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PUBLIC NOTICE OF A COMMITTEE MEETING OF THE CITY OF WATERLOO COMMON COUNCIL

Pursuant to Section 19.84 Wisconsin Statutes, notice is hereby given to the public and news media, that a public meeting will be held to consider the following:

COMMITTEE: SPECIAL FINANCE, INSURANCE & PERSONNEL COMMITTEE
DATE: NOVEMBER 7, 2023
TIME: 6 p.m.
LOCATION: Municipal Building Council Chamber, 136 N. Monroe Street

- 1) CALL TO ORDER AND ROLL CALL
- 2) NEW BUSINESS
 - a) Fire Department
 - i) By-Laws
 - ii) Policy and Procedures
- 3) FUTURE AGENDA ITEMS AND ANNOUNCEMENTS
- 4) ADJOURNMENT

Jeanne Ritter
Clerk/ Deputy Treasurer

Committee Members: Thomas, Weihert and Kuhl

Posted, Emailed & Distributed: 10/27/2023.

PLEASE NOTE: It is possible that members of and possibly a quorum of members of other governmental bodies of the municipality may attend the above meeting(s) to gather information. No action will be taken by any governmental body other than that specifically noted. Also, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request such services please contact the clerk's office at the above location.

BYLAWS
OF THE WATERLOO FIRE & RESCUE DEPARTMENT
WATERLOO, WISCONSIN

2023

Revised on 11/24/2021, 5/30/2023

You are a member of the Waterloo Fire & Rescue Department as such, your special attention is called to the provisions of these By-laws, it is to our mutual and individual interest that this be strictly observed in all its provisions.

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ARTICLE ONE

Section 1- This organization shall be known and designated as the WATERLOO FIRE & RESCUE DEPARTMENT of Waterloo, Wisconsin.

Section 1A- All Bylaws of the Waterloo Fire & Rescue Department shall be voted upon by all Department members at the regular meetings of the Fire & Rescue.

Section 1B – All policies will be set by the Chief and the elected Officers of the Waterloo Fire & Rescue Department.

ARTICLE TWO

Section 2 - Any person (18) eighteen years old or older, who is a resident of the City of Waterloo or a resident of Our Fire District or within a (15) fifteen-mile radius of the Waterloo City limits, with the exception of EMS personnel. All persons must file with the City Clerk an application in writing for membership in the Waterloo Fire & Rescue Department. Variances to this policy shall be at the discretion of the Fire & Rescue Administration. The names of all applicants for active membership shall be announced at a regular Waterloo Fire & Rescue meeting and submitted to City Hall for insurance purposes. New member(s) shall then serve a (1) one-year probationary period. Upon passing a physical, drug and alcohol test, and criminal background check, which will be provided by the Fire & Rescue Department the member is eligible for membership in the Fire & Rescue. Tests will be within the (1) one-year probationary period.

Section 3- Applications for membership in the Waterloo Fire & Rescue Department shall be submitted to the Waterloo Fire & Rescue Department in writing on applications furnished by the Waterloo Fire & Rescue Department. All new members to the Waterloo Fire & Rescue Department shall be interviewed by the interview committee members, brought to the officers for approval and be voted on after their probationary period has expired. Their election shall be by ballot, and it shall be necessary for the candidate to receive a majority of the votes of the members present and no member shall be excused from voting unless by unanimous consent of this meeting.

Section 3A- All probationary members shall complete the Probationary Completion Criteria and shall have no voting rights.

Section 3B). Probationary Period

The first twelve (12) months of employment with the Department are considered a probationary period. For all new members during their probationary period, members job skills will be evaluated about every ninety (90) days by an Asst. Chief or designated officer. If during this period, members' work habits, attitude, attendance, or performance do not meet department standards, employment can be terminated immediately with or without cause or hearing.

At the end of the probationary period members undergo a performance review with the Chief or Asst. Chief. This review will be similar to the job performance review that is held for fulltime members on an annual basis. Members are encouraged to communicate comments and ideas with the officers during performance reviews. At the next regular meeting, after your probationary period has ended, your name will be put forth to the membership for confirmation. Upon confirmation your name will be forwarded to the Waterloo City Council.

Section 4- It shall be up to the Waterloo Fire & Rescue Department to determine staffing levels.

ARTICLE THREE

Section 1- Uniforms for the Waterloo Fire & Rescue Department members and Officers will be provided as funds allow.

Section 2 - All members, when hired, are issued one department logoed navy-blue t-shirt (when in stock) and after one year, are given one department logoed navy-blue polo shirt (when in stock). Additional clothing items are personally purchased.

Members are expected to be clean, neat and to use good taste in their personal appearance and dress when representing the Department.

Section 2A - While on call, EMS personnel are to wear their department logoed navy-blue items, dark blue or black pants, black closed toe shoes and their pager when on call. Wearing the polo is preferred. Wearing a department logoed navy-blue sweatshirt or t-shirt, in good condition, is also considered professional. All clothing must be clean, neat and in good condition, this includes pants, socks, shoes/boots and coat. In cold weather wearing a dark long-sleeved shirt under department logoed items is acceptable. In hot weather members may wear shorts on call, if the shorts are dark blue or black, professional looking and reach to at least mid-thigh.

EMS members will be issued a department EMS parka for cold weather. This is department property and must be returned. Parkas are issued to active EMS members who are past probation and as they are available. All members can purchase the logoed navy-blue clothing through the current vendor. It is the member's responsibility to purchase adequate amounts of additional logoed clothing. When acknowledging on 'I am responding' as available for the second out call, please make an attempt to respond clean, neatly attired in some sort of department logoed item.

Section 2B - Department coats are given to active members from time to time, as funds allow, and when coat orders are placed.

Section 2C - If the Officer in charge determines that an employee's appearance is not appropriate or professional, and the member has not taken corrective measures, he or she may be subject to disciplinary action. Officers will determine if your apparel or appearance is appropriate, and will speak to you if an adjustment is needed, and give you a reasonable timeframe to make adjustments. Questions pertaining to what is appropriate should be addressed to an officer or the fulltime staff.

Section 2D - Class A uniforms will be provided to members, as funds allow and after your probationary period. Full Dress Class A uniforms are comprised of dress coat, long sleeved gray shirts, black tie, black pants, black hat, black belt, black socks with black dress shoes and badge, name pin, and accommodation bars. You are required to wear your uniform, in full, when told to do so as determined by the Fire Chief. Full Dress Class A uniform will be worn for funerals, weddings, and other Department functions such as photos, receptions or dinners.

Class B uniform is comprised of short sleeved grey shirt, black shorts (at least mid-thigh no shorter). If there is an allowed variation of the uniform it will be communicated to you by the Chief. (i.e., black shorts are allowed or no tie is required)

Class C uniform is comprised of polo shirt, duty pants, black socks, and black shoes or boots. Some events will require you to wear your blue logoed polo. If you have not been issued a polo, a blue logoed department t-shirt in good condition will do.

Section 2E - Fire Department uniforms should not be worn where alcoholic beverages are sold or consumed as the primary function, except in the performance of the Fire Department duties.

Section 2F - Members are required to wear full protective gear while performing their fire/rescue job. In accordance with Wisconsin Statute 103.14, employers who extend offers of employment must notify potential employees of departmental requirements regarding hairstyle, facial hair and clothing. Every suppression member will refrain from having beards, goatees, heavy sideburns and untrimmed hair that interferes with the proper and safe wearing of the SCBA.

ARTICLE FOUR

Section 1- Any member of the Waterloo Fire & Rescue, upon written request at any Waterloo Fire & Rescue meeting, shall be transferred to the inactive. Any inactive member wanting to return to the Waterloo Fire & Rescue and has been inactive in EMS for (3) three or more years and license current, Fire Service for (5) five or more years must reapply and go through a probationary period. 'This is also dependent upon staffing levels according to Article (1) Section (4).

Section 2 – All members of the Department will make themselves available to work at all major functions of the Waterloo Fire & Rescue throughout the year.

Section 3- All members of the Waterloo Fire & Rescue will be trained at the minimum standards as mandated by the State of Wisconsin. Reference Policies and Procedures 5.3.4

ARTICLE FIVE

Section 1-The Waterloo Fire & Rescue shall have complete charge of all emergency equipment and supervision thereof. They shall respond to all emergency alarms and all funds received from these emergency responses and from State insurance refund shall be for their disposal as directed by the Officers of the Waterloo Fire & Rescue.

ARTICLE SIX

Section 1- These Bylaws, or any part thereof, may be altered, amended or annulled at the Annual Waterloo Fire & Rescue Department meeting or by special meeting, A majority vote by all members present shall be needed to pass.

Section 2-These Bylaws shall be reviewed twice a year by a committee consisting of 4 members of the Waterloo Fire & Rescue Department.

ARTICLE SEVEN

Section 1 -The position of Fire Chief shall be appointed by the mayor and confirmed by the City Council, UPON recommendation of the Fire & Rescue Department members. A (3) three-year term commencing from the January Department Meeting. If there are no qualified candidates for the elected position of Chief; and it cannot be resolved within the membership, it shall be brought to the mayor and personnel committee of the City for guidance and advice.

Section 2 - The Waterloo Fire & Rescue shall hold an Annual Meeting at the first regular meeting of the year, and at this meeting shall elect the following Officers for a term of two (2) years:

Assistant Fire Chief
Captain
Captain
Lieutenant
Lieutenant
Secretary
Public Information Officer

Section 3 - In the event an Officer leaves their position before the end of their term the Chief, along with the recommendation of the officers, shall appoint a member of the Department to fill out the remaining term of the office.

Section 4 - Chief officers and officers will meet state requirements

Requirements of Chief Officer:

- A. Minimum of (10) Ten years in the fire service
- B. Must have completed Level II Firefighter (State Certification) with additional training of Officer
- C. Reference SPS 330 Prior to Elections.
- D. Must have served as a company officer for at least (2) two years.
- E. Must have an AEMT certification prior to election.

Requirements of Assistant Chief Officer:

- A. Minimum of (10) Ten years in the fire service
- B. Must have completed Level II Firefighter (State Certification) with additional training of Officer
- C. Reference SPS 330 prior to elections.
- D. Must have served as a company officer for at least (2) two years.
- E. Must have an AEMT certification prior to election.

Requirements of Captains:

- A. Minimum of (5) Five years in fire service
- B. Must have completed Level II Firefighter (State Certification) with additional training of Officer.
- C. Reference SPS 330
- D. Holds an EMR, EMT license or higher.

Requirements of Lieutenants:

- A. Minimum of (3) Three years in fire service
- B. Must have completed Level II Firefighter (State Certification) with additional training of Officer.
- C. Reference SPS 330
- D. Holds an EMR, EMT license or higher.

Requirements of Public Information Officer:

- A. Minimum of (3) Three years on the Department
- B. Must have completed Level II Firefighter
- C. Public Information course completion
- D. Holds an EMR, EMT license or higher.

ARTICLE EIGHT

Section 1- RULES OF ELECTION -The election of Officers for the Waterloo Fire & Rescue Department shall be conducted by taking nominations from the floor for each elected position starting with the highest position up for election. All nominations shall be posted for all members voting to see the members nominated for each position up for election. A motion and a second shall close nomination for each position from the floor. The motion shall be approved and seconded by voice. After nominations are closed, voting will be done by ballot, with the highest-ranking officer appointing a ballot committee of (3) three members (probation members if any) of the Department. The top (2) two nominees receiving the most votes shall be voted on one final time, with the person receiving the most votes being appointed to that respective position. All voting to be done by ballot; the highest-ranking officer present shall act as Chairperson of the meeting. If only one (1) person is nominated, the membership may cast a unanimous vote for the nominee.

Section 2- Any member interested in running for an officer position who meets the qualifications as stated in Article Five Section 3 may address all members at the Department meeting (4) four months prior to the election.

Section 3- Once a vote has been taken it shall be considered final and binding.

Section 4- We shall implement EMS personnel to assist in the staffing of our EMS functions. EMS shall fall under the charge of the Fire & Rescue. It should be up to the Fire & Rescue Administration to determine staffing levels. All EMS members shall adhere to all rules of the Department. It should be so stated that EMS contrives of the following: any member(s), which has physical duties that pertain to EMS in general. (i.e.: shall consist of but not limited to AEMT, EMT'S AND EMR'S, AND DRIVERS). EMS members in good standing are allowed to partake in the voting of the officers, new members, and bylaws.

Section 5 - Election of Officers and Officer Requirements

Department Officers are elected by the membership from within the membership.

The election of officers occurs at the January Department Meeting (Fourth Monday). The highest-ranking officer present will act as Chairperson of the meeting.

Members present who are past their probationary period, meet the attendance requirement for voting, are eligible to vote. Fulltime employees are eligible to vote on Captains on down.

