

Volunteer/Resident Program

Skamania EMS & Rescue



Contents

1.0	General Purpose	3
1.1	Program Intent: Volunteers	3
1.2	Program Intent: Residents	3
2.0	Identifying Volunteers	4
2.1	Volunteer Coordination	4
2.2	Volunteer Recruitment	4
2.3	Volunteer Service Requirements	5
2.4	Volunteer Activity Reimbursement Schedules	6
2.5	Termination of Volunteer Status	8
3.0	Identifying Residents	9
3.1	Resident Program Coordination	9
3.2	Resident Recruitment	9
3.3	Resident Service Requirements	10
3.4	Resident Reimbursement Schedule	12
3.5	Termination of Participation in the Resident Program.....	14

1.0 General Purpose

The Board of Commissioners adopt individual or collective policies and programs to ensure adequate control and efficient management of volunteer emergency service responders. This Volunteer & Resident Program provides guidelines staff may utilize in the performance of their services with the agency. Procedures related to this program may be found in the agencies Standard Operating Guidelines. These are living documents, developed by the District Superintendent with the assistance of Operational staff.

In addition to general duty volunteers, this program will outline the intent of the agencies Resident Program. Collectively addressing recruitment, training, assignment and utilization of volunteer emergency personnel.

1.1 Program Intent: Volunteers

Skamania EMS & Rescue endeavors to build a program that motivates and retains volunteers, recognizing that volunteer service is beneficial to the daily operations and long-term success of the agency. Persons who have a history of service with fire or emergency medical response agencies will find our volunteer program beneficial and inclusive of opportunities to give back to their communities.

Volunteers who serve as a member of our scheduled duty staff will supplement services provided by paid personnel to provide greater community outreach at programs and events, and to provide necessary coverage during known and unanticipated times. Volunteer personnel are not intended to replace paid part time or full time staff, but rather to provide additional benefit to overall agency services.

The volunteer personnel described within this manual are separate and distinctly different from any program that utilizes volunteers who are members of partner response agencies and whose services are provided through Interlocal agreements.

1.2 Program Intent: Residents

Skamania EMS & Rescue endeavors to build a Resident EMS Responder program. It is our intent to cooperate with educational institutions and technical training programs to recruit and train students interested in pursuing a career related to emergency and non-emergency medical services or public safety. Additionally, this program may be offered to students who, though they do not intend to pursue a career as indicated above, have a desire to give back to their community while obtaining an education at a center of higher education.

Persons who enroll and are accepted into our Resident program will supplement services provided by paid personnel to provide greater community outreach at program and events. On a scheduled basis and in conjunction with paid personnel they will provide ems and rescue services.

2.0 Identifying Volunteers

Skamania EMS & Rescue identifies volunteers as persons who have willingly agreed to provide emergency medical response services on behalf of the agency. More specifically, a volunteer is identified as someone who freely gives their time and contributes services for civic, charitable or humanitarian reasons. Persons who provide emergency medical response services under this policy qualify as volunteers if:

1. The individual receives no compensation or, is paid justified expenses, reasonable benefits or a nominal fee to perform the services for which they volunteered, and;
2. Such services are not the same type of services which the individual is employed to perform for the same public agency (e.g. not a person who is already an employee of Skamania EMS & Rescue as an EMR, EMT or Paramedic).

2.1 Volunteer Coordination

Coordination of the Volunteer Program shall be provided by the agency's assigned Operations Captain. Under the general direction of the Superintendent, assigned staff will coordinate the overall recruitment, support and retention of volunteers.

The Operations Captain will work collaboratively with peers, Captains and administration to support the program and its participants.

