

Portugal Cove - St. Philip's Volunteer Fire Department



Operating Policy



PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

OPERATING POLICY

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ii. TABLE OF REVISIONS

OPERATING POLICY	REVIEW DATE	REVISION DATE	REVISION	INITIALS



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iii. MISSION STATEMENT

The Portugal Cove - St. Philip's Volunteer Fire Department's mission is to provide emergency operations, public education, fire prevention and emergency medical services to the citizens and visitors of the Town of Portugal Cove - St. Philip's.

iv. VISION STATEMENT

The Portugal Cove - St. Philip's Volunteer Fire Department's goal is to be the best equipped, best trained and the most professional department capable of providing the highest quality service at the most reasonable cost to the taxpayers of the Town of Portugal Cove - St. Philip's.

v. VALUES

The values by which the Portugal Cove - St. Philip's Volunteer Fire Department operates are:

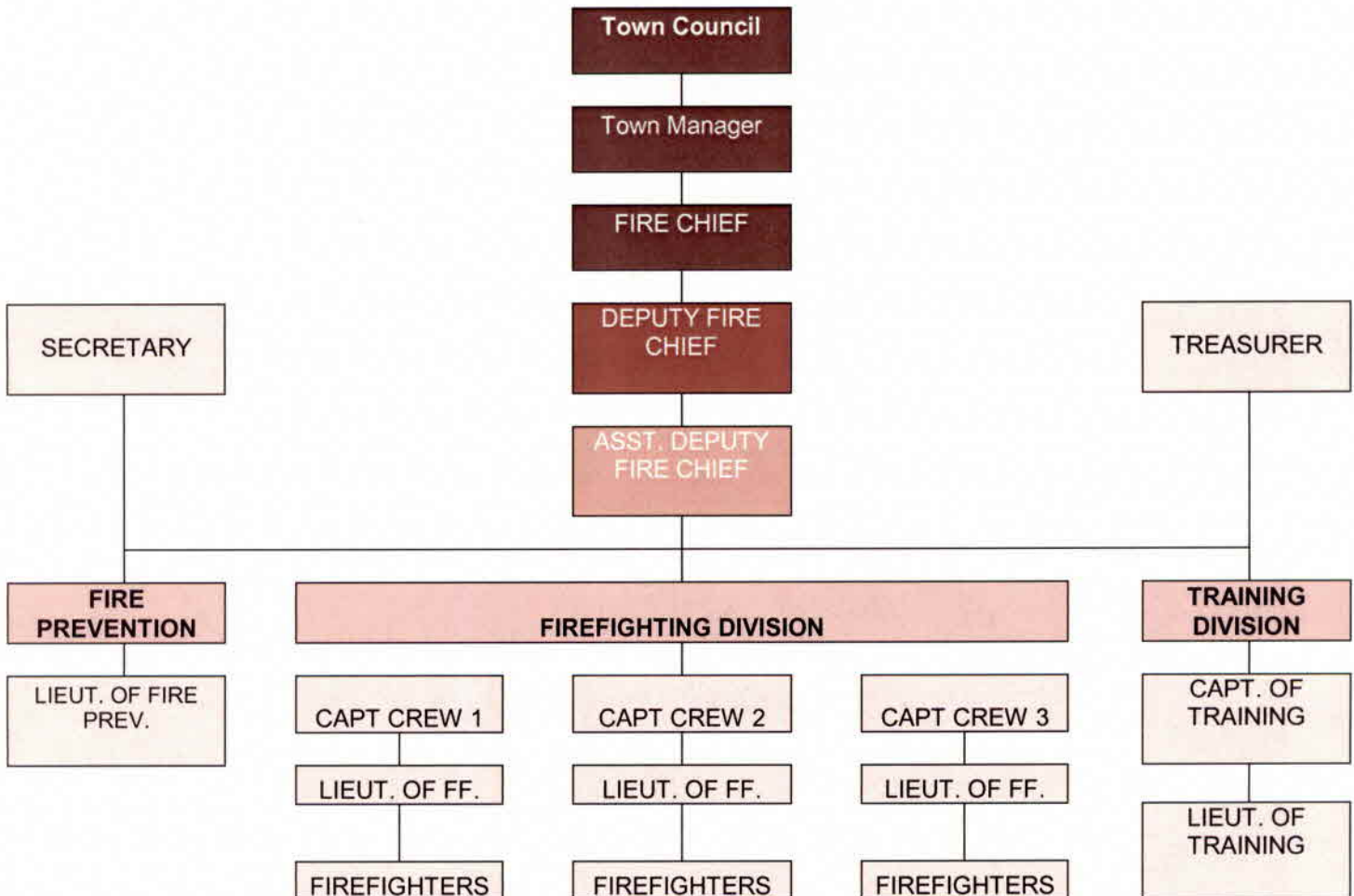
- Integrity and pride in the Fire Department;
- Quality customer service;
- Commitment to the community;
- Efficiency in management; and,
- Appreciation for the tradition of Volunteer Firefighting.