Section 5A - Attendance requirement for voting / Member in good standing

Members must be past probation and attended all trainings; and/or are current on their make-up trainings. Fire members need to have responded to a minimum of 10% of the yearly runs to qualify to vote. EMS members need to have meet their yearly 288-hour requirement each year since the last election. Personnel on both fire and EMS need to qualify in both to vote for Department Officers.

ARTICLE NINE

Section 1 - Grievance proceedings Reference Policy and procedures Article 8.12

ARTICLE TEN

Section 1- The Fire Chief to decree what action to be taken on illness or funerals of members, their immediate family or past members.

ARTICLE ELEVEN

Section 1- The format of the Waterloo Fire & Rescue Department meeting shall follow the Roberts rule of order.

Section 2- The Chief shall appoint all standing committees.

Section 3- Every member wishing to speak, shall address the Chair, standing in their place, and confine themselves to the question under consideration and avoid personalities.

Section 4 When (2) two or more members arise at the same time, the Chair shall name the person who is to speak first.

Section 5 When a member is called to order, they shall resume their seat until the Chair shall have decided whether he/she be in order or not. Any member may appeal a decision of the Chair on a point of order and the question shall be: "Do you sustain the Chair?" and it shall be decided by a majority vote of the members present.

Section 6- When a question is under consideration, no motion shall be received unless to adjourn, to lie on the table, to postpone to a certain day, to amend or postpone indefinitely and these several motions Shall have precedence in the order in which they stand arranged.

Section 7- It shall be order for any member who voted in the minority on any question to move a reconsideration of such a vote at the same or the next succeeding meeting.

Section 8- All business not provided for in the proceeding rules shall be transacted in accordance with Roberts Rule of Order.

Section 9- A motion to adjourn shall always be in order.

Section 10- All Regular Fire & Rescue Department meeting will be on the 4th Monday of each month starting with the Officers meeting at 5:30 PM and Department meeting starting at 7:00 PM.

Section 11- Any member that serves (10) ten or more years in the Department will be invited back to the annual party every year. Any member not serving (10) ten years will be invited back every (5) five years until they have been out of the Department for (15) fifteen years and then they are invited back every year after the (15) fifteen-year date.

WATERLOO FIRE AND RESCUE



POLICY & PROCEDURE MANUAL

Adopted: January 1, 2015

Updated 1/16, 1/18, 6/18, 2/21, 12/21, 12/22, 5/23

Waterloo Fire and Rescue

Policy & Procedure Manual

ARTICLE I

FOREWORD

Waterloo Fire and Rescue, of Waterloo Wisconsin, consist of the active membership of Fire and/or EMS and are referred to as members, employees or as The Department throughout this manual. Most members are volunteers; however, members are employed through the City of Waterloo for the Fire & Rescue Department either as fulltime, part time, or paid on call volunteers.

DISCLAIMER

Emergency Services operations are intrinsically hazardous to member's life and health and recognizing that such operations must exist to provide the protection of life and property to citizens; personnel of this organization will adhere to the policies and procedures to address day to day actions, conduct and operations. These guidelines serve as the basis for operational policy and discipline. Waterloo Fire & Rescue cannot guarantee that adherence to the Policy & Procedure Manual alone will result in a reduction of occupational injuries, illness, or exposures.

PREFACE

The following Policy & Procedure Manual was developed to guide members of the Waterloo Fire & Rescue Department in the performance of their duties, on and off the incident scene. They are based on the requirements set forth by appropriate federal, state, and local regulations and by our Officers. This document will assist in ensuring that members display appropriate behavior and customer service to not only to community members, but also other members of various emergency services organizations.

All department members are required to sign a statement documenting they have read a copy of the Policy and Procedure Manual, know where to locate a copy, and understand the contents.

SAFETY GOAL

The safety goal of the department is to provide and operate under the highest possible levels of safety for all members. The prevention of accidents, injury exposures and occupational illnesses are the goals of the department and shall be the primary consideration at all times. The concern for safety and health applies to all members of the department and any other persons who may be involved in department functions.

ARTICLE II

INTRODUCTION AND PURPOSE

Presented on the following pages are the Policy and Procedure Manual for Waterloo Fire and Rescue. They are to be used as a reference pertaining to department procedures and regulations and to establish behavioral guidelines. The Policy & Procedure Manual is intended to assist members to accomplish the mission, commitment, and values of this department:

Our Mission statement: *Caring Professionals Protecting Their Community*

Our Commitment: *We are dedicated to preserving life, property, and the environment, utilizing effective principles and practices of modern fire and life safety technology.*

We adhere to the following Values:

- ***Respect:*** *We practice mutual respect by setting a personal example of trust and fairness, recognizing the dignity of others.*
- ***Integrity:*** *We expect honesty, loyalty, and dedication.*
- ***Accountability:*** *We are responsible, as professionals for our actions.*
- ***Teamwork:*** *We believe in teamwork through skillful communications and personal cooperation to achieve our goal of satisfying our customers, both internal and external.*
- ***Service:*** *We strive for excellence in the service we deliver through on-going evaluation and continual improvement.*

It must be stressed that under all circumstances, good judgment must prevail. Emergency response situations are so varied; specific rules and regulations cannot always be followed in the strictest sense and may need to be altered according to the incident. The guidelines should be used as a tool to inform members of the direction their decisions and actions should follow.

The members of the Waterloo Fire & Rescue Department are a diverse group joined together in a common cause, providing a valued and outstanding service to the Waterloo community and surrounding area. Keep in mind, every member's personal conduct and behavior reflects on the department as a whole. It takes only one thoughtless, careless, or selfish act to destroy the excellent reputation established through many years of dedication and hard work. Each of us is ultimately responsible for our decisions.

The Policy & Procedure Manual is provided to all department members and employees to assist in understanding employment conditions, create an environment of stability and trust, promote the smooth and effective operation of the department, and serve as a convenient reference guide and to ensure a high standard of conduct and ethics.

Each member is expected to read and be familiar with the information contained in the Policy and Procedure Manual. Most employment questions should be answered in the Policy and Procedure Manual. Specific questions regarding issues not covered or interpretations should be directed to the Fire Chief, the Assistant Chief, or their designee.

While the Policy & Procedure Manual was prepared for informational purposes and every effort has been made to make it as complete as possible, none of the statements, policies, procedures, rules, or regulations contained herein constitute a guarantee of employment, a guarantee of any other right or benefit, or a contract of employment, express or implied. Department employees and members are employed “at-will,” and employment is not for any definite period.

The provisions set forth in this Policy & Procedure Manual may be altered, modified, changed, or eliminated at any time by the Fire Chief, with the recommendations of the officers, with or without notice, depending on conditions present at the time of the change. This Policy & Procedure Manual supersedes any and all previous handbooks, statements, policies, procedures, rules or regulations given to members, whether verbal or written.

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EMPLOYMENT POLICIES

ARTICLE III

3.1) At-Will Employment

All employment and compensation with this department is "at will" and can be terminated at any time with or without cause, and with approval of the Fire Chief, or the member, except as otherwise provided by law.

3.2) Equal Employment Opportunity

It is the Department's policy that applicants for employment are recruited, selected and hired on the basis of individual merit and ability with respect to positions being filled. An integral part of this policy is to provide equal employment opportunity for all persons.

The Department will administer hiring, working conditions, benefits, compensation practices, training, employment functions (including but not limited to promotion, demotion, transfer, dismissal, and reduction in force) without regard to race, color, religion, national origin, political belief, gender, age, disability, marital status, sexual orientation, or any other basis prohibited by State and Federal laws.

All applicants will be reviewed and interviewed by the applications committee; the application committee will forward their recommendations to the chief officers for their regular monthly officers meeting. An official from the application committee notifies the applicant of the status for membership.

3.3) Proof Of U.S. Citizenship and/or Right To Work

Federal regulations require prior to employment all applicants must complete and sign federal form I9, employment eligibility verification form, and all applicants hired must present documents of identity and eligibility to work in the U.S.

3.4) Aptitude and Ability Tests

Job related tests may be given to help determine aptitude or ability to perform a specific job. Such tests may be given to candidates for job changes and promotions, as well as to new applicants. Test results will be confidential.

3.5) Driver's License and Driving Record

Members must present and maintain a valid driver's license and an acceptable driving record. Failure to maintain a valid driver's license may result in dismissal. Members must immediately report any changes to his or her driving record, including all tickets, driving convictions, operating under the influence charges received either on the job or off the job, to the Chief or the Assistant Chief. Failure to do so may result in disciplinary action, including possible dismissal. In addition, the department reserves the right to check all Motor Vehicle Records of its members on a regular basis to ensure that acceptable driving records are maintained.

3.6) Standards of Conduct

To ensure high standards of ethical conduct, the department has adopted a "Standards of Conduct" policy.

See "Standards of Conduct" Article 7 section of this Policy & Procedure Manual for a full description.

3.7) Substance Abuse

The department is committed to maintaining a safe, healthy, and productive workplace. For this reason, the department does not permit its members to possess, consume or distribute drugs of abuse or alcohol within its facilities. Members will not report to work, or an emergency, or perform their duties while impaired by alcohol or drugs.

3.7 Substance Abuse Cont.

See department "Drug and Alcohol Policy" Article 8 for a full description. Violation will result in disciplinary actions up to and including discharge.

All final job offers will be contingent upon successfully passing a controlled substance test. A positive result will disqualify the candidate from further consideration for the vacancy or eligibility list.

There is an exception to alcohol consumption on premise during Department sanctioned functions. However, the rule that you may not report to work, or an emergency, while impaired still is in effect.

3.8) Exposure to Confidential Information

Residents and businesses entrust the department with important information relating to their health, property, and businesses. Department officers and members must assume an obligation to maintain confidentiality both during and after employment.

Officers and members are not permitted to discuss the confidential business of the department with anyone not employed by the department. If any person inquires about confidential department business, the inquiry should be immediately referred to the Chief Officers of the department. Officers and members are not permitted to remove or make copies of any department records, reports or documents without prior approval of the Fire Chief. If an officer or member is asked to provide such a record, he or she should direct the party requesting the record to the office of the Fire Chief.

Because even casual remarks can be misinterpreted and repeated, members must develop the personal discipline necessary to maintain confidentiality, this includes the use of social media either in text or in photos. Due to its seriousness, disclosure of confidential information could lead to disciplinary action, including dismissal.

All members will have annual HIPAA training and will sign a HIPAA form prior to employment. Violations of the HIPAA agreement could lead to disciplinary action up to and including dismissal.

3.9) Knox Box Keys and Use

Knox Box Keys will only be used in emergency situations. No personnel should use these keys to allow an occupant into their building or residence.

EMPLOYMENT STATUS, RECORDS AND REVIEWS

ARTICLE IV

4.1) Chain of Authority and Management

The Chief of the Department is responsible to the mayor for the proper administration and operation of the Department, for the discipline of its members and generally for the efficient operation of the Department. The Fire Chief and the Assistant Chief are responsible for the direct supervision of the members and fulltime employees of The Department.

The chief officers as a whole, with the recommendations from the officer staff, are responsible for setting forth the policies and enforcing the discipline which affect the members and fulltime employees. See Appendix I for flow chart. Fulltime employees must also follow and reference the City of Waterloo's Employee Handbook.

Fulltime employees are responsible for their day-to-day activities of the fire station. Fulltime employees often assist members but are not the direct supervisors of members. Fulltime employees, who are not in an officer position, may assume command at emergency scenes when no other officers are present, as C5 or C6.

4.2) Job Descriptions (Reference Appendix L)

Job descriptions are used to define the primary duties and responsibilities of each position but should not be interpreted as all-inclusive. Other tasks and projects may be assigned at the discretion of the Fire Chief. Job descriptions provide the basis for performance expectations and are used as a guide in selection, placement, and promotion decisions. When the responsibilities of a position change, the job description for such position will be updated by the Fire Chief. Members may request a current job description from the Fire Chief.

4.3) Fulltime Employee Probationary Period (Members reference bylaws)

The first twelve (12) months of employment with the Department are considered a probationary period. For all new employees during their probationary period employee job skills will be evaluated about every ninety (90) days by an Asst. Chief or designated officer. If during this period, employees work habits, attitude, attendance or performance do not meet department standards, employment can be terminated immediately with or without cause or hearing.

At the end of the probationary period employees undergo a performance review with the Chief or Asst. Chief. This review will be similar to the job performance review that is held for fulltime employees on an annual basis. Employees are encouraged to communicate comments and ideas with the officers during performance reviews.

At the next regular meeting, after your probationary period has ended, your name will be put forth to the membership for confirmation. Upon confirmation your name will be forwarded to the Waterloo City Council.