2.2 Volunteer Recruitment

A minimum of once each calendar year, having considered and determined need, Skamania EMS & Rescue shall solicit for volunteer personnel. Recruitment periods will follow the schedule outlined below:

<u>Solicitation Period</u>	<u>Testing Period</u>	<u>Selection Period</u>	<u>Starting Period</u>
February	March	April	May-June
October	November	December	January-February

Generally, recruitment of volunteers will follow a process similar to that used to hire part-time or full-time personnel. However, Skamania EMS & Rescue recognizes that a typical process used, and costs associated to hire paid employees, may hamper our ability to recruit volunteers. As such, the agency will follow the minimum standards when recruiting volunteers:

1. Volunteer recruitment notices will be posted for a minimum of twenty-one (21) calendar days.
2. Postings will be made available in local and regional newspapers, online at the agency's website and, when cost efficient, on local or regional job boards relative to emergency medical services.
3. At a minimum, volunteer applications must meet the outlined of the agency approved employment application, include proof of identity, proof of education, proof of medical certifications (e.g. EMR, EMT or Paramedic), or proof of enrollment in a course that will result in the applicants EMR, EMT or Paramedic certification

4. Applicants selected for the testing phase will be required to complete a standard physical agility test administered by the agency.
5. Applicants who pass the physical agility test may be required to complete a modified in person interview with a panel selected by the agency.
6. Upon completion of items (4) and (5) above, volunteers who are offered a conditional position with Skamania EMS & Rescue shall agree to complete a required background check, physical and non-dot drug screening. Costs associated with these items will be borne by the agency and only applicants who successfully pass each phase will be allowed to continue to full volunteer service with the agency.

2.3 Volunteer Service Requirements

The provision of emergency medical services is highly technical and subject to strict requirements outlined by the State of Washington, Department of Health. In addition, other duties completed as a part of this service is further regulated by numerous state or federal agencies. These regulations are designed to impart safety for personnel and patients.

Volunteers accepted into service with Skamania EMS & Rescue shall adhere to all order, directives and training requirements that may be outlined herein or in other policies and guidelines adopted by the agency. These orders or directives may be oral or written and issued by the agency or their designated supervisory personnel. A copy of policies and procedures will be made available to each volunteer upon appointment and he/she/they are required to become familiar with them.

Orientation and Initial Training (Field Training and Evaluation Program): Each volunteer that is newly accepted into service shall be required to complete a full rotation of the Field Training and Evaluation Program (FTEP). This program consists of three (3) phases, and each one is designed to introduce personnel to the medical and operational guidelines and requirements adopted by Skamania EMS & Rescue.

Although our standard FTEP program includes the provision for working nine (9) shifts in both Phase II and Phase III, Skamania EMS & Rescue reserves the right to reduce or modify the FTEP program when the volunteer meets at least two (2) of the following conditions:

1. The volunteer currently or has recently (in the last twelve calendar months) served as a volunteer or paid EMT or Paramedic with a partner response *or* similar agency located within Washington state, or;
2. The volunteer had previously, within the last three calendar years, worked for Skamania EMS & Rescue or a qualified partner response agency and maintains a current affiliation with either of the agencies

Continuous Training (On Going Training Program): Upon completion of the FTEP program, volunteers may be scheduled to work shifts that are six (6), eight (8), ten (10) or twelve (12) hours long. Shifts will be offered based on agency needs and may include providing services as a part of our primary response, or at community programs and events.

In addition to scheduled shifts, volunteers will be provided with an opportunity to participate in the agency's On Going Training and Evaluation Program (OTEP). This program provides minimum requirements set forth by the State of Washington, Department of Health to maintain the volunteers' certification. Additional training related to rescue, safety and operations will also be made available.

Volunteers are required to participate in a minimum of six (6) required OTEP training sessions per year, or provide proof of equivalent training obtained elsewhere through approved providers to maintain certifications.

Minimum Activity Requirements: The nature of services provided by Skamania EMS & Rescue dictate that personnel, whether paid or volunteer, meet minimum activity requirements. These minimum activity requirements are established to ensure each individual has an opportunity to stay abreast of current medical protocols, operational guidelines, agency policies and training. They will further ensure the ability to build and maintain a cohesive working environment amongst paid part time, full time and other volunteer personnel.