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vi. ORGANIZATIONAL CHART



Fire Chief
Town of Portugal Cove - St. Philip's

Date



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1.0 CODE OF CONDUCT AND ETHICS

As a Firefighter, my fundamental duty is to protect or save lives and safeguard property in the service of my community.

In my role as a Firefighter, I will set a good example in all actions and deeds.

I will never use my position for personal gain, recognizing it as a symbol of public trust.

I will constantly strive to achieve the high objectives and ideals of this department and shall conduct myself at all times, both on and off duty, in such a manner as to reflect most favorably on the department.

I do solemnly swear that I will respect, honor, obey and enforce the laws and ordinances of the jurisdiction in which I serve.

I will treat my fellow firefighters and follow the direction of the officers with respect and professionalism in both our standby and operational capacities.

Today, I recognize the crest of my office as a symbol of public faith and I accept it as a public trust.

I will strive to create a respectful and collaborative environment, where everyone's perspective is respected and welcomed in the professionalism of our organization.

I will strive to attend all training drills, meetings and other events where I am expected and befitting my position in the organization.

We are ALL inclusive in the following of this code, and our collective future's success depends on it.

And, furthermore, I hereby rededicate myself to the citizens and visitors who come to the Town of Portugal Cove - St. Philip's to ensure their safety in the discharge of my duties.

Dated: April 8, 2011



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2.0 FIRE DEPARTMENT MEMBERSHIP

- 2.1 The Portugal Cove - St. Philip's Volunteer Fire Department (herein referred to as PCSP VFD) shall maintain a list of 36 members on active responding duty. This number is the maximum number set and approved by Council.
- 2.2 When the number gets down to 32, a new Recruitment shall commence.
- 2.3 Any member who voluntarily resigns from the Fire Department may be reinstated at a later date. Such a person must make a written application. If a member resigns and is out of the Fire Department for more than thirty (30) days, they may be reinstated as a Recruit member providing there is an open position. If there is no position open, the firefighter must wait until the next vacancy opening within the Fire Department.

3.0 DUTIES OF FIRE DEPARTMENT MEMBERS

- 3.1 All members shall act with respect and dignity toward all other members and to everyone outside the PCSP VFD. This is in accordance with the PCSP VFD Code of Conduct and Ethics.
- 3.2 All members shall avoid any unnecessary damage to other people's property at emergency scenes. It is our due-diligence to be as professional as can be.
- 3.3 When valuables such as money, jewelry, etc. are found at an emergency scene or while we are at a public function, members are to secure such valuables and notify the Officer in Charge.

3.4 RESPONSIBILITIES OF FIRE DEPARTMENT MEMBERS

- 3.4.1 All PCSP VFD members are to adhere to the policies and guidelines contained throughout this document.
- 3.4.2 All PCSP VFD members are required to follow our Code of Conduct and Ethics, work within our Standard Operating Guidelines (SOG's) and follow our Departmental responsibilities.
- 3.4.3 All PCSP VFD members are to respond to as many calls for our services as they can. This would follow the 25/50/50 rule. We are providing an



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emergency service to our fellow citizens and level of personal commitment should be to meet every member on an even amount of dedication.

- 3.4.4 All PCSP VFD members are to attend training sessions as set by the Training Officers for the Fire Department. Under NL Legislation, we have a certain level of service we need to maintain. That serves as a commitment from all of us.
- 3.4.5 All PCSP VFD members are to stay current in all Fire Department Operations.
- 3.4.6 All PCSP VFD members, as part of their Duty Crew assignments, shall take part in regular Station and Equipment Maintenance. Station maintenance includes keeping the buildings clean.
- 3.4.7 It is the responsibility of all Fire Department members to fulfill their assigned operational duties.

4.0 EXECUTIVE OFFICERS AND THEIR DUTIES

- 4.1 The Executive Officers shall be those identified as; the Fire Chief, the Deputy Fire Chief and the Assistant Deputy Fire Chief.
 - 4.1.1 The Fire Chief will be the Chairperson of the meetings of the Fire Department.
 - 4.1.2 The Deputy and/or Assistant Deputy Fire Chief will assume the role if and when the Fire Chief is absent or delegates this responsibility.
- 4.2 The Fire Department Executive Assistant and the Fire Department Treasurer shall be elected from and by the total membership and may be so elected from any position within the membership.
- 4.3 The Chairperson shall preside at all meetings of the Fire Department. He/she shall have the deciding vote on all Departmental matters in the event of a tie. He/she shall be the official spokesperson and Chief Liaison Officer of the Fire Department.
- 4.4 Any and all Departmental Operational Policy decisions shall be the responsibility of the Fire Chief.