4.4) Personnel File

The confidentiality of information contained in a member's personnel file will be maintained except as prohibited by State Laws related to public records. The department will maintain one original of all personnel files as the official copy in a locked, secure place. The Fire Chief is custodian of the personnel files. Chief Officers may access personnel files to ensure the files are updated, current and complete. An approved list of those personnel authorized access to employment records will be maintained by the Fire Chief. The Officers may have access to prior performance evaluations, or related member history, during the members annual performance review period. A member may request inspection of his/her personnel file as directed in §§ 103.13, Wis. Stats. The Fire Chief will respond to such requests within seven (7) working days. Removal or correction of disputed material in a member's personnel file may be done by mutual agreement of the Fire Chief and the

4.4) Personal File Cont.

member. Items in a member's personnel file may contain but are not limited to the following: employment application, performance appraisals, insurance enrollment forms, payroll documentation, work history, resume, commendations, disciplinary actions, educational and training documents, certifications, job-related tests, bonding, driver's license information, health exams and drug/alcohol testing results. Files will be updated yearly.

4.5) When your Personal Data Changes

Members should report any changes in name, address, phone number (land line or cell number), e-mail address, cell phone carrier, marital/dependent status or withholding information to the Fire Chief, the Fulltime Staff and City Hall within 10 days of the change.

4.6) Performance Review

The department will provide members with an annual appraisal of their individual performance. Reviews will focus on members overall performance, based on the duties and responsibilities assigned to his/her position, since the previous appraisal.

The goal of the appraisal is to foster superior work performance by providing clear expectations and objective feedback about a members' performance relative to these expectations. Members will be reviewed by the Fire Chief or another Officer as assigned by the Fire Chief.

When completed, the original signed performance review shall be placed in the member's file. The member evaluated may have a copy of the entire evaluation.

Periodically, the Fire Chief, or their designee, will review job descriptions to include any changes in the responsibilities of each position.

Performance Review Schedule

Performance reviews may be conducted at any time if warranted by a significant change, either positive or negative, in an employee's/member's performance.

New employees/members will be reviewed about every ninety (90) days during the twelve (12) month probationary period.

A private conference between the evaluator and the employee/member shall be held no later than two weeks following the assigned date to discuss the review.

The members/employee will be allowed to respond in writing to his or her review. Such a response will be filed with the review in the employee's personnel file.

4.7) Department Issued equipment/belongings

When your employment begins you will be issued Department equipment. It is your responsibility to keep and maintain this equipment in clean working order. An itemized list of issued equipment, along with replacement cost, will be maintained in your personnel file. You will need to return this equipment when you are no longer a member or if you take an extended leave. Failure to return the equipment or returning misused, vandalized, damaged (intentionally or accidently) may result in your paying for it.

EMPLOYEE BENEFITS / PRIVILEGES

ARTICLE V

5.1) Worker's Compensation- Accident Reports

A member who sustains illness or injury as a result of his or her job duties must immediately report the condition or incident to the officer in charge and the Fire Chief. If medical help is required beyond that available at the site, the member will be sent or transported to an appropriate medical facility for treatment.

A member who sustains an illness or injury while performing within the scope of his/her employment may continue to receive an amount equal to the difference of his/her regular net pay and his/her workers compensation payments for the period of time of the injury.

Accident reports must be filled out and submitted to the Fire Chief and City Hall within 24 hours of all workers' compensation illness or injury occurrences. (Accident Reports - Reference Appendix C and/or fire bulletin board in meeting room)

If you experienced a needle stick or sharps injury or were exposed to the blood or other body fluid of a patient during the course of your work, wash needle sticks or cuts with soap and water, report the incident to the crew chief or EMT on scene, stay at the receiving hospital and fill out an infectious exposure report. (Reference Appendix B, fire bulletin board, or filing drawer in ambulance)

5.2) Clothing Allowance

Currently members do not receive a clothing stipend. (Reference Bylaws Article 2 Section 6)

Fulltime clothing allowance refer to City Handbook.

The Department will provide all protective clothing to enable members to properly perform their jobs, and to meet the requirement of applicable NFPA and OSHA regulations.

5.3) Training & Education Opportunities (course agreement 6.3.3 and initial and signed off Appendix N)

Members are encouraged to utilize training and education opportunities to improve job skills and qualify for advancement. These benefits are limited to training and education relevant to a member's current position or "reasonable" advancement opportunities within our department.

5.3.1) Training Requested by Department Head

The Fire Chief may require a member to enroll in certain training courses, conferences or classes directly related to the member's job duties.

Fulltime employees will be paid at the regular pay rate for attendance at required training events. Fulltime employees pay will be governed by the city's handbook on employment mileage during the training and will be reimbursed at rates set forth by the city.

When attendance is authorized in response to a fulltime employee request, the employee shall not be compensated at his or her regular rate of pay and shall receive no overtime compensation for extra hours incurred by his or her attendance at such training, but will receive mileage pay and \$40.00 per day for a full day class.

5.3.2) Voluntary Training

A member who wishes to attend conferences, classes, courses or programs at accredited colleges, universities, technical or business schools should submit written request to the Fire Chief at least 30 days prior to registration. (Reference Training request form Appendix J)

5.3.2 Voluntary Training Cont.

If such a request is approved, the department will reimburse the cost of all registration, tuition, textbook and materials to the member upon satisfactory completion of the approved course or program. Successful completion shall be considered a grade of "C" or better or "passing" where no letter grade is assigned. Members are prohibited from receiving double funding for education, (i.e., reimbursement from the department and a scholarship or grant). The member will be required to sign a statement verifying the department is the sole source of funding for the approved course or program. When the cost for such a class would put undue burden on the member and would discourage advancement of training, members are encouraged to speak with the Chief or Assistant Chief and other arrangements may be made.

Training and education benefits are available on a first-come, first-serve basis, subject to the availability of budgeted funds. Members must submit a copy of a transcript or report card and receipts for costs to be reimbursed to the Fire Chief.

5.3.3) Expectation of completion and commitment

When the department invests financially in your education, it is required to successfully complete the course and it is expected that you serve a two-year commitment and be a member in good standing in that area of study. The commitment starts upon successful completion of the course or you will be required to repay the department. (Reference Bylaws for member in good standing)

Each time the Department pays for your license, certification, education or you attend a training or class it is not only for your benefit but also for the benefit of the Department. You are expected to bring back knowledge and/or skills learned and are able to reiterate or educate the other Department members in some way.

5.3.4) Licenses & Certifications Minimum Requirements

The department will pay all costs for classes and credits required to obtain and maintain all necessary licenses and certifications, for active members in good standing, that are required to perform job duties set forth by the department. When any member fails to stay in good standing (Reference Bylaws), they forfeit the privilege of having extra trainings, conferences, and certification/license renewals.

5.3.4A) CPR Training

All members will hold a valid CPR card at all times and will re-certify with American Heart at the station.

5.3.4B) ICS Training

Members are expected to complete NIMS 100, 200, and 700 certifications.

5.3.4C) EMS Training

Ambulance drivers will hold an EMR and maintain a license.

5.3.4D) Firefighter Training

Fire members will take entry level the first year, will take and become certified Firefighter I the next year, and will have four years to be certified Firefighter II. Fire members not interested in holding an EMR will go through an American Heart First Aid course.

5.3.4

Failure to maintain required certification to perform job duties set forth will be grounds for disciplinary action up to and including dismissal.

5.4) Requirements for Voting

Reference Waterloo Fire & Rescue Bylaws Article (6) Section (5.1)

5.5). Expense Reimbursements

Fire Chief's authorization is required prior to incurring an expense on behalf of the Department. Pre-approved expenses incurred by a member for department related business, seminars or classes will be reimbursed only with proper proof of expense including a receipt or invoice. Reimbursements will be issued to members by City Hall.

Mileage for attendance at training or conferences required by the department or other department business using member's personal vehicle will be reimbursed at the standard IRS rate for mileage. Before using your personal vehicle check to see if C85 or C86 is available.

When an ANY member fails to stay in good standing, they forfeit the privilege of having extra trainings, conferences, and certification/license renewals (including hotel, mileage, and meals) paid for by the Department. Members on a leave of absence will have their situation reviewed on a case-by-case basis; a promise of returning and continuing to be an active member in good standing would be expected.

5.6). Leave Of Absence

Members who have passed their probationary period will be eligible for a leave of absence. Medical leave, family leave and other leave will be granted on a case-by-case basis as approved by the Fire Chief. Fill out leave of absence form and turn into Fire Chief and include the proposed return date, not to exceed one year. (Reference Leave of Absence form Appendix D)

Members who become pregnant may immediately start their leave of absence and continue on through the birth of the child until a reasonable time after birth. Members must simply state in writing their desire to take the leave of absence and their proposed return date.

Members, who are requesting a leave of absence along the federal guidelines of Family & Medical Leave Act (FMLA), may immediately start their leave of absence and continue on through the completion of the requirement for the leave. Members must simply state in writing their desire to take the leave of absence and their proposed return date.

All written requests must be submitted to the Fire Chief for approval and placed in the member's personnel file. During the time of the Leave of Absence, the member may be required to return all department issued items for the duration of the leave. Any member can attend monthly trainings following any restrictions per physician.

Members will not receive benefits or accrue length of service time during leaves of absence.

5.7). When You Decide to Resign

As life changes, and you are no longer able to give your full attention to the Department, you may at any time terminate/retire as member of Waterloo Fire and Rescue. We ask you to let us know in writing and return your department issued items. (Resignation/inactive form in Appendix A) If it is convenient, we would encourage an exit interview. Failure to return department issued equipment will result in an invoice from the department billing company.

5.8). Military Leave Pay/Military Leave Benefits (Userra)

A leave of absence without pay shall be granted to any member who is drafted, enlists or is called to duty in the armed forces of our country. Re-employment rights of such members shall be governed by Section 45.50, Wisconsin Statutes.

Prior to taking Military Leave for Deployment member will return all issued equipment.

Members who are part of the National Guard or United States Military Reserve shall be granted temporary leave of absence for required hours of duty or training.

5.8. Military Leave Pay/Military Leave Benefits (Userra) Cont.

Except for emergency call out by the President of the United States or Governor of the State of Wisconsin, a member must provide at least two weeks prior notice in order to receive the approved leave of absence.

A member's job is protected for five (5) years of absence due to military service. If a member on military leave is required to make contributions to the retirement plan, he/she must continue to do so.

When the member returns to work, it must be to the same or corresponding position. If upon his/her return the member is no longer qualified for the position, the employer must make reasonable accommodations to "qualify" the member.

5.9) Privileges Enjoyed by Members

When the **Standards of Conduct, Technology Policy** is followed:

Members may use the member's computer and the internet

When the **Use of Public Property Policy** is followed:

Members may use the extractor washer and commercial dryer, at their own risk, for their personal laundry.

Members may use and have access to the weight/exercise area any time. Your direct family members may use the weight room with you after they sign the liability waiver in the radio room.

Members have use of the Ready Room and the TV

Members have use of the Kitchen

Members may hold social/family events at the fire station, with the authorization of the Fire Chief

Members may use the vehicle washing equipment to wash their personal vehicles

Members may use department tools or station to work on their personal vehicles on site

Members may borrow and use department equipment/items that would not compromise any emergency situation. Items must be checked out; and should be returned in a timely manner.

All privileges are subject to other limitations set forth in this manual, proper use of equipment and cleaning up is expected. Privileges may be revoked at the discretion of the Fire Chief.

WORKING CONDITIONS/EXPECTATIONS

ARTICLE VI

6.1). Drug & Alcohol Testing

Members must adhere to the guidelines specified in the department's Drug Free Workplace Policy. All members shall be tested prior to final job offer, and potentially before the start of the first scheduled employment day and randomly anytime thereafter.

See *"Drug Free Workplace and Drug Testing Policies" Article VIII*

6.2). Safety

Safety on the job is a vital responsibility of all members. Always be alert to unsafe conditions, faulty equipment, or other on the job hazards. Members must use safety equipment when required. Members are responsible for reporting unsafe conditions or accidents to the Fire Chief, complying with any laws or safety codes, and maintaining concern for the safety of coworkers. Failure to use proper safety equipment or follow safety instructions may result in disciplinary action.

6.3). Pagers and Radios

Department-issued pagers are to be carried by all members. Pagers are issued to permit members to respond to emergencies when needed. It is imperative that all staff maintain their pagers in working order and report problems to the officer in-charge of pagers.

Radios are issued to Officers and certain other personnel. Radios should be maintained in working order and problems reported to the radio officer.

Pagers and radios are the property of the department and must be returned on demand.

6.4). Department Property and equipment

Good care of any department property, vehicles and equipment used during the course of employment, as well as the conservative use of supplies, is required.

If vehicles or equipment are not working properly or in any way appear unsafe, members are expected to notify the Fire Chief or appropriate officer immediately so repairs or adjustments can be made. Under no circumstances should a member start or operate vehicles or equipment that are deemed unsafe, nor adjust or modify the safeguards provided.