The following chart details minimum activity requirements for volunteers accepted into service with Skamania EMS & Rescue:

A minimum of six (6) hours on shift per month, **OR**

A collective eighteen (18) hours on shift over a period of three (3) calendar months
calculated per fiscal quarter

For the purposes of determining the actual activity level of the volunteer, Skamania EMS & Rescue shall consider scheduled training time, and scheduled shift work as time spent "on shift".

Volunteer personnel who do not meet minimum requirements without an approved leave of absence will be given appropriate notice. Any volunteer who accumulates six (6) months of failure to meet required minimum activity in a calendar year will be terminated from their volunteer service with the agency.

2.4 Volunteer Activity Reimbursement Schedules

Under the Fair Labor Standards Act, public employers are exempt from paying minimum wage and overtime to individuals who qualify as volunteers motivated to contribute services for civic, charitable or humanitarian reasons.

Skamania EMS & Rescue shall pay volunteer expenses and/or offer a nominal fee for services outlined within this policy and associated Standard Operating Guidelines. Payment of these expenses and/or reimbursements to volunteers do not rise to the level of “compensation” and are intended to cover those costs related to meals, transportation, clothing expense (e.g. laundry services), duplication of personal hygiene items, and the like. Skamania EMS & Rescue acknowledges that it would be difficult, if not impossible to accurately document all possible expenses. The intent and purpose of the Volunteer Activity Reimbursement Schedule is to create a practical method of reimbursing expenses without creating an impractical records system.

Volunteers become eligible for activity reimbursements following successful completion of the Field Training Program.

In addition, Skamania EMS & Rescue shall pay, as appropriate, quarterly fees to the State of Washington, Department of Labor and Industries, for Workers Compensation Insurance. Skamania EMS & Rescue may, at its option provide additional insurance up to and including Life Insurance, or other casualty/accident based insurance through a group insurance program.

It is the responsibility of the volunteer to accurately track their activity and report it to Skamania EMS & Rescue under the timeframes and guidelines established. Payments are processed in the same fashion as those payments issued to paid part-time and full time personnel. Appropriate taxes will be deducted in accordance with the W2 documents submitted by the volunteer.

Reimbursement Schedule

<u>Volunteer Hours</u>	<u>Reimbursement Amount</u>
6 – 11 Hours / Per Month	\$ 50.00
12 – 23 Hours / Per Month	\$ 100.00
24 -35 Hours / Per Month	\$ 150.00
36 Hours + / Per Month	\$ 200.00

In addition to these nominal monthly payments the following additional reimbursements are available:

<u>Volunteer Activity</u>	<u>Reimbursement Amount</u>
Off-duty response or off-duty attendance at a community event (e.g. fair)	\$ 10.00 / per call or event

Specific to the additional reimbursements available to volunteers, the following shall apply:

1. To be eligible for the per-call reimbursement during an off-duty response, volunteers must:
 - a) **not** self-dispatch, rather they must be called to respond via the “all-page” or as requested by a/the on-duty crew, and;
 - b) **not** be responding with a/any other emergency service organization they volunteer for, unless;
- Volunteer and Resident Program | Effective January 1, 2024

- c) volunteers who initially responded with a separate emergency service organization are put into service with Skamania EMS & Rescue by the on-duty crew, and;
 - d) volunteers must accurately record their response, to include call number, in service, and out of service times.
2. To be eligible for the per-call reimbursement during an off-duty community event, volunteers must:
 - a) be scheduled in advance or called to provide service while the event is in progress, by the on-duty crew, and;
 - b) not otherwise be scheduled for a rotational shift, in which case they would be eligible for the monthly reimbursements outlined elsewhere in this policy.
 3. These additional reimbursements are available to volunteers so long as their collective reimbursement, between their monthly stipend and per call collections do not exceed \$500.00/month.