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- 4.5 The Executive Assistant shall keep all records and minutes of the Fire Department and handle all correspondence as directed.
- 4.6 The Treasurer shall receive and deposit all monies accruing to the Fire Department in a bank and shall pay out such monies on approval from the Fire Department. All such funds should be paid by cheque, signed by the Treasurer and any one of the designated Signing Officers for the Fire Department.
- 4.7 The Treasurer shall prepare and turn over the Fire Department's financial records to the Steering Committee and offer a report at the General Meetings on a monthly basis. This will include a report of the Annual Firefighter Ball and Christmas Party.
- 4.8 Chairpersons of other committees, as the need arises, may be appointed and/or elected by decision of the Fire Department and may be called to attend meetings of the Steering Committee when called upon to report on a specific activity.

5.0 DUTIES OF ALL FIRE DEPARTMENT PERSONNEL

5.1 DUTIES OF CHIEF FIRE OFFICERS

- 5.1.1 The Fire Chief shall be the Senior Officer at all times.
- 5.1.2 The Fire Chief shall be the Chief Liaison Officer for the Fire Department.
- 5.1.3 The Fire Chief is the Fire Department Manager and is responsible to the Town Manager and Town Council.
- 5.1.4 The Fire Chief shall ensure that all Officers are performing their duties within the Fire Department.
- 5.1.5 The Fire Chief shall be the Chief Officer at all meetings of the Fire Department.
- 5.1.6 The Fire Chief shall have final decision authority in all areas of the Fire Department.
- 5.1.7 The Fire Chief shall have responsibility to all budget, purchases and processes to Council through the Town Manager.
- 5.1.8 The Fire Chief is responsible for, and appoints all Fire Officers.



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- 5.1.9 The full responsibilities, authority to manage and directions for the Fire Chief are laid out within the Municipalities Act, 1999.
- 5.1.10 All Officers attending Conferences and Outside Meetings while on Fire Department business shall provide the Fire Department with a report of the information received.
- 5.1.11 The Deputy Fire Chief shall be the Senior Officer for the Fire Department in the absence of the Fire Chief, and at such times shall perform the duties, accept the responsibilities and have the authority of the Fire Chief.
- 5.1.12 The Assistant Deputy Fire Chief shall be the Senior Officer for the Fire Department in the absence of the Fire Chief and Deputy Fire Chief, and at such times shall perform the duties, accept the responsibilities and have the authority of the Fire Chief.
- 5.1.13 At an emergency scene, the Senior Officer is deemed to be in charge. If and when a more Senior Officer arrives, the Senior Officer will meet and discuss the incident, then, if necessary, the Senior Officer shall assume Command. However, if the Captain or Lieutenant is adequately assuming the position of Command, then the Senior Officer may leave the lower ranking Officer in charge. The options to the Senior Officer are open and to his/her discretion.
- 5.1.14 The Senior Officer always has the option to assume Command, or to act as a Supporting Officer to Captains and/or Lieutenants.
- 5.1.15 All Fire Department Officers will initiate and use the Fire Incident System at all emergencies, no matter how small.

5.2 DUTIES OF CAPTAINS

- 5.2.1 Captains are supervisors under the Occupational Health and Safety Act.
- 5.2.2 Captains are responsible for the operations of their respective crews, and firefighters on-scene during fire operations.
- 5.2.3 Captains shall ensure that good order is maintained and that all orders and Fire Department directives are being adhered to by the firefighters under their Command.
- 5.2.4 Captains shall ensure that all Fire Department equipment is working properly, and to report any deficiencies he/she may find.



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- 5.2.5 Captains shall be familiar with all Fire Department Standard Operating Guidelines, Policies, and Directives.
- 5.2.6 Captains shall have a good working knowledge of all firefighting procedures, Fire Department training manuals and Fire Department technical data at their disposal.
- 5.2.7 Captains shall make every effort to attend all Fire Department Training Sessions and all Officer Training Sessions. This will include any and all Live Fire Training where Command Officers are required.
- 5.2.8 Captains may be required to assist the Training Division in their operations of Fire Department Training sessions.
- 5.2.9 Captains shall assist the Fire Department in meeting all Fire Department goals and objectives.
- 5.2.10 At emergencies, Captains shall assume Command when they are first on the scene, when there is a working incident, when asked by a Lieutenant, when there is no Officer assuming Command.
- 5.2.11 Captains may be assigned a Sector Officer role at any working incidents (i.e. Fire Sector, Rescue Sector etc.). This would be in a supporting role to Command.

5.3 DUTIES OF LIEUTENANTS

- 5.3.1 Lieutenants are supervisors under the Occupational Health & Safety Act.
- 5.3.2 Lieutenants are responsible for the operations of their respective crews and firefighters on-scene during fire operations.
- 5.3.3 Lieutenants shall ensure that good order is maintained and that all orders and Fire Department directives are being adhered to by the firefighters under their Command.
- 5.3.4 Lieutenants shall ensure that all Fire Department equipment is working properly, and to report any deficiencies he may find.
- 5.3.5 Lieutenants shall be familiar with all Fire Department Standard Operating Guidelines, Policies, and Directives.



