen Fire & Rescue

10.2 Rescue Squad Benefits

10.2.1 Augusta County Benefits Summary

For volunteers residing in Augusta County, with a minimum of 100 hours per year, Augusta County will provide a credit of \$50 toward the volunteer's property tax.

Wintergreen Fire and Rescue Squad sends list of eligible volunteers to County in July (for property tax)

Wintergreen Fire & Rescue Volunteer Manual

10.2.2 Vaccines

UVA Pharmacy (Nellysford) or Augusta Health will provide the following immunizations for Rescue Squad volunteers:

- Hepatitis B Vaccination Series

The vaccination series needs to be scheduled in advance. Contact the Deputy Chief for additional details.

Note:

- The Rescue Squad will reimburse you for a Titer Test (conducted by your personal physician within 1 week to 60 days after the last shot) to confirm the immunization has “taken.”
- The Hepatitis B Vaccination is covered under most health care plans and should be run through insurance first. However, if not covered the department will take care of the bill.
- If you do not want to have the Hepatitis B vaccination series, the Hepatitis B Declination Statement must be completed. This can be found in the training program under Module 0.
- The Rescue Squad will provide seasonal influenza vaccinations to Fire Department and Rescue Squad members in October and/or November, when available. This is also included in most health care plans.

10.2.3 Nelson County Benefits Summary

For volunteers residing in Nelson County, with a minimum of 100 hours per year, Nelson County offers a waiver on some Personal Property Tax:

- *Personal Property Tax* : *Forgives \$5,000 of valuation on an automobile*

Wintergreen Fire and Rescue Squad sends list of eligible volunteers to Nelson County (in January for Sticker) and July (for property tax)

Nelson Cable: For those residents that subscribe to Nelson Cable, you will be given a discount for your service to the community. The volunteer member will need to contact Nelson Cable to let them know you are a volunteer with WRS. Nelson Cable will then reach out to the Deputy Chief to verify you are a member in good standing.

10.3 Fire Department Benefits

10.3.1 Vaccines

UVA Pharmacy (Nellysford) or Augusta Health will provide the following immunizations for Fire Department volunteers:

- Hepatitis B Vaccination Series

The vaccination series needs to be scheduled in advance. Contact the Deputy Chief for additional details.

Note:

Wintergreen Fire & Rescue Volunteer Manual

- The Hepatitis B Vaccination is covered under most health care plans and should be run through insurance first. However, if not covered the department will take care of the bill.
- The Rescue Squad will provide seasonal influenza vaccinations to Fire Department and Rescue Squad members in October and/or November, when available. This is also included in most health care plans.

10.3.2 Incentive Pay

Fire Department volunteers are provided with incentive pay to encourage participation in training, running calls, running duty shifts, and administrative hours. The Deputy Chief tracks these metrics and checks are given out on a quarterly basis. Here is the breakdown on this benefit:

Training Meetings = \$12/meeting

Duty Shift = \$24/8-hour shift

Calls = \$8/call

Admin Hours = \$6/hour