To ensure that these expenses and/or reimbursements do not, in the future, rise to the level of “compensation” Skamania EMS & Rescue shall periodically audit these payments for adherence to the “20% Rule.” The “20% Rule” is payment and reimbursements “generally not to exceed 20% of the total compensation that an employer would pay a full-time employee for performing comparable services.”

2.5 Termination of Volunteer Status

Skamania EMS & Rescue reserves the right to terminate service provided by an individual volunteer should they fail to meet any of the requirements outlined below or, as elsewhere described in policy and programs adopted by the agency. Further, the agency may, as necessary, temporarily suspend or eliminate the overall Volunteer Program should it be determined that need or budgetary support is insufficient.

Reasons for termination of an individual volunteer include, but are not limited to:

1. Failure to successfully complete the initial Field Training and Evaluation Program.
2. Failure to meet minimum activity and training requirements outlined in policy.
3. Inattention or lack of professionalism when performing the functions of the position for which they are volunteering or when representing the agency

3.0 Identifying Residents

Skamania EMS & Rescue identifies persons participating in our Resident Program as volunteers. These persons have willingly agreed to provide emergency medical response services on behalf of the agency. More specifically, a volunteer is identified as someone who freely gives their time and contributes services for civic, charitable or humanitarian reasons. Persons who provide emergency medical response services under this policy qualify as volunteers if:

1. The individual receives no compensation or, is paid justified expenses, reasonable benefits or a nominal fee to perform the services for which they volunteered, and;
2. Such services are not the same type of services which the individual is employed to perform for the same public agency (e.g. not a person who is already an employee of Skamania EMS & Rescue as an EMR, EMT or Paramedic).

3.1 Resident Program Coordination

Coordination of the Resident Program shall be provided by the agency's assigned Operations Captain. Under the general direction of the Superintendent, assigned staff will coordinate the overall recruitment, support and retention of volunteers participating in this program.

The Operations Captain will work collaboratively with peers, Captains and administration to support the program and its participants.

3.2 Resident Recruitment

Skamania EMS & Rescue shall endeavor to recruit local and regional students to participate in their Resident Program.

Once need is determined based on incoming or outgoing participants, Skamania EMS & Rescue shall solicit for participation in the Resident Program.

Generally, recruitment for the Resident Program will follow a process similar to that used to hire paid personnel. However, Skamania EMS & Rescue recognizes that a typical process used, and costs associated to hire paid employees, may require some modification to recruit participants for the program. As such, the agency will follow the minimum standards when recruiting for the Resident Program:

1. Resident Program recruitment notices will be posted for a minimum of twenty one (21) calendar days.
2. Postings will be made available to local and regional high schools, community colleges and technical schools, online at the agency's website and, when cost efficient, on local or regional job boards relative to public safety services.

3. At a minimum, applicants to the Resident Program must have or be able to obtain, prior to the program start, an Emergency Medical Responder certification. Priority will be given to applicants in this order:
 - a) Applicants who are enrolled in continuing education courses related to emergency service programs, community college or universities;
 - b) Applicants who have completed their course work and certified or are eligible to be certified as providers of emergency medicine
4. Resident Program applications must include the agency approved application, proof of identity, proof of education, proof of medical certifications (e.g. EMR, EMT or Paramedic), and if applicable, a letter of intent to continue their education.
5. Applicants selected for the testing phase will be required to complete a standard physical agility test developed and administered by the agency.
6. Applicants who pass the physical agility may be required to complete an in person interview with a panel selected by the agency.
7. Upon completion of items (4) and (5) above, participants who are offered a conditional residency position with Skamania EMS & Rescue shall agree to complete a required background check, physical and non-dot drug screening. Costs associated with these items will be borne by the agency and only applicants who successfully pass each phase will be allowed to continue to full volunteer service with the agency. Proof of enrollment in a community college or technical education facility within fifteen (15) days of beginning their service in the Resident Program will be required for those candidates who advised of their intent to continue their education path.