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- 5.3.6 Lieutenants shall have a good working knowledge of all firefighting procedures, Fire Department training manuals and Fire Department technical data at their disposal.
- 5.3.7 Lieutenants shall make every effort to attend all Fire Department Training Sessions and all Officer Training Sessions. This will include any and all Live Fire Training where Command Officers are required.
- 5.3.8 Lieutenants may be required to assist the Training Division in their operations of Fire Department Training sessions.
- 5.3.9 Lieutenants shall assist the Fire Department in meeting all Fire Department goals and objectives.
- 5.3.10 At emergencies, Lieutenants shall assume Command when they are first on the scene, when there is a working incident, and when there is no Officer assuming Command.
- 5.3.11 Lieutenants may be assigned a Sector Officer role at any working incidents (i.e. Fire Sector, Rescue Sector, etc.). This would be in a supporting role to Command.

5.4 DUTIES OF FIREFIGHTERS

- 5.4.1 Firefighters shall work under the direction of a Lieutenant, and/or a Captain, and/or a Senior Officer who is in charge.
- 5.4.2 Firefighters shall carry out all duties and tasks as assigned by the Officer in charge, which reflect and are consistent with the overall Fire Department Policies and Guidelines.
- 5.4.3 Firefighters shall carry out their duties and assigned tasks efficiently and promptly.
- 5.4.4 Firefighters shall work with other firefighters in a team effort.
- 5.4.5 Firefighters shall comply with all Fire Department rules, regulations, Policies, Guidelines and Directives
- 5.4.6 Firefighters shall attend all Fire Department training sessions in order to gain and maintain their respective firefighting knowledge and skills.



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- 5.4.7 Firefighters shall ensure they are familiar with all firefighting equipment by participating in their respective Duty Crew operations.

5.5 DUTIES OF CAPTAIN OF TRAINING

- 5.5.1 Captain of Training shall be responsible to the Fire Chief for all Departmental Training.
- 5.5.2 Captain of Training shall be responsible for the research, design implementation and review of all Fire Department Training Programs as per Fire and Emergency Service's Guidelines.
- 5.5.3 Captain of Training shall make and keep accurate Fire Department training records, which are to be stored on the Town's computer network. These records will be reviewed by the Fire Chief. The Fire Departments Training Records shall be in accordance with NFPA 1401.
- 5.5.4 Captain of Training shall be responsible for maintaining an inspection and maintenance report every six (6) months on the PCSP VFD Live Fire Training Centre.
- 5.5.5 Captain of Training shall make sure the Fire Department's Live Fire Training program is completed in conjunction with NFPA 1403.

5.6 DUTIES OF LIEUTENANT OF TRAINING

- 5.6.1 The Lieutenant of Training shall assist the Captain of Training in all Fire Department training objectives.
- 5.6.2 Lieutenant of Training shall assume the Captain of Training's position when the Captain of Training is away from their position.

5.7 DUTIES OF FIRE PREVENTION OFFICER

- 5.7.1 The Fire Prevention Officer shall work under the supervision of the Fire Chief.
- 5.7.2 The Fire Prevention Officer shall be responsible for the initiation of the Fire Prevention Program, coordinate any Pre Fire Planning tours as well as any Incident Planning sessions.
- 5.7.3 The Fire Prevention Officer shall conduct Fire Inspections as sanctioned by the Fire Chief.



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- 5.7.4 The Fire Prevention Officer shall be responsible for the implementation of Fire Prevention Week.
- 5.7.5 The Fire Prevention Officer shall be responsible to liaise with all Fire Department fire inspection paperwork to the Fire Chief for record keeping.
- 5.7.6 The Fire Prevention Officer shall be responsible to work with the Fire Department Public Relations Committee to ensure all public related Fire Department events are properly implemented.
- 5.7.7 The Fire Prevention Officer shall attend all Fire Department training sessions and Fire Department meetings so to maintain their firefighting skills, represent the Fire Department Fire Prevention Program and to meet the Fire Department attendance policy.

6.0 FIRE DEPARTMENT COMMITTEES

- 6.1 The Executive Committee will consist of the Fire Chief, the Deputy Fire Chief and the Assistant Deputy Fire Chief. The Executive Assistant and Treasurer may be present at Executive Meetings but only in the capacity of their roles.
- 6.2 The Executive Assistant and the Treasurer will not have voting privileges during Executive Committee meetings. Their roles will be of an advisory capacity.
- 6.3 Minutes of the Executive Committee meetings shall be considered confidential and shall be restricted to Executive Committee members only.
- 6.4 The Executive Committee will receive, review, discuss, dismiss and/or accept or ratify the recommendations of the Steering Committee and present them, once ratified, and/or accepted and/or denied to the general membership.
- 6.5 The Executive Committee may assume the duties of the Steering Committee during any month where the Steering Committee fails to meet.
- 6.6 The Steering Committee shall consist of the Fire Chief or a designate as Chair, a Captain Rep., a Lieutenant Rep., 2 Firefighter Reps., Treasurer, Executive Assistant, Fire Prevention Officer and Captain of Training. A quorum consists of the chair plus (5) other members of the committee.
- 6.7 The Steering Committee shall receive, discuss, evaluate, and make recommendations to the Fire Chief and/or the Executive Committee.