Failure to return any issued equipment or returning misused, vandalized, damaged (intentionally or accidentally) may result in your being billed for it. Electronic equipment you may be issued includes, but is not limited to: pagers, radios, laptops and keys. Other equipment may include, but is not limited to: EMS coats, protective gear of all sorts, ID badges and dress uniforms.

6.5) Department Vehicles

All members are expected to help maintain and keep department vehicles in a constant state of readiness.

The operation of department vehicles and equipment is restricted to authorized individuals who have completed the appropriate EVOC course and have been checked out by the Fire Chief or designee. Members may not operate a vehicle that they have not been checked out on.

6.6) Department Apparatus Driver Requirements:

Ambulance drivers will attend the department EVOC/CEVO course and drive the currently required hours on each ambulance before testing with the Chief or designee.

To drive an engine, member must pass MPO, drive the currently required hours on each engine before testing out with the Chief or designee.

To drive the Aerial, member must pass Aerial, and drive the currently required hours before testing out with the chief or designee.

6.6) Department Apparatus Driver Requirements Cont.:

To drive Squad, Tenders and/or Brush Truck with and without trailer, member must attend the department EVOC/CEVO course and drive the currently required hours for each apparatus before testing with Chief or designee.

Department vehicles and equipment are to be used for official department business only. Unauthorized or personal use of department vehicles and equipment is in direct conflict with the Standards of Conduct Policy and may result in discipline or immediate dismissal.

6.7) Personal Property

The storage of any members' personal property or equipment, other than in their locker, on Department property is strictly prohibited unless authorized by the Chief or Asst. Chief.

The Chief or Asst. Chief should have the unanimous approval of the other officers if they wish to store personal property on Department grounds.

6.8) Smoking

The city is committed to providing a clean and safe work environment. Therefore, smoking is not permitted in any working areas or at any entrances to working areas. Members may only smoke at designated smoking areas during their regularly scheduled breaks and meal periods. Members may not take additional break time to smoke.

6.9) Solicitations and Distributions

Solicitation for any cause or distribution of literature of any kind is limited to health/safety, Fire/EMS or City of Waterloo events and must be approved by a Chief. Such postings or solicitations must not cause disruptions, inconvenience, or interference with work of other members. Persons not employed by the department are prohibited from posting literature on department bulletin boards or entrances.

6.10) Dress Code/Personal Appearance

Reference Waterloo Fire & Rescue Bylaws Article 2 Section 2

6.11) Residency and Response Policy

Fire members are to have an established residence in the city of Waterloo or as otherwise established by law, and in our fire district, prior to his or her hire date. Exceptions will be at the chief's discretion. EMS personnel who live beyond the city limits are required to be in the City of Waterloo, and be ready to respond, when they are on call. It is encouraged that you stay at the station.

6.12) Staying at the Station overnight

Members will be able to stay at the station overnight when on duty for EMS and outside the city limits. No member will be allowed to stay at the station unless approved by the Chief or Asst. Chief. Member/employee personal that live out of town will be allowed to stay at the station overnight when it is their week to work. Non- members will not be allowed to stay at the station overnight.

6.13) TEAMWORK

The department places high value on prompt and regular turnout to emergency calls. Unnecessary pessimism and general lack of enthusiasm have a disruptive impact on department operations and fellow members and will not be tolerated.

Your commitment to Waterloo Fire and Rescue makes regular attendance at Fire and EMS training/meetings mandatory and your ethical responsibility.

6.13) TEAMWORK Cont.

Commitment to the EMS call schedule has a direct effect on member performance. Members have an obligation to fulfill shifts that they have scheduled themselves for in Aladtec. Trade request can be made through Aladtec; however, members are responsible for the shift if the trade request has no response. Communication with your crew, the full-time personnel and possibly the Chief, if appropriate, is vital to teamwork and will help to resolve scheduling conflicts. Not responding to an emergency during your assigned EMS shift will result in a disciplinary action up to and including immediate dismissal.

Problems or help with Aladtec can be received by contacting an Aladtec administrator.

6.14) Meetings/Trainings and Events

Operators training are held the first Monday of each month and start at 6:00 PM.

EMS training are held the second Monday of each month and start at 6:00 PM.

Fire training are held the third Monday of each month and start at 6:00PM.

Officer/Department meetings are held on the fourth Monday of each month and Officers start at 5:30 PM and Department start at 7:00 PM.

Special EMS/Fire trainings happen when there is a fifth Monday (4 times a year) at 6 PM

Fire and EMS training/meetings are mandatory. No member shall miss a department training or event without notifying training officer or designee in advance and making up the missed training or event.

Approved excuses include work conflicts, illness or death in the family. Training needs to be made up by the next training. Notices will be sent out alerting you to your attendance requirements. Alternate fire training happens for members who work second shift. See Reference 7.2.3 for makeup training.

Working at least the minimum required shifts at Department events is mandatory, unless excused by the Chief. Nonparticipation at these events is considered a missed training and must be made up.

Hose testing is a mandatory event and must be made up if you are unable to attend.

Fire Department elections are held on the fourth Monday in January.

6.15) Election of Officers

The Election of Officers voted on by the membership of the Waterloo Fire & Rescue Department members per the Waterloo Fire & Rescue Bylaws Reference Article 7 section 5.

6.16) Elected Position Requirements Reference Waterloo Fire & Rescue Bylaws Article 6 section 6.

6.17) Job Titles and Duties Reference Appendix K

6.18) Job Descriptions and Duties Reference Appendix L

STANDARDS OF CONDUCT

ARTICLE VII

Code of Ethics and Expectations

The proper operation of our department requires that we have in place a code of ethics and expectations that identifies in a clear manner the acceptable conduct of the Fire Department members.

7.1). Code of Ethics

Every member shall conduct him/herself in a manner which is in keeping with the good reputation, order, and discipline of the department.

All members are governed under the direction of the Fire Chief. If the Fire Chief is not present the authority goes to the Assistant Chief, if the two chief officers are not present authority goes to the Captains and Lieutenants, if no officer is present the authority goes to the fulltime staff, then to a senior member.

Every member shall distinctly understand that they are entirely under the direction of the officer in charge, or senior member, at the scene of any emergency, while on duty, at the station, at trainings, on parade or while acting as a member of the department in any manner. All orders given by the person in charge must be immediately acted on and implicitly obeyed. Only if the order places you under an unsafe working condition as per NFPA code 15 and SPS 330 may you disregard an order.

No member will leave his/her duty without the permission of the officer in charge while at the emergency scene. No member will leave trainings or while returning apparatus to readiness without the permission of the officer in charge.

7.2) EXPECTATIONS

7.2.1) Trainings

Members are expected to come to all trainings/meetings that pertain to them. Members are expected to participate in other Department Activities as they come at request.

7.2.2) Missing Training

If a member knows they are going to miss a training/meeting, an excuse form should be filled out prior to the start of the meeting. The forms for excused absences are in the wall pocket in the radio room or reference Appendix O. These forms shall be turned into the EMS Training Coordinator or the Fire Liaison. Excused absences shall include working at their regular job, illness, illness in the family, family emergencies, planned family vacations or school. When a member has contacted the liaison for their absence or has filled out the excuse form prior to the training or meeting, they will be shown on the attendance sheet as absent but excused.

7.2.3) Make-up Training

Members who miss a regular monthly training for whatever reason will make-up that training with other, and if practical similar training, that is approved by Training Officers. Supplemental training forms can be found in the radio room or reference Appendix N. This make-up training may consist of either an extra drill or approved course work and will be completed prior to the next regular training/meeting. Members that are unable to attend training in house & make up training online shall conduct quarterly training at the station to prove competency.

Failure to attend monthly training/meetings without and excused absence, or notification that you are too ill to attend, may result in a disciplinary action.

7.2.4) Inactive member

Any member who has not taken call, has not been at training, has not responded to an emergency within 6 months, and are not on a leave of absence, will be considered inactive and will be contacted by a chief officer to establish reason for absence and needed remediation. The chiefs and officers will review the members reason for absence and determine the status of that member.

7.2.5) Truck Starting

Members are expected to be on Truck Starting at least once a year. Members are expected to fulfill their truck starting obligations weekly while they are assigned to truck starting duty. The first member on the monthly truck starting list is to coordinate the cooking responsibilities for the meeting.

7.2.6) EMS Hourly Obligation

EMS members are recommended to take a minimum of 24 hours per month to meet the yearly requirement and required 8 hours of Holiday per calendar year, which could be part of the 24 hours for that month. Holiday hours will be from 0000 day of the holiday to 0000. Every month hourly obligations will be reviewed; members who have not met their hourly obligation may be called, by the EMS Assistant Service Director or their designee, to discuss the situation. Disciplinary actions may apply.

List of Holidays for the year. Holidays would be (1) New Year's Day, (2) Good Friday, (3) Easter Day, (4) Memorial Day, (5) Independence Day, (6) Labor Day, (7) Veteran's Day, (8) Thanksgiving Day, (9) Christmas Eve, (10) Christmas Day, (11) New Year's Eve.

It is each EMS members' responsibility to have selected, in Aladtec, a minimum of 24 hours and no more before the first of each month to give equal chance to all EMS members.

You may select more shifts after the Fire meeting (third Monday) to fill in the schedule.

In an effort to help members schedule their required monthly hours the following applies: The first time a member makes an error and takes more than 24 hours before the third Monday of the month the member will be contacted and asked to erase extra hours until they are left with 24 hours. If over scheduling happens a 2nd time the administrator will remove all of your hours and you will be blocked from scheduling until after the Fire meeting, but still will be required to have taken 24 hours in the month. If a member over schedules a third time all the hours will be removed, and you will be blocked from scheduling until you have met with the EMS Assistant Service Director or designee. The officer will consider the consequences which may include a verbal reiteration on the importance of teamwork, re-education, an extension of probationary status, extra training on the use of Aladtec, a note of discipline in the members file and or dismissal.

7.2.7) Working phone

Every member will have and maintain a working telephone and will notify the chief within 24 hours of any changes to their telephone number.

7.2.8) Suppression Member Requirement

Every suppression member will be capable of donning, wearing, and operating a Self-Contained Breathing Apparatus (SCBA). Suppression members will refrain from having facial hair that would interfere with the proper and safe wearing of the SCBA. From time to time, and with the knowledge of the Officers, a member may not be capable of wearing the SCBA, in these circumstances the member will perform other duties at the fire scene.

7.2.9) Emergency Commitment Every member who commits his/herself to an emergency is expected to perform all duties of their assigned role. After all emergency calls, training sessions or when otherwise requested it is required that all members assist in returning apparatus and equipment to a state of readiness. Members will not leave, without permission and a valid reason, until the officer in charge dismisses you.

7.2.10) Responding to Emergency

Every member shall obey all State & Local Laws while on duty or while responding to emergencies with department apparatus or POV. All members will govern themselves so that they do not create a safety hazard to themselves, other firefighters, or EMS personnel, or to the public. If a member disregards safety, they will be subject to discipline action up to and including removal from the department.

7.2.11) Use of Courtesy light

Use of flashers is a personal decision and does not give you the right of way. Some citizens of Waterloo may understand that you are responding to an emergency call and may pull over for you, but they are under no obligation, nor do they necessarily understand your intentions.

Use of Dash lights. Reference Ordinance 2022-06 Ordinance amending chapter 57.11 Fire Dept. Traffic Laws Apply to Volunteers.

See Appendix E for acknowledgement agreement.

7.2.12) IAR System

We have implemented the "I Am Responding" program. Please use your cell phone so your name appears on the screen in the bay. This will help the officers in charge understand who will be showing up or are available for second EMS calls.

7.2.13) Secure Personal Property Any member who finds valuables at an emergency scene will notify the incident commander who will secure the valuables and take appropriate action with the proper authorities. Weapons found at a scene will be secured in the gun box of the ambulance and deposited at the hospital.

7.3). Political Activity

The department urges members to vote regularly. It is a duty and obligation as a citizen. Members will not be discriminated in favor of or against because of political contribution, permitted political activity or neutrality. Members may not solicit, be solicited nor receive political contributions or services on the job. In addition, members may not engage in any form of political activity on the job or off the job to such an extent that it interferes with doing the job well, under penalty of disciplinary action.

7.4). Use of Public Property

Members are not permitted the unauthorized use of department owned vehicles for personal convenience or profit.

Authorization for borrowing, using, or removing any department equipment comes from the direct expressed consent of the Fire Chief, or their designee, and is a Member Privilege. Members must sign out equipment that is removed from the premises, on the equipment sign out log sheet located in the radio room, after receiving permission. This includes equipment removed from the premises for classes.