3.3 Resident Service Requirements

The provision of emergency medical services is highly technical and subject to strict requirements outlined by the State of Washington, Department of Health. In addition, other duties completed as a part of this service is further regulated by numerous state and federal agencies. These regulations are designed to impart safety for personnel and patients.

Resident Program participants accepted into service with Skamania EMS & Rescue shall adhere to all order, directives and training requirements that may be outlined herein or in other policies and guidelines adopted by the agency. These orders or directives may be oral or written and issued by the agency or their designated supervisory personnel. A copy of policies and procedures will be made available to each volunteer upon appointment and he/she/they are required to become familiar with them.

Orientation and Initial Training (Field Training and Evaluation Program): Each resident that is newly accepted into service shall be required to complete a full rotation of the Field Training and Evaluation Program (FTEP). This program consists of three (3) phases, and each one is designed to introduce

personnel to the medical and operational guidelines and requirements adopted by Skamania EMS & Rescue.

Continuous Training (On Going Training Program): In addition to scheduled shifts, participants in the Resident Program will be provided with an opportunity to participate in the agency’s On Going Training and Evaluation Program (OTEP). This program provides minimum requirements set forth by the State of Washington, Department of Health to maintain their medical certification. Additional training related to rescue, safety and operations will also be made available and participants in the Resident Program are expected to all minimum training requirements related to these services.

Minimum Activity Requirements: The nature of services provided by Skamania EMS & Rescue dictate that personnel, whether paid or volunteer, meet minimum activity requirements. These minimum activity requirements are established to ensure each individual has an opportunity to stay abreast of current medical protocols, operational guidelines, agency policies and training. They will further ensure the ability to build and maintain a cohesive working environment amongst paid part time, full time and volunteer personnel.

The following chart details minimum activity requirements for volunteers accepted into service with Skamania EMS & Rescue Resident Program:

1. Residents are expected to serve for a minimum of twelve (12) calendar months and a maximum of eighteen (18) calendar months.
 - a) Upon approval by the Superintendent, a Resident’s participation may be extended for six months beyond the maximum service period, if one or more of the following occurs:
 - i. The Resident expresses interest in continuing their service with the agency, and;
 - ii. The agency has been unable to solicit a new participant for the Resident Program, or
 - iii. The agency has solicited a new Resident participant, but has enough capacity in their budget and facilities to accommodate a second Resident.
2. Residents are required to maintain residency at their assigned station, and are given appropriate and necessary time to attend school or work.
3. Residents are seven four (7) personal days per calendar month, during which time they may be absent from residing at their assigned station. Personal days must be scheduled in advance and do not accrue or roll over to the next month.

4. Residents will be scheduled to report for a minimum of two (2) weekly shifts that are twelve (12) hours long. Shifts will be scheduled on a rotational basis (typically every third day), based on agency needs and may include providing services as a part of our primary response, or at community programs and events.
5. In the event the Resident has outside employment or school schedules that prohibit a rotational schedule, Skamania EMS & Rescue shall work with them to schedule in such a way as to meet the minimum activity requirements described in this policy.

Skamania EMS & Rescue recognizes that participants in the Resident Program will be residing at staffed emergency service facilities. Understanding the nature of emergency services, requests for service will occur when the Resident is not scheduled “on-shift”. Residents are encouraged to respond to these calls as our EMS and rescue system needs dictate.

3.4 Resident Reimbursement Schedule

Under the Fair Labor Standards Act, public employers are exempt from paying minimum wage and overtime to individuals who qualify as volunteers motivated to contribute services for civic, charitable or humanitarian reasons.