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6.8 The Steering Committee in conjunction with the Fire Chief shall have the authority to appoint subcommittees from the Fire Department membership, such as, but not limited to, the Fund Raising Committee, the Health and Safety Committee, Fire Communications and Bunker Gear Committees, as well as the Fitness Committee. All of these committees shall keep the Steering Committee and the Fire Chief informed of their progress.

6.9 The Treasurer shall supervise the collection of funds and expenditures and manage all monies for the Association of the PCSP VFD. The Treasurer shall keep written records of all monies transactions and also provide reports to the Steering Committee and the membership at General Meetings.

7.0 ATTENDANCE AND CONDUCT

7.1 All active members of the Fire Department should attend all required meetings of the Fire Department and must conduct themselves in accordance with the PCSP VFD Code of Conduct and Ethics.

7.2 Any members, who are unable to attend Fire Department meetings, shall notify their Crew Officers of their intent.

7.3 All Fire Department Officers shall make a special effort to attend all required meetings of the Fire Department.

7.4 All conversation by every member will be conducted in a professional manner and in accordance with the PCSP VFD Code of Conduct and Ethics.

7.5 All members shall direct their conversation through the Chair.

7.6 No member shall attend a meeting under the influence of alcohol.

7.7 Members shall refrain from using profane and demeaning language.

7.8 All privileged information discussed in meetings shall be kept confidential.

7.9 Conduct unbecoming a Fire Department member, may result in disciplinary action through the PCSP VFD Progressive Discipline Policy.



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7.10 All members shall work to obtain the minimum required levels of attendance in the following categories:

- 25 % for Call-Outs;
- 50 % for Training Sessions; and,
- 50 % for General Meetings.

7.10.1 These attendance percentages are the minimum standard requirement.

7.10.2 Any sub-standard attendance may be subject to review by the Fire Captain, and/or Executive in conjunction with the PCSP VFD Code of Conduct and Ethics.

7.10.3 Failure by any member to meet these minimum requirements may result in a demotion and up to and including dismissal.

8.0 LEAVE OF ABSENCE

8.1 Any member who will not be partaking in Fire Department Operations for an extended period of time shall apply for in writing, email or directly to the Fire Chief, a request for a Leave of Absence (LoA).

8.2 At the discretion of the Fire Chief, the number of members requesting leave may be limited.

8.3 A leave of absence will be granted for no longer than three (3) months, and will only be granted to firefighters who have completed and passed their probationary period.

8.4 Extenuating circumstances will be considered on an individual basis. Any and all leaves of absence will require the approval of the Fire Chief.

8.5 The requested term for a Maternity leave is set at one year. Any extensions both before and after will be considered.

8.6 Members returning from a Leave of Absence shall inform their Crew Officers, who will in turn notify the Executive Officers.

9.0 HONORARY MEMBERS



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- 9.1 Any members, who are forced to resign from active service within the PCSP VFD on account of illness and/or accident, shall be considered Honorary Members of the Fire Department.
- 9.2 When such members have been restored to health, and are able to resume active their respective Officers in order to resume active member status.
- 9.3 Any member who resigns from the Fire Department as a result of their age shall become an Honorary Lifetime Member.
- 9.4 A list of our Honorary Members shall be kept on file by the Fire Department Executive Assistant.
- 9.5 Honorary Members shall be permitted to take an active role in all of the Fire Department's social functions.
- 9.6 Honorary Members can attend General Meetings of the Fire Department, but they will not have active participation or voting privileges.
- 9.7 Honorary Members shall not be allowed to participate in firefighting activities.
- 9.8 Any member leaving the Fire Department, or an outside person who has contributed to the promotion of the Fire Department, will be rewarded on an individual basis.
- 9.9 Applications for Honorary Member status shall be completed and submitted by the firefighter nominator to the Steering Committee for consideration. This reward will be promoted to the Steering Committee for discussion and recommendations on Honorary Member status. These recommendations will be offered to the Office of the Fire Chief and the Executive Committee.
- 9.10 HONORARY MEMBER CRITERIA
 - 9.10.1 To be eligible for the Distinction of Honorary Member, members shall meet the following criteria:
 - Members to have a minimum of 5 years of service with distinction.
 - Members will have made significant contributions to the promotion of the PCSP VFD.