Members will be held responsible for any improper use or operation of department-owned vehicles, equipment, materials, or property that results in damage or destruction, willful or accidental. The department reserves the right to seek reimbursement for such damages, either in whole or in part, including garnishment of wages. Members will also face disciplinary action up to and including termination.

Bulletin Boards

Bulletin boards and white boards are the department's official way of keeping everyone informed about new policies, changes in procedures, meetings, and special events. Only authorized personnel are permitted to post, remove, or alter any notice on the bulletin board(s).

Telephones and Cellular Phones

Department telephones, and cellular phones in the apparatus, are provided for official department business only. Contracts for telephone and cellular service will be negotiated by the Fire Chief.

Department telephones and cellular phones are not to be used for personal business except in an emergency. Any member abusing telephone or cellular phone privileges shall be subject to reimbursing the department for any toll charges and disciplinary action. The department reserves the right to monitor member compliance with this policy through any means, including but not limited to, auditing of records reflecting use of telephones.

To ensure safe handling and operation of department owned vehicles drivers may not receive phone calls or read text-messages while the vehicle is moving. When placing a call, the driver is to pull over and be stopped. This policy applies to the operator of the motor vehicle only.

No member shall take any pictures/videos on their personal cell phones at any emergency scene.

Any member who fails to comply with this policy will be subject to disciplinary action up to and including dismissal for any violation.

7.5). Technology Policy**Computer Software**

All new software installation must be approved by the Fire Chief. No person shall knowingly or willfully download computer software not approved by the Fire Chief and not purchased by the department. No person shall install any software that is illegally obtained or has already been installed on a personal computer or network. The department will also comply with federal copyright rules and regulations on the implementation and use of computer software.

All data is department property and cannot be removed.

No software or hardware may be temporarily or permanently loaded, or programming performed by any member or other person to any department computer or any part or component of the Information Technology system without the express knowledge and permission of the Fire Chief.

Violation of this policy may include immediate dismissal.

Computer / Internet/E-Mail / Social Media Use

Personal internet usage on a department computer is allowed only on the 'members' computer in the meeting room. When you are finished using the computer, please logoff. Failure to do so could result in your account being disabled.

Internet services are provided for department members to enhance their professional activities and as benefit to members who must stay at the station. Internet access is a privilege, and the department encourages professional use. The Internet shall not be accessed for e-commerce, gambling, to conduct a business or for any personal or financial gain.

Computer / Internet/E-Mail / Social Media Use Cont.

A wide variety of information is available on the Internet, some uncensored and unrestricted. The department does not permit access at any time to materials that may be offensive or pornographic, nor is the department responsible for the content of any Internet site.

Department e-mail accounts are provided as a business tool. When accessing the Internet using department equipment and/or on department property, members shall limit all usage to job-related purposes. The use of e-mail for any illegal, unethical activities or activity that could adversely affect the department is prohibited.

All Internet and e-mail actions and communications shall be conducted in a manner consistent with the professional and courteous behavior expected of department members. Members shall not abuse computer use privilege.

No person without specific authorization shall read, alter, or delete any other person's computer files or email.

The transfer of information via the Internet and e-mail is not always secure. The confidential nature of department information must be considered paramount. Unsecure transmittal of confidential information via the Internet and e-mail is inappropriate and shall not be permitted.

Internet use and communication by department members on department equipment is public and not confidential or private. The department reserves the right to monitor Internet and e-mail activity by members without prior notification. Members have no privacy with respect to their access or use of the Internet. Under federal and state laws, e-mail and electronic files obtained via the Internet are public records and subject at all times to inspection by the public and management in the same manner that paper documents of a similar nature are preserved and made available.

The safety and security of the department's network and resources shall be considered paramount when using the Internet. User passwords are confidential. It is the user's responsibility to maintain the confidentiality of their passwords.

Any media information obtained by a member at a scene, (on your personal phone or department equipment) in the station or at training, whether in the form of photographs, video or audio recordings is the property of the Department and may not be distributed without the permission of the person(s) in the photo, video or recording and the Fire Chief. This includes posting on Facebook, and similar accounts, or disseminating it through e-mail.

Failure of a Member to adhere to and comply with these policies may result in disciplinary action up to and including discharge.

7.6). Harassment Policy

Waterloo Fire and Rescue will provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, sexual, visual will not be tolerated.

What is Harassment?

Harassment can take many forms. It may be, but is not limited to words, signs, jokes, pranks, intimidation, physical contact or violence. Harassment is not necessarily sexual in nature.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal, or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of his or her position or

What is Harassment? Cont.

when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

All members are responsible for keeping the work environment free of harassment. Any member, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it. When the Fire Chief, or officers, become aware that harassment might exist, they are obligated by law to take prompt and appropriate action, whether or not the victim wants the department to do so.

Reporting

Any member who has experienced harassment must report the incident immediately to the Fire Chief directly. If the harassment report involves the Fire Chief the report should be made to the mayor. Appropriate investigation and disciplinary action will be taken by the Fire Chief or appropriate party. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any member found to have harassed a fellow member will be subject to severe disciplinary action up to and including discharge. The department will also take any additional action necessary to appropriately correct the situation. The department will not retaliate against any member who makes a good faith report of alleged harassment, even if the member was in error.

The department accepts no liability for harassment of one member by another member. The individual who makes unwelcome advances, threatens or in any way harasses another member/employee is personally liable for such actions and their consequences. The department will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

7.7). Unacceptable Activities

The department expects each member to act in a mature and responsible way at all times. Because of the seriousness, occurrences of any of the following violations may result in **immediate dismissal**. This list is not all-inclusive, and, notwithstanding this list, all members remain employed "at will".

Willful violation of any department rule, any deliberate action that is extreme in nature and detrimental to the department's efforts to operate efficiently and effectively and negligence or any careless action that endangers the life or safety of another person.

Willful violation of security or safety rules or failure to observe safety rules or practices, failure to wear required safety equipment and tampering with department equipment or safety equipment.

Being intoxicated or under the influence of controlled substance drugs or alcohol while responding to an emergency, training session, assigned duty or any other department function or activity. Use, possession, or sale of controlled substances in any quantity while on the department. Exceptions are the possession of medications prescribed by a physician which do not impair work performance.

Refusal to comply with required controlled substance and or alcohol testing as required.

Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on department property or while on duty.

Engaging in criminal conduct or acts of violence, making threats of violence toward anyone on department premises or when representing the department, including fighting, horseplay, provoking a fight on department property, negligent damage of property, threatening, intimidating, or coercing fellow employees on or off premises at any time or for any purpose.

7.7). Unacceptable Activities Cont.

Engaging in an act of sabotage, willfully, or with gross negligence, causing destruction or damage of department property, property of fellow employees, department members, suppliers, or visitors.

Theft of department property or property of fellow employees, unauthorized possession, or removal of department property, including documents, from the premises without prior permission from the Fire Chief, unauthorized use of department equipment or property for personal reasons, using department equipment for profit.

Insubordination or refusing job assignments pertaining to member's work as requested by the Fire Chief or Officer in charge.

Dishonesty, willful falsification or misrepresentation on an employment application or other work records, dishonesty about sick or personal leave, falsifying reason for leave of absence or other data requested by the Fire Chief, or alteration of department records or documents.

Violating the nondisclosure agreement, giving confidential or proprietary department information to organizations or persons not employed by the department or to unauthorized department employees, breach of confidentiality of personnel information.

Malicious gossip, spreading rumors, engaging in behavior designed to create discord and lack of harmony, interfering with another member/employee on the job, willfully restricting work output or encouraging others to do the same.

Immoral conduct or indecency on department property.

Conducting a lottery or gambling on department premises, without proper permits.

Sharing any information with the media (newspaper, radio, T.V. social/electronic, etc.) when not authorized to do so. Only the Chief Officers or their designees may give sensitive information to the media.

Violation of HIPAA agreement.

Occurrences of any of the following activities, as well as violations of any department rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive, and notwithstanding this list, all members remain employed "at will".

Unsatisfactory or careless work; failure to meet quality standards as explained by the Fire Chief; mistakes due to carelessness or failure to get necessary instructions.

Creating or contributing to unsanitary conditions.

Unlawful speeding or reckless driving of department vehicles. Failure to immediately report damage to, or an accident involving department equipment.

Failure to maintain an acceptable driving record in positions where it is required or failure to maintain any required certifications set forth in the employee's job description.

Leaving work before the end of a call or shift without approval from the Fire Chief or his/her designee.

Failure to report or late arrival for your shift.

7.7). Unacceptable Activities Cont.

Using, while on duty, profane, immoral, indecent language, gestures, or actions which may tarnish the good reputation of the department.

Excessive use of department telephone for personal calls; failure to adhere to telephone and cellular phone policies.

Failure to comply with department computer, Internet, and e-mail policies.

Unauthorized personal use of department vehicles, property and/or equipment.

Smoking in any department-owned building or vehicle.

Posting, removing, or altering notices on any bulletin board without proper permission.

Obscene or abusive language toward any department member, indifference, or rudeness towards a member, disorderly or aggressive conduct on department premises.

Entering any premises where alcoholic beverages are sold or consumed as the primary function while in department uniform, except in the performance of the fire department duties.

Failure to maintain a neat and clean appearance in terms of the standards established by the Fire Chief or wearing improper or unsafe clothing.

Posting inappropriate or derogator photos or messages on Facebook or similar type accounts that would tarnish the good reputation of the Department or one of its members.

7.8). Sanctions

A determination that a member's actions constitute improper conduct under the provisions of the Waterloo Fire & Rescue Policy and Procedures Manual may constitute a cause for disciplinary action, demotion, suspension, removal from office or employment or other sanctions permitted by law.

7.9) Disciplinary Actions

Depending on the severity of the infraction, the past work record of the member and other mitigating circumstances, the following are disciplinary actions that may be utilized when a member conducts himself/herself inappropriately or performs inadequately:

First offense: Verbal warning, re-education, possible extension of probationary period, possible written disciplinary document in member file, possible suspension, demotion or discharge

Second offense: Written disciplinary document in member file, re-education, possible extension of probationary period, possible suspension, demotion, or discharge.

Third offense: Suspension with written disciplinary document in member file, possibly discharge.

Any offense may result in immediate dismissal without warning due to the severity or if there is reason to believe corrective disciplinary measures may be ineffective.

7.9) Disciplinary Actions Cont.

The Fire Chief will issue written warnings, suspensions, and immediate dismissals. Reasons for every disciplinary action will be documented as fully as possible. Opportunity will be given to a member to defend his or her actions and rebut the opinion of the Fire Chief.

Fire & EMS personnel will be suspended from participating in any activities until the member's appeal has been heard.

7.10) Advisory Opinion and Summary Opinion

Any questions as to interpretation or application of any provision of these standards of conduct shall be referred to the Fire Chief, which, if necessary or appropriate, may request an advisory opinion from the City Attorney.

7.11) Dismissal

Employment and compensation with the department is "at will" and can be terminated with or without cause, and with or without notice, at any time, at the option of either the Fire Chief or the member, except as otherwise provided by law.

If members' performance is unsatisfactory due to lack of ability, or failure to fulfill job requirements, he or she will be notified of the problem in writing at review. If satisfactory change does not occur within a specified period of time the member may be dismissed. The Fire Chief reserves the right to use their discretion to dismiss a member for offenses other than those specifically designated as resulting in immediate dismissal.

7.12) Grievance Procedure

Effective member officer relationships are necessary to carry out the department's responsibilities to its residents in an efficient and economical manner. To maintain harmonious member officer relationships, it is advisable to give prompt consideration and equitable adjustment of member grievances informally, and both officers and members are expected to make every effort to resolve problems as they arise. However, it is recognized there will be grievances, which will be resolved only after formal appeal and review. Members are permitted to have representation present at any of the three steps below.

The Grievance Procedure is as follows:

Step 1: *Discussion of the Problem with the Officer(s).* If a member feels any working condition, policy, practice or action by the department or the Fire Chief is unjust, he or she should inform an officer and discuss the matter confidentially and in private with him or her.

Step 2: *Written Grievance to Fire Chief.* If the situation remains unresolved after discussion with an officer, a member may present the grievance in writing to the Fire Chief. Reference Appendix H. The written grievance shall fully state the details of the problem and suggest a remedy. It should also include a summary of communications with the officer/s on the subject. The written grievance should be filed within five (5) days of discussion with the officers.

Step 3: *Grievance Conference with the Fire Chief and Mayor.* The Fire Chief will review the grievance and call the member for a scheduled conference with the mayor. This may, at their discretion, be with or without the presence of other officers. At this conference, the member should feel free to openly discuss the complaint and substantiate the reasons for such grievance. The Fire Chief and Mayor will consider the member's input and render a decision. The conference should be scheduled within 15 days of filing the written grievance.