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10.0 OFFICER PROMOTIONS

- 10.1 The position of Officer within the PCSP VFD will be by appointment only. Ultimately, this is the responsibility of the Office of the Fire Chief through the PCSP VFD Promotional Committee.
- 10.2 The PCSP VFD Promotional Committee will consist of:
- Fire Chief;
 - Deputy Fire Chief; and,
 - Assistant Deputy Fire Chief.
- 10.3 There will be an assigned Fire Department member to observe the process and to maintain the objectivity of the process.
- 10.4 The support for this process comes through and is approved by Council as recommended by the Fire Chief. There is also the specific legal authority supporting the Fire Chief through the *Municipalities Act, 1999*.
- 10.5 The criteria for the promotional process will cover the following:
- 10.5.1 A posting and criteria sheet will be posted in both Fire Stations providing the available position information.
- 10.5.2 The requirements for any Officer's position will be such that the applicant must be within the rank immediately below the position applied for.
- 10.5.3 Applications including a resume and cover letter for the position in question will be submitted in writing to the Fire Chief.
- 10.5.4 Each qualifying applicant will be scheduled for an interview after the closing of the posted application process.
- 10.5.5 The interview process will discuss the operational duties of the position, the responsibilities of the position, the intentions of the Applicant and a question and answer session.
- 10.5.6 Once the interviews are complete, the successful candidates will be notified by the Fire Chief.
- 10.5.7 The effective date of the promotion, the notification of the Fire Department Membership will be posted ASAP after the process has been completed.



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10.5.8 The Fire Chief reserves the right to hire, fire, promote and demote as he/she sees fit, in the best interest of the Fire Department.

11.0 RECRUITING VOLUNTEER FIREFIGHTERS PROCESS

- 11.1 Any person expressing interest in joining the PCSP VFD must do so by written application. Application forms shall be made available at the Town Office.
- 11.2 Applicants wishing to join the Fire Department must have proof of the age of eighteen (18) years.
- 11.3 When the PCSP VFD wishes to express a requirement for the addition of new members, the Fire Chief shall make said known to the Town Manager and Town Administration and Finance Committee. Once approved, the Fire Department can then advertise for Volunteer Firefighters.
- 11.4 The Fire Chief shall provide the Town Manager with the justification for the hiring of potential volunteer firefighters before any hiring approval is granted.
- 11.5 Applications and media notifications are to be sent out with pre-determined closing date.
- 11.6 Applications shall to be reviewed in conjunction with the Training Committee and Executive Committee.
- 11.7 Notices to successful volunteer firefighter applicants shall be sent out for Introduction and Information Session.
- 11.8 Volunteer firefighter applicant interviews will be scheduled. Interviews will consist of the Training Committee members and a representative from the Executive Committee.
- 11.9 All potential volunteer firefighter recruits must supply a valid approved medical from their respective Doctor.
- 11.10 All potential volunteer firefighter recruits must supply a current Criminal Records Screening Certificate from the Royal Newfoundland Constabulary.
- 11.11 Successful volunteer firefighter recruits will be notified of their Recruit Program starting date.
- 11.12 The PCSP VFD Recruit Training Program will be of five (5) month duration.



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- 11.13 After the five (5) month Recruit Training Program, volunteer firefighter recruits will be tested through a written test, physical test and a final interview from a select committee of Fire Department representatives.
- 11.14 An applicant, who is rejected from the PCSP VFD Recruit Training Program at any stage, may make application at the next hiring process.
- 11.15 Once a volunteer firefighter recruit has successfully completed the Recruit Training Program, they will advance to ACTIVE FIREFIGHTER STATUS, and hold the rank of Firefighter.
- 11.16 New ACTIVE FIREFIGHTERS will complete a six (6) probationary period during which they are evaluated on their attendance to training sessions, department meetings, emergency responses and an overall evaluation of the firefighter's aptitude.
- 11.17 The new ACTIVE FIREFIGHTER will receive a crew assignment, where they will respond to their respective Crew Captain and Lieutenant. The firefighters respective Officers will introduce the new Firefighter to their respective crew members.
- 11.18 After the successful completion of the six (6) month probationary period, the next step is the custom fitting of their own Firefighter Bunker Gear, which they will be responsible for the maintenance and care of this gear.

12.0 GENERAL MEETINGS - ORDER OF BUSINESS

- 12.1 Order of Business Guideline – The Chairperson should follow the approved order of business as closely as possible and as outlined below. If deemed necessary, the Chairperson may omit one or more items in the order of business.
- 12.2 The Chairperson may change the order of business if the need arises.
- 12.3 Order of Business:
 - 1. Meeting called to order
 - 2. Adoption of Minutes of previous meeting/s
 - 3. Admission of new members
 - 4. Financial Report, to be provided every month
 - 5. Committee Reports
 - 6. Applications for membership
 - 7. Correspondence and Bills



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8. Unfinished business
9. General membership Business
10. Fire Chief's Report
11. Adjournment