**DRUG – FREE WORKPLACE
and
DRUG TESTING POLICIES**

Article VIII

8.1) Drug-Free Workplace Policy

The Department recognizes the importance of maintaining a safe, efficient and healthful workplace. Because drug use can seriously jeopardize the health and safety of members and the public, it is the responsibility of the department to maintain a drug-free workplace policy to prevent harm to self or others and to prevent damage to the reputation and professional image of the Department. It is the responsibility of all department members to abide by the terms of this policy as a condition of employment.

During the time members are assigned to be on call, members are expected to be entirely free from alcohol or any substances that could inhibit their ability to perform their duties.

No member should respond to an emergency if they appear visibly intoxicated, or when their blood alcohol concentration is 0.04% or above.

Federal Highway Administration rules do not allow drivers to have greater than 0.04% alcohol in their system.

No members should ever be under the influence of an illegal substance or a controlled substance not used as prescribed.

Testing

Every applicant for employment to the department will be required to undergo and pass a drug test before becoming a member of the Waterloo Fire Department.

If at any time there is reasonable suspicion that a member is under the influence of drugs and/or alcohol the member will be required to submit to a drug test. Reasonable suspicion will be based upon observable actions, alone or in conjunction with other factors including, but not limited to: dangerous or accident-prone conduct, decreased job performance which is unexplained, complaints from other members, reduced short term memory, inability to concentrate, anxiety, and physical symptoms such as bloodshot eyes or dilated pupils.

As soon as possible after an accident each member directly involved, or whose performance contributed to the accident, must submit to a drug/alcohol test.

Refusal to submit to a drug test will be considered a positive test and the member subject to disciplinary action up to and including termination.

Reporting Of Drug Conviction

All members must notify the Fire Chief of any criminal drug statute conviction for a violation of Federal or State law relating to drug or alcohol use or possession no later than five (5) days after such conviction.

Within thirty (30) days of learning of a drug conviction, the department will require the member to satisfactorily participate in a Drug Assistance or Rehabilitation Program approved by the department and at the member's expense.

A member's failure to abide by the terms of the specified Drug Assistance or Rehabilitation Program will result in disciplinary action up to, and including, dismissal.

8.1) Drug-Free Workplace Policy

Prevention and Rehabilitation

The goals of this policy are prevention and rehabilitation whenever possible. Members needing help to deal with drug or alcohol problems are encouraged to seek and use rehabilitation agencies at their own expense. The department treats drug addiction as an illness and provides for a leave of absence under the provisions for Medical Leave in this Personnel Manual. The department also recognizes drug abuse as a potential health and safety problem. Conscientious efforts to seek help will not jeopardize a member's job, and contacts with those agencies initiated only by the employee will not be known nor noted in any personnel record.

Leave Of Absence

A member shall be permitted to take a leave of absence for the purpose of undergoing treatment pursuant to a Drug Assistance or Rehabilitation Program. The leave of absence must be requested prior to the chief or designee of any act subject to disciplinary action.

Drug and Alcohol Regulations

The unlawful manufacture, distribution, dispensation, possession, purchase, or use of illegal drugs by members is prohibited and is subject to disciplinary action up to and including termination.

Intentionally tampering with, causing another person to tamper with, substituting for, or causing another person to substitute for a urine and /or blood specimen, whether the members own specimen or another member's specimen will constitute cause for termination of the member(s) who engage in such activity.

Any member who fails to cooperate with any part of the testing process or behaves in a confrontational way that disrupts the collection process is subject to disciplinary action up to and including termination.

APPENDICES

Appendix A:

RESIGNATION/INACTIVE FORM

Date of resignation/inactive: _____

To Waterloo Fire and Rescue officers and members,

I am notifying you of my resignation from the department effective on the above date. Place my personnel folder in the inactive file. At this time, I am unable to stay active in the department as defined in the Policies and Procedures. When and if life changes, I understand that I may re-apply through the interview process and would be asked to adhere to those requirements.

I will, return issued items in good working order and in a timely manner. I understand that failure to return this equipment may result in paying for it.

I recognize that resident businesses entrusted me, as a department member, with important information relating to their health, property and business, and I understand that it is my obligation to maintain the confidentiality as agreed to as a member.

Signed: _____ Date: _____

Returned:

- Key(s)
- Pager
- Radio
- Laptop
- ID Badge
- Turnout Gear – Including tools etc.
- Department EMS Jacket (if applicable)
- Complete Dress Uniform
- Other: _____
- Other: _____

Missing items: _____

Cost of missing items: _____

(Some members may be allowed to keep items at the discrepancy of the Chief Officers)

Notes: _____

Acknowledging Officer Signature: _____ Date: _____

Appendix B-1:

INFECTIOUS EXPOSURE FORM

Date of Exposure: _____ Time of Exposure: _____

Exposed members name: Last _____ MI _____ First _____

Position: _____ SS #: _____ - _____ - _____ Phone #: _____ - _____ - _____

Incident #: _____ - _____ Shift: _____ Company: _____

Name of Patient: Last _____ MI _____ First _____ Sex: _____

Age: _____ Address: Street _____ City _____ State _____

Suspected or Confirmed Disease: _____

Transported to: _____ Transported by: _____

Type of Incident: (MVC, Trauma or Medical) _____

Type of protective equipment utilized: _____

How was it exposed: Blood Tears Feces Urine Saliva Vomitus Sputum Sweat Other Specify: _____

What part of the body became exposed? BE SPECIFIC: _____

Did you have any open cuts, sores, or rashes that became exposed? BE SPECIFIC: _____

How did exposure occur? BE SPECIFIC: _____

Did you seek medical attention? Yes No

If Yes, where? _____ Date: _____

Officer Signature: _____ Date: _____

Member Signature: _____ Date: _____

Appendix B-2:

INFECTION CONTROL SUPERVISOR'S REPORT

Medical Facility Notified: ___ Yes ___ No If Yes Date: _____

Name of Facility: _____

Address of Facility: _____

Name of Facility contact: _____

Confirmed Exposure: _____

Member Notified: ___ Yes ___ No Members Signature: _____

Medical Follow-up Action: _____

Remarks: _____

Officers Signature: _____ Date: _____

Members Signature: _____ Date: _____

Appendix C-1:

WORK INJURY REPORT

You are responsible for answering all questions on the Employee's Work Injury Report accurately and in detail. This will make the processing of your claim both accurate and timely. This completed report should be given to the workers' compensation contact within 24 hours of your work related injury.

Employee's Work Injury Report

Personal	Name _____ Social Security Number ____ - ____ - ____
	Address _____ Birth Date ____/____/____ Sex M <input type="checkbox"/> F <input type="checkbox"/>
	Married <input type="checkbox"/> Single <input type="checkbox"/> Number of Dependents _____ Home/School _____
	Family Physician _____ Telephone Number ____ - ____ - ____
Employment	Job Title _____ Employment Date ____/____/____
	Salary/Hourly _____ Hours Worked Per Day _____
	Building Location _____ Time Work Day Begins _____
Injury/Illness	Date of Injury _____ Time of Accident _____
	Where in the facility/job site did this injury occur? _____
	What were you doing when injured? _____
	How did the injury occur? _____
	Describe the injury or illness in detail _____ and indicate the part of the body affected (Designate right or left) _____
	Any previous similar injury? If yes explain _____
	Was this injury witnessed? If so, by whom? _____
	Did you lose time from work? Yes <input type="checkbox"/> No <input type="checkbox"/> Date(s) missed _____
Have you returned? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, what was the date? _____	
Treatment	Medical Facility _____
	Diagnosis/Care Prescribed _____
Contact	You must notify the workers compensation contact, _____ when you return to work. Call ____ - ____ - ____
	Employee Signature: _____ Date: ____/____/____

Appendix C-2

WORK INJURY SUPERVISOR INVESTIGATION REPORT

SUPERVISOR'S INVESTIGATION REPORT

Name of injured employee: _____ Date ____ / ____ / ____

Job title and department: _____

Date of injury ____ / ____ / ____ Time of injury _____ Type of injury _____

Medical Facility _____

What was the employee doing when injured? _____

Where in the facility/job site did the accident happen? _____

If the incident was witnessed. List names _____

Describe what happened _____

What corrective steps will be taken (or could be taken) to prevent recurrence? _____

Was the employee working at designated job? Yes No

Is the modified duty available for the injured worker? Yes No

Has the injured employee returned to work? Yes No If so, what date? ____ / ____ / ____

Supervisor's Signature: _____ Date: ____ / ____ / ____

Workers Compensation Representative: _____ Date: ____ / ____ / ____

Comments: _____

Return completed report within 24 hours of the accident to the workers' compensation representative.

Appendix D:**REQUEST FOR LEAVE OF ABSENCE FORM**

Member: _____ Department: _____

Request a leave of absence from ___ Fire ___ EMS duties.

Type of leave of absence requested:

- Personal
- Military
- Medical
- Maternity
- Family
- Job/Career

Request a leave of absence, based on the condition in this manual, from the Waterloo Fire Rescue Department beginning on _____ and ending on _____ (if known). I hereby acknowledge receipt of a copy of the Waterloo Fire Rescue Department manual, including Article VI, which contains information on "leave of absence," and understand the terms and conditions contained therein.

I understand that I have a responsibility to keep my license up to date at my own expense. If this is an extended leave, I may be asked to return my issued equipment, including keys and ID. If I do not return at my anticipated date, and am not in contact with the officers, I may be moved to inactive and may be asked to have a meeting with the Chief Officers.

Members Signature: _____ Date: _____

Officer Signature: _____ Date: _____

Appendix E:**Acknowledgement of Courtesy Dash Lights and its use.**

- 1) It is not the intent of the City of Waterloo or the Waterloo Fire Rescue Department to assume any liability of its employees or members for the use of a Courtesy dash light while responding to calls within the City of Waterloo.
- 2) It will be the sole responsibility of the Waterloo Fire Rescue Department Chief Officers to determine and control which employee or member is authorized to use a courtesy dash light.
- 3) The authorized use of the courtesy dash light does not give any privileges to the user and shall comply with all traffic regulations except for nonmoving traffic regulations.

I acknowledge I understand the liability for the use of the courtesy dash light. I further understand I cannot hold the City of Waterloo or the Waterloo Fire Rescue Department liable for its use.

Signature of Member/employee: _____ Date: _____

Signature of Chief Officer: _____ Date: _____

Appendix F-1: SEXUAL HARASSMENT

Complainant's Name: _____ Position: _____

Department: _____ Supervisor: _____

1 – Verbal complaint discussed with _____ on (Date) _____

2 – Answer received on _____ was not satisfactory.

3 – STATEMENT of COMPLAINT:

(Please read the attached Sexual Harassment Policy before you complete the balance of this form)

A – Name(s) of Person(s) accused of sexual harassment:

B – Date(s) of Incident(s): _____

C – Description of Incident(s):

(Describe what happened. Be specific. Include all actions of statements, including your own. Who was present, where did it happen, etc.)

(Use and attach sheets if necessary.)

I hereby certify that the information provided by me on this form is true and accurate to the best of my knowledge and recollection.

Signature: _____ Date: _____

Received Signature: _____ Date: _____

Appendix G:

COMPLAINT FORM

Complainant and Contact Information: Name: _____

Address: _____ City: _____ State: _____ Zip code: _____

Home #: _____ - _____ - _____ Work #: _____ - _____ - _____ Cell #: _____ - _____ - _____

DOB: ____/____/____ Work Hours: _____

Statement Giver is: ___ Aggrieved Party ___ Witness to Incident ___ Other: _____

Involved Personnel and Allegation:

Member(s) name and or Rank: _____

Case Number (if available): _____

Date and approximate time of incident: _____

Location: _____

Witnesses: (include name, address & phone #):

Witnesses: (include name, address & phone #):

Allegation(s): _____

Please attach additional sheets as necessary

I, _____, the above name complainant, state that I have read the above complaint, and do solemnly swear/affirm that the information contained herein is true and complete to my knowledge.