13.0 ORGANIZATIONAL GRIEVANCES

- 13.1 When any member of the Fire Department alleges they have been treated unfairly, he/she may make a written complaint stating the alleged grievance and forward this document to the Office of the Fire Chief.
- 13.2 The Fire Chief will assess the alleged grievance and respond in writing to the author of the alleged grievance.
- 13.3 The Fire Chief may investigate the grievance solely to find a resolution, or, the Fire Chief may refer the alleged grievance to a Disciplinary Committee.
- 13.4 A Disciplinary Committee will consist of the Fire Chief, 2 - Executive members, 2 - Steering Committee members (other than executive members).
- 13.5 Every attempt will be made to choose a Disciplinary Committee who is impartial to the alleged grievance.
- 13.6 If the grievance is of a personnel nature, the Fire Chief and/or the Disciplinary Committee will conduct investigative meetings with the initiator of the alleged grievance, and the member/s of whom the grievance is directed.
- 13.7 Once the Fire Chief or the Disciplinary Committee has made a ruling on a resolution to a grievance, an appeal can be made by either side in the complaint. The member on either side can formally make an appeal in writing and the member can choose to appeal to the Executive Committee, or to a new Disciplinary Committee. This new Disciplinary Committee will include the Fire Chief.
- 13.8 If a grievance is against the Fire Chief, the aggrieved party shall make a complaint to the Executive Committee, who will in turn, recommend if any necessary action is to be followed to Council. The Fire Chief will not sit on the committee considering such a complaint.
- 13.9 Once the final decision/ruling has been made, the Fire Chief, and/or Executive, and/or the Discipline Committee may invoke discipline under the Progressive Discipline Policy.



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14.0 PROGRESSIVE DISCIPLINE

- 14.1 The PCSP VFD Progressive Discipline Policy is established to identify and address Departmental disciplinary related issues.
- 14.2 This policy applies to all Fire Department members' conduct that the PCSP VFD, in its sole discretion, determines must be addressed by discipline.
- 14.3 The PCSP VFD will take a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.
- 14.4 Conduct by a member of the PCSP VFD that warrants discipline may fall under the following categories:
 - unacceptable behavior;
 - poor performance; or,
 - violation of the PCSP VFD's policies, practices or procedures.
- 14.5 However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the Fire Department need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation.
- 14.6 The supporting document for this policy is the PCSP VFD Code of Conduct and Ethics, which is and has been signed by all personnel and is proudly hung in both Fire Stations.
- 14.7 Progressive discipline may be issued on Fire Department members even when the conduct that leads to more serious discipline is not the same that resulted in less severe discipline. That is, violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action.
- 14.8 Probationary Fire Department members are held to the highest standards for behavior and job performance. Progressive discipline is the exception rather than the rule for probationary Fire Department members.
- 14.9 This disciplinary process is approved and supported by the Town of Portugal Cove - St. Philip's Management.



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14.10 The PCSP VFD will normally adhere to the following four progressive disciplinary procedure steps:

14.10.1 Verbal Warning: A verbal warning will identify the Departmental infraction to the party(s) involved, usually by the Fire Chief. As the first step in the progressive discipline procedure, a Fire Department member(s) will be given a verbal warning when an infraction is identified that justifies a verbal warning. Verbal warnings will be conducted by the Fire Chief, Deputy Fire Chief, Assistant Deputy Fire Chief, Captains or Lieutenants where required. Warnings will be documented and maintained by the Fire Chief or his/her designate for a period of not less than six (6) months.

14.10.2 Written Warning: A written warning identifies the Departmental infraction to the party(s) involved, usually written by the Fire Chief. A written warning is more serious than a verbal warning. A written warning will be given when a Fire Department member(s) engages in conduct that justifies a written warning or the Fire Department member(s) engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings will be conducted by the Fire Chief, Deputy Fire Chief or Assistant Deputy Fire Chief. Written warnings are maintained by the Fire Chief or his designee in a Fire Department member's personnel file and remains in effect for a period of not less than one (1) year.

14.10.3 Suspension: A written and action enforced suspension from the PCSP VFD in consultation with the PCSP VFD's Steering Committee and the Fire Chief. Time and length of suspension will be included in the order. A suspension is more serious than a written warning. A Fire Department member will be suspended when he/she engages in conduct that justifies a suspension or the Fire Department member(s) engages in unacceptable behavior during the period that a written warning is in effect. A Fire Department member's suspension will be documented and, regardless of the length of the suspension issued, will permanently remain in the Fire Department member's personnel file. Suspensions will be conducted by the Fire Chief in consultation with the PCSP VFD's Steering Committee.

14.10.4 Termination: A written and action enforced termination of said party(s) from the PCSP VFD. A Fire Department member(s) will be terminated when he/she/they engage in conduct that justifies termination or does not correct the matter that resulted in less severe discipline. A termination action will be conducted by the Fire Chief. Again, while the Fire Department will generally take disciplinary action in a progressive



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manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

- 14.11 All discipline records shall remain in the firefighters file for a period of one (1) year unless otherwise indicated.

15.0 INTERNET USE POLICY

- 15.1 Pursuant to the authority vested in the Town Council of Portugal Cove-St. Philip's, the Town adopted the following policy on

1. Title

This document shall be known and cited as **Internet Use Policy**

2. Interpretation

PCSP – means the Town of Portugal Cove – St. Philip's

3. Policy Statement

This policy statement is for all members of the PCSP VFD, who will require internet access and uses within their respective positions.

4. Policy Clauses

This policy applies to *all* Fire Department members when they are using computers or Internet connections supplied by PCSP, whether or not during work hours, and whether or not from PCSP's premises.