Date the _____ day of _____, 20____ at _____ am – pm

Signature: _____

Appendix H-1:

FORMAL MEMBER GRIEVANCE

Waterloo Fire & Rescue
Waterloo, WI

PLEASE PRINT OR TYPE

Member Name: _____ Department: _____

Date of Grievance: _____ Date of Filing: _____

Nature of Grievance (attach a separate sheet of paper explaining in detail the nature of grievance)

Witnesses/other informed persons: _____

Has grievance been discussed with your Officer? ___ Yes ___ No

If yes, with whom? _____ When (Date)? _____

What action has been taken? _____

Has grievance been discussed with a Chief Officer? ___ Yes ___ No

If yes, with whom? _____ When (Date)? _____

What action has been taken? _____

Has grievance been discussed with Mayor? ___ Yes ___ No

If yes, When (Date)? _____

What action has been taken? _____

Member Signature: _____

DO NOT WRITE BELOW THIS LINE

Date formal member grievance received _____

Initial meeting heard on (Date) _____

Chief Officer findings: _____

Appendix H-2:**GRIEVANCE FINDINGS**

Member notified of findings (Date): _____

How notified: ___ In writing ___ In person – By whom? _____

Hearing Scheduled for (Date): _____ Member notified of hearing date on _____(Date)

Appearances at hearing: _____

Action taken: _____

Written summary of findings sent to member (Date) _____

Signature of Chief Officer: _____

Hearing before Officers requested by member? ___ Yes ___ No

Date request made: _____ Hearing Date: _____

Appearances: _____

Findings: _____

Member notified of findings (Date): _____

Reconsideration by Chief Officers requested? ___ Yes ___ No

Date requested made: _____ Request: ___ Denied ___ Approved

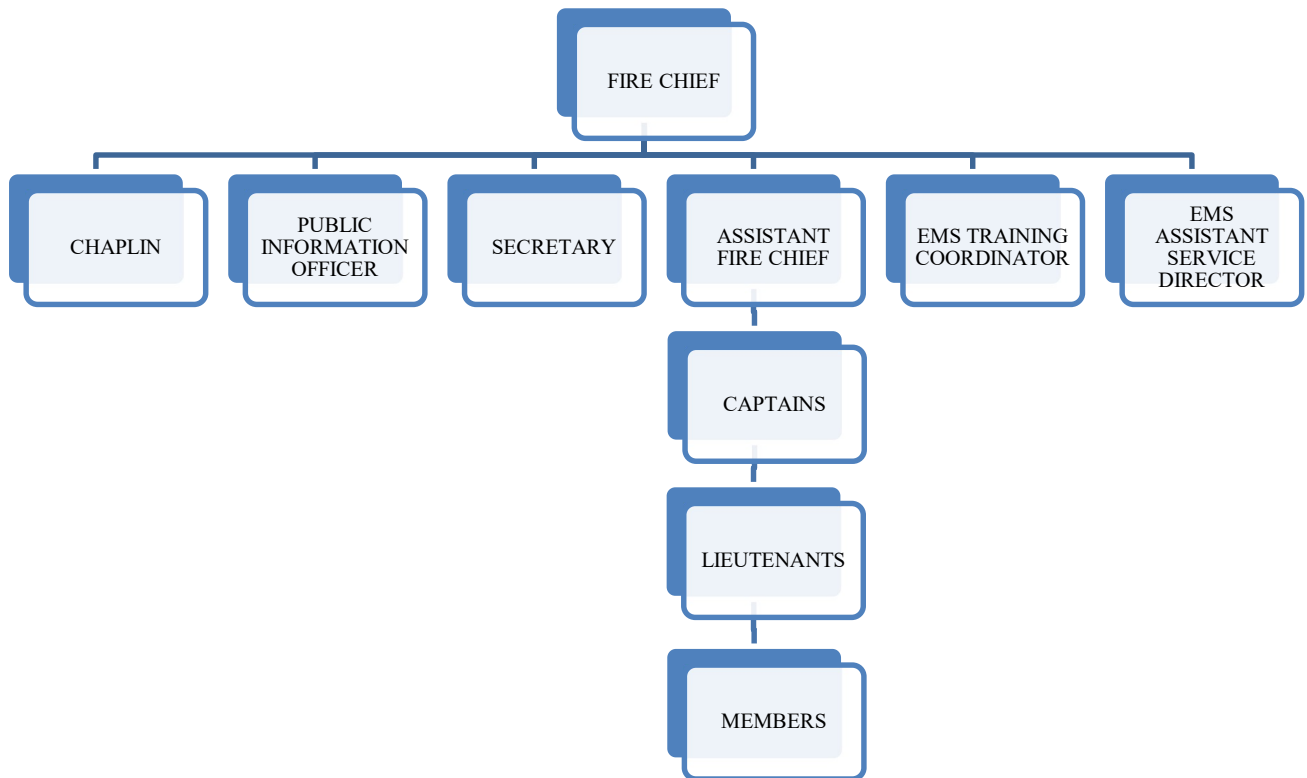
Date reconsideration to be held: _____

Member notified of reconsideration Date: _____

Action taken: _____

Signature of Chief Officer: _____

Appendix I: Chain of Authority and Management



Appendix J:

Training Request for Approval

Date of Request: _____

Date(s) of Training: _____

Type of Training: _____

Name of Training: _____

Cost of Training: _____

Location of Training: _____

Hotel Cost: _____

Name of Member (print): _____

Signature of Member: _____ Member #: _____

Chief Officer Signature for approval: _____

Date Approved: _____

Appendix K-1:**JOB TITLES AND DUTIES****Chief:**

This department head position provides strategic leadership and vision for the Fire & Rescue Department to support the organization's mission, and key strategies. The position is also responsible for the overall management and operation of the Fire & Rescue Department. The work involves supervising subordinate staff who oversee the day-to-day operations and related work of prevention & public education, training, fire suppression, emergency medical transport and administration. The work also involves establishing departmental plans, goals and budgets and monitoring the overall effectiveness and costs of the Fire & Rescue Department. The incumbent works under the general direction of the mayor and appropriate committees.

- Supervises and directs all Fire & Rescue Department operations and administrative functions.
- Participates in and supports the ongoing strategic planning process for the city as an integral member of the City Leadership Team. Lead the development and implementation of the Fire & Rescue Department strategic plan and ensures alignment with the City's plan. Oversees long and short-term department goals.
- Organizes, leads and facilitates the functioning of the Fire & Rescue Department, with a focus on continuous improvement, excellent customer service and public safety.
- Oversees budgetary planning and cost management in alignment with the City's strategic plan.
- Leads, develops and mentors staff.
- Manages and monitors staff performance goals and departmental performance goals.
- Advises and directs subordinates in the performance of their duties.
- Consults with and advises the Mayor and Aldermen on issues related to the Department.
- Participates in labor negotiations, administers labor agreements, and addresses grievances.
- Approves purchasing requests and contracts.
- Reviews and approves development and revision of policies, procedures and work rules to ensure regulatory compliance and the effective utilization of physical and financial resources.
- Approves variance to code authorization.
- Plans, approves and implements new programs and service levels.
- Determines staffing, service levels and budgetary needs for future considerations.
- Participates in state and local fire service organizations.
- Serves as a department liaison with other City departments, at various meetings, with the media, and local, state, and federal officials and the public.
- Actively participates as a member of the Director Team.
- Participate in Public Safety Committee and City Council meetings.
- Promotes Department image and educates public through presentations and speeches.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.

Appendix K-2: JOB TITLES AND DUTIES Cont.**Assistant Chief:**

The Assistant Chief of Fire & Rescue Department is to provide assistance in supervising, directing, and coordinating the operations and activities of the Fire & Rescue Operations, under direct supervision of the Fire Chief. Responsibility extends to appraisal of facilities, equipment, and personnel to ensure a constant state of readiness. Required to respond to emergency calls as necessary to effectively command and control the operational goals of the department. Provides highly responsible and complex administrative and management support to the Fire Chief; and assumes the role as the Fire Chief when directed to do so.

- Assists with the management, directing, and supervision of the physical resources of the Agency in day-to-day operations.
- Recommend and/or perform the full range of management duties (with appropriate executive review) including, performance evaluations, transferring, promoting, and disciplining.
- Assists in the preparation and supervision of program budgets that may include operations, EMS, and training.
- Assists the Fire Chief and staff with development of short and long-range goals and planning.
- Ensures that all Agency equipment and buildings are maintained in top condition.
- Provides assistance with purchasing new equipment including fire apparatus, fire stations, and other department needs as directed.
- Coordinates annual certification testing of fire apparatus and equipment.
- Serves as the liaison/coordinator of communications associated with the Joint Dispatch Center.
- Supports and supervises the Captains, Lieutenants in their stead, to be certain daily and monthly activities are completed.
- Investigates, discusses, and takes action concerning various types of personnel problems.
- May act as Incident Commander, Resource Officer, Public Information Officer, and/or Interdepartmental Liaison for complex or multi-agency incidents.
- Serve as assistant to the Chief of Fire and Rescue for county emergency operations center activities.
- Acts as department spokesperson to the media. Provides timely releases regarding responses to incidents and topics of community concern.
- Reviews and responds to general public complaints and requests for information and guidance.
- Supports and assists in the achievement of goals and objectives of the department.
- Cooperates and arranges joint training scenarios with surrounding community fire departments.
- Supports MABAS with surrounding community fire departments.
- Participate in ongoing education, training, and development activities to maintain and improve professional knowledge and skills as a Fire Officer.
- Provides assistance in conducting investigations of suspicious fires; assists Police, State Fire Marshall, and insurance investigators in preparing cases for prosecution.
- Represent the Agency on a local, regional, state, and national level as directed or approved by the Fire Chief.
- Safely perform as a firefighter, fire officer or emergency responder on emergency incidents.
- Other related duties as necessary

Appendix K-3: JOB TITLES AND DUTIES Cont.**CAPTAINS:**

- Fill the role of team leader to direct, coordinate, the personnel that respond to incident scenes.
- Establish and maintain a safe and harmonious work environment that ensures the Department is ready to safely and effectively respond to a request for service in an expeditious manner and without controllable delay.
- Respond to emergency medical, fire, and other calls for assistance when requested and in compliance with all department procedures and operational guidelines
- Working with the Training Team, plan, schedule, track, direct, coordinate, lead and/or oversee the delivery of initial, on-going and refresher all-hazards trainings to establish and maintain a safe and proficient department membership that maximizes the level of service provided by the district; and assures compliance with all state and national training requirements.
- Complete accurate training records.
- Serve as the “Officer-in-Charge” when in the absence or unavailability of an equal or higher-ranking officer.
- As necessary, initiate the National Incident Management System and/or incident command system and serve as the “Incident Commander” when needed, in the absence of another qualified employee, or when called upon in accordance with department Incident Command guidelines.
- Collect information, complete, or cause to be completed thorough and accurate reports concerning department operations and complete related administrative tasks.
- Participate as part of the chain of command as directed by the Deputy Chief – Operations in overseeing, coordinating, and/or participating in the general maintenance apparatus, tools, and equipment to ensure readiness.
- Ensure adherence to the department’s safety program associated with all activities and operations.
- Assist, lead, and/or recommend the development and/or modification of policies, procedures, and standards in order to enhance the overall operations and functions of the department and assigned program area(s) of responsibilities.
- Lead subordinate personnel through the chain-of-command, coordinate and oversee duties including instructing, maintaining standards, coordinating activities, allocating personnel, acting on employee issues or problems, and making Department management aware of situations that may involve employee discipline.
- Coordinate the development and/or updating of pre-incident emergency response plans for facilities within the district that have been determined to be a target hazard or pose a life safety or unique hazard.
- Establish, maintain, and nurture a high degree of cooperation and trust with and between governmental and community leaders, communities, boards, councils, commissions, associations, entities, and allied community service providers.
- Attend and/or participate in topical conferences and training opportunities to remain current with current trends in fire and emergency medical service delivery.
- Perform duties in conformance with Federal, State, County, District, City and Town laws and ordinances.

Appendix K-4: JOB TITLES AND DUTIES Cont.**LIEUTENANTS:**

- Assist in leadership roles within the department
- Participate in the role of incident command
- Command workforce in the best interest of safety and the best interest of the community
- Complete reports, assist with policy changes, and implantation of new directives
- Participate as an instructor during trainings
- Participate in incident responses
- Attend trainings conferences, seminars, and meetings to remain knowledgeable with modern suppression methods
- Conducts inspections of vehicle and station with assigned personnel
- Conducts other duties as assigned by the Fire Chief or designee

PUBLIC INFORMATION OFFICER:

- Proactively develop accurate, accessible, and timely information for use in press/media briefings, written media releases, or web and social media posts
- Monitor information from traditional media, the web, and social media that is relevant to incident planning and forward it as appropriate
- Understand and advise incident command on any necessary limits on information release
- Obtain the IC's approval of public materials
- Conduct and prepare officials for media briefings
- Arrange for tours, community outreach events, interviews, and briefings
- Make information about the incident available to incident personnel
- Participate in planning meetings
- Identify and implement rumor control methods

EMS ASSISTANT SERVICE DIRECTOR:

- Serve as the primary contact between the emergency medical service provider and the department.
- Assure that all elements of the operational plan are kept current.
- Assure that EMS personnel are properly licensed and credentialed. It is recommended that you check all staff licenses to insure they are valid and you keep a copy on file
- Provide day-to-day supervision of the ambulance service provider's operations.
- Develop and maintain networks with local hospitals, emergency room physicians, and regulatory agencies to provide a liaison for EMS services.
- Conducts follow up on patient care and patient outcomes to department personnel as needed/requested.
- Assist as necessary in the develop and implementation of probationary EMS member/employee work plans and performance improvement plans to improve member/employee performance as requested by department Chief Officers or the Supervising Physician.
- Collects, reviews, and manages all records and data from EMS activities.

Appendix K-5: JOB TITLES AND DUTIES Cont.**EMS TRAINING COORDINATOR:**

- Plan and coordinate a variety of Emergency Medical Services continuing education classes, exercises, and skills evaluations consistent with Aurora Summit Medical Director and department requirements for all levels of licensed EMS personnel.
- Coordinate the certification of department personnel in the American Heart Association Cardiopulmonary Resuscitation (CPR) and Advanced Cardiac Life Support (ACLS).
- Coordinate the preparation, organization, delivery, and maintenance of training materials in conjunction with the EMS/Fire Instructor(s).
- Assist with the tracking of EMS training records within the department Learning Management System. Maintain departmental and individual member/employee EMS training records as needed for reporting purposes.
- Develop and maintain networks with local hospitals, emergency room physicians, and regulatory agencies to provide a liaison for EMS training.
- Develop recruit EMS member/employee work plans in conjunction with the Training Officer to improve member/employee performance as necessary.
- Provide ongoing evaluation of recruit member/employees' EMS progression during academies and provide input during the probationary periods as appropriate and/or requested.
- Conducts continuous quality improvement of the EMS system to assist with department training needs at the direction of the Supervising Physician and the Chief.

SECRETARY:

- Safekeeping of all confidential records, reports and correspondence relating to the Fire Department operations
- Document and note meeting minutes from the Department meetings.
- Perform any other Fire Department duties as assigned by the Fire Chief.

Appendix L-1:**JOB DESCRIPTIONS AND DUTIES****Fulltime Firefighter/AEMT:**

- Establish and maintain a safe and harmonious work environment that ensures the Department and member/employees are ready to safely and effectively respond to a request for service in an expeditious manner and without controllable delay.
- Respond to fires, emergency medical, and other requests for assistance when requested in compliance with all Department procedures and operational guidelines; both while on-duty and when available off-duty within Department guidelines.
- Conduct or assist in conducting fire inspections and re-inspections when required to ensure that the Department meets all internal and applicable State and National inspection requirements.
- As required, serve as the lead worker of a group or company when scheduled, or in the absence or unavailability of a higher-ranking individual.
- As necessary, initiate the National Incident Management System and/or Incident Command system and serve as the "Incident Commander" when required, in the absence or unavailability of another qualified employee, or when called upon in accordance with Department Incident Command guidelines.
- Collect information and complete, or cause to be completed, thorough and accurate reports concerning Department operations and complete related administrative tasks.
- Lead and/or participate in training activities.
- Assist, lead, and/or recommend the development and/or modification of policies, procedures, and standards in order to enhance the overall operations and functions of the Department and assigned program area(s) of responsibilities.
- Assist and/or lead in planning efforts and develop of pre-incident emergency response plans for facilities within the district.
- Attend and/or participate in topical conferences and training opportunities to remain current with current trends in fire and emergency medical service delivery.
- Perform station and house duties as defined by the Department,
- Perform other duties of the Department as assigned by supervisory personnel.
- Perform duties in conformance with Federal, State, County, District, City and Town laws and ordinances.
- Coordinates the orientation of new members to department policies & procedures, bylaws, medical protocols, courses, and medical equipment.

OPERATOR:

- Safely drive firefighting apparatus to and from fires or other emergencies following laws and regulations, operating pumps, aerial devices, power and other mechanical equipment as required, keep inventory of tools, and equipment on apparatus.
- Clean and service assigned apparatus, maintaining it in a condition of readiness, report mechanical failures or difficulties and missing or damaged equipment to the proper authority.
- Operate, without direct supervision, various Fire Department aerial apparatus and/or pumping apparatus with multiple water intake and discharge situations at an emergency scene.
- Perform required apparatus maintenance, cleaning duties, inventory checks and monthly inspections. Additionally, after every emergency response or training drill, inventories must be checked before leaving the emergency scene or training location.
- Participate in Department training sessions and company drills.

Appendix L-2: JOB DESCRIPTIONS AND DUTIES Cont.**FIREFIGHTER:**

- Attend training courses; read and study assigned materials related to fire prevention, suppression, rescue, CPR and emergency medical responder or first aid.
- Respond to alarms according to the Department Standard Operating Guidelines; stretch and connect hose; maneuver nozzles; direct fire streams; raise and climb ladders; use portable fire extinguishers; utilize personal protective clothing, breathing apparatus, and forcible entry tools
- Ventilate buildings by opening windows and skylights or by cutting holes in roofs and floors
- Perform rescue operations in a team setting
- Perform salvage operations by placing salvage covers, controlling water damage and removing debris
- Participate in department drills and attend outside courses in fire prevention, suppression, and rescue techniques
- Relay instructions, orders and information, know response routes and location of target hazards
- Perform general maintenance work and upkeep of Fire Department apparatus equipment and property. This includes monthly apparatus and SCBA inspections
- Perform related work as required or directed to do so by a department officer
- Respond to emergency medical calls according to the Department Standard Operating Guidelines; perform duties at the Emergency Medical Responder or First Aid assisting EMS with patient care as necessary.

AEMT:

- Respond to emergency and non-emergency calls, perform high quality patient assessments, and make critical care decisions quickly to develop a pre-hospital stabilization and treatment plan.
- Collect pertinent patient care data and enter the information into department patient care reports and reporting software.
- Exhibits excellent verbal and written communication skills.
- Communicates clearly with the patient, co-workers, first responders, bystanders, and other healthcare professionals to provide high quality, prehospital patient care.
- Ability to assess emergency scenes.
- Ability to identify scene safety issues, implement, adjust, and maintain scene safety as situations change.
- Handle non-medical situations such as crowd control and protecting the valuables of a patient if necessary.
- Operate standard equipment such as stretchers, cots, patient care monitors, and standard diagnostic equipment.
- Maintain the interior and exterior of department vehicles. This includes, but is not limited to, restocking and cleaning the exterior and interior of ambulances as well as general cleaning and upkeep of ambulances, station and supply areas as needed.
- Extricate persons from vehicles; kneel, bend, lift, and stand for extended periods of time.
- Perform CPR for extended periods of time.
- Be able to remain calm and deliver quality care in high-pressure, extreme stress, situations.
- Maintain good physical condition and personal hygiene.
- Perform appropriate clean up and disposal of contaminated items when necessary.
- Maintain patient confidentiality at all times.
- Assist in public relations and recruiting of new personnel.
- Attend meetings, trainings, continuing education and refresher training programs as required by employer, medical direction, licensing and/or certifying agencies.
- Knowledge of computer processing. Vocational or business skills such as typing, operating business machines such as fax machines and copiers.
- Establish and maintain effective working relationships with co-workers, supervisors, and the general public and work effectively as a team member.
- Complies with state regulations and services guidelines and policies.

Appendix L-3: JOB DESCRIPTIONS AND DUTIES Cont.**EMT:**

- Respond to emergency and non-emergency 911 calls.
- Extricate persons from vehicles; kneel, bend, lift, and stand for extended periods of time.
- Perform CPR for extended periods of time.
- Be able to remain calm and deliver quality care in high-pressure, extreme stress, situations.
- Maintain good physical condition and personal hygiene.
- Perform appropriate clean up and disposal of contaminated items when necessary.
- Maintain patient confidentiality at all times.
- Assist in public relations and recruiting of new personnel.
- Obtains information from persons involved, examines victims and determines nature, extent, or magnitude of illness or injury to establish emergency medical procedures to be followed or need for additional assistance.
- Provide efficient and immediate care to the critically ill and injured within the scope of their license.
- Applies splints; administers oxygen or artificial resuscitation; treats and bandages wounds or abrasions; and performs other basic life support procedures.
- Stabilizes, immobilizes, lifts, moves, and transports injured, sick or incapacitated persons from residential or accident scenes to medical facilities.
- Have a thorough knowledge of, and comply with, all Standard Operating Guidelines (SOG), policies, procedures, and protocols for the Waterloo EMS Department
- Draft a detailed, accurate, and complete Patient Care Report (PCR) for each call response.
- Maintain interior and exterior of department vehicles. This includes, but is not limited to, restocking and cleaning the exterior and interior of ambulances as well as general cleaning and upkeep of ambulances, fire trucks, and supply areas as needed.
- Attend meetings, trainings, continuing education and refresher training programs as required by employer, medical direction, licensing and/or certifying agencies.
- Communicates with professional medical personnel at emergency treatment facilities.
- Inspects specially equipped emergency vehicles; cleans equipment to ensure its safe operation; and replenishes medical supplies, fuel, and fluids.
- Be proficient in the use and maintenance of all ambulance tools, equipment, emergency medical supplies, and vehicles used by the ambulance department.

EMS DRIVER: Minimum EMR

- Respond to emergency and non-emergency 911 calls.
- Provide efficient and immediate care to the critically ill and injured within the scope of their license.
- Attend meetings, trainings, continuing education and refresher training programs as required by employer, medical direction, licensing and/or certifying agencies.
- Operates various emergency medical vehicles such as an ambulance, truck, UTV, etc.
- Inspects specially equipped emergency vehicles; cleans equipment to ensure its safe operation; and replenishes medical supplies, fuel, and fluids.
- Operate EMS vehicles under normal and emergency conditions in a safe manner.
- Operate standard equipment such as stretchers, cots, patient care monitors, and standard diagnostic equipment.
- Extricate persons from vehicles; kneel, bend, lift, and stand for extended periods of time.
- Perform CPR for extended periods of time.
- Be able to remain calm and deliver quality care in high-pressure, extreme stress, situations.
- Maintain good physical condition and personal hygiene.
- Perform appropriate clean up and disposal of contaminated items when necessary.
- Maintain patient confidentiality at all times.
- Assist in public relations and recruiting of new personnel.

Appendix M:**MEMBER COMPENSATION/PAY**

Department Training: \$10.00 per training

Department Meetings \$10.00 per meeting

EMS shifts: \$7.50 per hour

Extra EMS personnel for a call: \$18.00 per call

2nd out EMS call: \$18.00 per call

Fire response: \$18.00 per call

Station Response: \$1.00 per call

Supplemental makeup training: \$3.00 per training

Appendix N:

Supplemental Training Form

Members Name: _____

Make up training month: _____

Check one:

Fire: _____ EMS: _____ Combination: _____ Operators: _____

Date: ____ / ____ / ____ Hours: _____ Time Ended: _____

In House training: _____

Officers or Member: _____

Training Course: _____

Instructor: _____

Vector Solution Course: _____

Webinar or Online training: _____

Instructor or Website: _____

Officer Signature: _____ Date: _____

Please use one form for each month missed. Turn this paper into your training officer after completion. If you received a certificate from a class you took, please make a copy of it and submit a copy to your training officer or designee and to the Fire Chief for your personal file.

Appendix O:**Excuse Form**

Members Name: _____

Month Missing Training: _____

Check one:

Fire: _____ EMS: _____ Combination: _____ Operators: _____

Reason missing training: _____

Members signature: _____ Date: _____

Called Chief or Officer: Date: _____ Time: _____

Chief or Officer signature: _____

Please make out a form for each month missed.

Thank you

Appendix P:**RECEIPT AND ACKNOWLEDGMENT OF POLICY & PROCEDURE MANUAL**

This manual is an important document intended to help members become acquainted with the Department and will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention. The Policy and Procedure Manual may be updated at any time throughout the year. This Policy and Procedure Manual supersedes any previous handbooks, policies, procedures, rules, or statements given to members, whether verbal or written.

Please read the following statements and initial each individual item and sign below to indicate your acknowledgment of the contents of the Policies and Procedures Manual.

_____ I understand it is my obligation to read the Policy & Procedure Manual. I understand the policies and procedures described in the Personnel Manual are subject to change at the Fire Chief's discretion at any time.

_____ I acknowledge I have read and understand the departments "Standards of Conduct Policy" within this manual. I understand it is my obligation to attend all trainings, meetings, fundraising and Department required events.

_____ I acknowledge I have the right to terminate my employment with the department at any time without notice. In turn, I acknowledge the department has the right to terminate my employment at its sole discretion, subject to any applicable State or Federal statutes or constitutional requirements. I understand I must return Department issued items.

_____ I am aware during the course of my employment; confidential information may be made available to me. I understand this confidential information must not be given out or used outside of department premises or with non-department persons, except as required by law. I understand this obligation exists even after my departure from this Department.

_____ I understand that when the Department invests financially in my education, successful completion is required and a commitment of two years of service to the department is expected, and I will be a member in good standing; or I will be required to repay the department.

_____ I understand my signature below indicates I have read and understand the above statements and have access to a copy of the Personnel Manual.

Member Name (**please print**) and Number

Member Signature and Date