1. No Privacy. PCSP provides computers and Internet connections ("facilities") to further its business interests. You should use those facilities only for PCSP business. PCSP has the right, but not the duty, to monitor all communications and downloads that pass through its facilities, at its sole discretion. Any information retained on PCSP's facilities may be disclosed to outside parties or to law enforcement authorities.

2. Improper Activities. You may not disseminate or knowingly receive harassing, sexually explicit, threatening or illegal information by use of PCSP's facilities, including offensive jokes or cartoons. You may not use PCSP's facilities for personal or commercial advertisements, solicitations or promotions.



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3. Nature of E-mail. E-mail resembles speech in its speed and lack of formality. Unlike speech, e-mail leaves a record that is often retrievable even after the sender and recipient delete it. Only use email to send messages that you or the Town would not have concerns about making (public).

4. Intellectual Property of Others. You may not download or use material from the Internet or elsewhere in violation of software licenses, or the copyright trademark and patent laws. You may not install or use any software obtained over the Internet without written permission from the Systems Administrator (Fire Chief)

5. Report Violations. If you observe or learn about a violation of this policy, you must report it immediately to your supervisor, or to the Systems Administrator.

6. Acknowledgment. By signing on the line below, I acknowledge that I have read, understand and agree to comply with the foregoing Internet Use Policy. I understand that, if I do not comply with the Internet Use Policy, I may be subject to discipline, including loss of access to PCSP's facilities and discharge from employment. I may also be subject to legal action against me for damages or indemnification.

Date: _____

Signed: _____

Date Effective March, 2012

Repeals

16.0 FIRE DEPARTMENT ASSOCIATION DUES

- 16.1 Annual dues to the Newfoundland and Labrador Association of Fire Services (NLAFS) shall be legitimate expenditures of the Fire Department.

17.0 AMENDMENTS

- 17.1 Fire Department Operating Policy will be reviewed every two (2) years.
- 17.2 Fire Department Standard Operating Guidelines will be reviewed and updated as necessary every year.
- 17.3 Any recommendations shall be forwarded to the Office of the Fire Chief.



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- 17.4 No amendment shall be contradictory to the PCSP VFD Policies and Guidelines, and shall be presented to the Fire Chief for ratification prior to amendments becoming effective.
- 17.5 All amendments are submitted to the Fire Chief for consideration. This in itself does not in any way constitute acceptance of the membership's submission.
- 17.6 Any and all decisions rest with the Office of the Fire Chief.

18.0 ENACTMENT AND ENDORCEMENT OF FIRE DEPARTMENT OPERATING POLICY

The Portugal Cove - St. Philip's Volunteer Fire Department Operating Policy shall come into effect on the 26TH day of OCTOBER, 2012 AD.

This PCSP VFD Operating Policy replaces the previous Constitution.

Michael Raine, Fire Chief

Town of Portugal Cove - St. Philip's

William J. ..., Mayor

Town of Portugal Cove - St. Philip's

Portugal Cove-St. Philip's Volunteer Fire Department Organizational Chart



Town Council

Chris Milley
Town Manager

Michael Raine
FIRE CHIEF

Ian Mercer
DEPUTY FIRE CHIEF

Carl Picco
ASST. DEPUTY CHIEF

Dwayne Rowe
Executive Assistant

Michael Hynes
TREASURER

FIRE PREVENTION

Jason Donnan
LIEUT. OF FIRE PREV.
FIRE CREW 3

FIREFIGHTING DIVISION

Bazel Hibbs
CAPT CREW 1

Chris Donovan
LIEUT. OF FF.

Steve Brown
FIREFIGHTER

Aaron Facey
FIREFIGHTER

Ray Parsons
FIREFIGHTER

Chris Peinsznski
FIREFIGHTER

Dwyane Rowe
FIREFIGHTER

Karen Squires
FIREFIGHTER

Mandy Young
FIREFIGHTER

Rod Young
FIREFIGHTER

Mike Hynes
LIEUT. OF FF.

Curtis Hopkins
CAPT CREW 2

Stephen Murray
LIEUT. OF FF.

Sheldon Anstey
FIREFIGHTER

Joe Butler
FIREFIGHTER

Chris Halliday
FIREFIGHTER

Daren Janes
FIREFIGHTER

Ed Lundrigan
FIREFIGHTER

Mark Miller
FIREFIGHTER

Manuel Spurrell
FIREFIGHTER

Brian Tucker
CAPT. TRAINING

Darren Dawson
CAPT CREW 3

Frank St. Croix
LIEUT. OF FF.

Alfred Marshall
FIREFIGHTER

Floyd Collins
FIREFIGHTER

Jason Donan
LIEUT. OF FIRE PREV.

Matthew Jones
FIREFIGHTER

Matthew Mercer
LIEUT. OF TRAINING

Jeff Royal
FIREFIGHTER

Terry Scott
FIREFIGHTER

Edward Sharpe
FIREFIGHTER

TRAINING DIVISION

Brian Tucker
CAPT. OF TRAINING
FIRE CREW 2

Matthew Mercer
LIEUT. OF TRAINING
FIRE CREW 3