Skamania EMS & Rescue shall pay expenses and/or offer a nominal fee for services outlined within this policy and associated Standard Operating Guidelines. Payment of these expenses and/or reimbursements to participants in the Resident Program do not rise to the level of “compensation” and are intended to cover those costs related to meals, transportation, clothing expense (e.g. laundry services), duplication of personal hygiene items, and the like. Skamania EMS & Rescue acknowledges that it would be difficult, if not impossible to accurately document all possible expenses. The intent and purpose of the Resident Program Reimbursement Schedule is to create a practical method of reimbursing expenses without creating an impractical records system.

In addition, Skamania EMS & Rescue shall pay, as appropriate, quarterly fees to the State of Washington, Department of Labor and Industries, for Workers Compensation Insurance. Skamania EMS & Rescue may, at its option provide additional insurance up to and including Life Insurance, and Accidental Death and Dismemberment (or similar) through a group insurance program.

It is the responsibility of the resident to accurately track their activity and report it to Skamania EMS & Rescue under the timeframes and guidelines established. Further, Skamania EMS & Rescue shall process resident reimbursements on a monthly basis, in the same fashion as those payments issued to paid part-time and full time personnel. Appropriate taxes will be deducted in accordance with the W2 documents submitted by the volunteer.

Reimbursement Schedule

Skamania EMS & Rescue shall provide two (2) Class C Uniform Shirts, (1) Ball Cap, and (1) Sweatshirt to residents. The resident is required to provide black, anti-slip footwear, and black or dark navy trousers at their own expense.

Residents will be paid a flat monthly stipend for each month in which they meet program requirements, as outlined below, which may later be amended in reimbursement schedules published by Skamania EMS & Rescue.

<u>Resident Service</u>	<u>Reimbursement Amount</u>
Monthly Stipend	\$ 400.00

In addition to these nominal monthly payments the following additional reimbursements are available to Residents:

<u>Resident Activity</u>	<u>Reimbursement Amount</u>
Off-duty response	\$ 10.00 / per call or event

Specific to the additional reimbursements available to Residents, the following shall apply:

1. To be eligible for the per-call reimbursement during an off-duty response, Residents must:
 - a. **not** self-dispatch, rather they must be called to respond via the “all-page” or as requested by a/the on-duty crew, and;
 - b. Residents must accurately record their response, to include call number, in service, and out of service times.

These additional reimbursements are available to Residents so long as their collective reimbursement, between their monthly stipend and per call collections do not exceed \$700.00/month.

Tuition Assistance

To encourage and support participants in our Resident Program, Skamania EMS & Rescue provides an opportunity for Resident to receive educational incentives for tuition. Under the following guidelines, Residents may request tuition assistance:

1. Residents must provide a receipt of college or technical school tuition costs and maintain a GPA of 2.5 or above; or
2. If attending or participating in a technical education program, where GPA is not calculated, a letter of good standing in the program may be requested prior to reimbursement being issued.

3. Upon receipt of this documentation, Skamania EMS & Rescue will reimburse the resident for tuition fees up to \$800.00 per calendar year.
4. Residents are limited to a maximum tuition reimbursement incentive of \$1,600 per period of service in the program.
5. Residents who fail to complete a minimum of six (6) months of service may be required to refund any tuition assistance paid on their behalf.

To ensure that these expenses and/or reimbursements do not, in the future, rise to the level of “compensation” Skamania EMS & Rescue shall periodically audit these payments for adherence to the “20% Rule.” The “20% Rule” is payment and reimbursements “generally not to exceed 20% of the total compensation that an employer would pay a full-time employee for performing comparable services.

3.5 Termination of Participation in the Resident Program

Skamania EMS & Rescue reserves the right to terminate service provided by an individual volunteer in the Resident Program, should they fail to meet any of the requirements outlined below or, as elsewhere described in policy and programs adopted by the agency. Further, the agency may, as necessary, temporarily suspend or eliminate the overall Resident Program should it be determined that need or budgetary support is insufficient.

Reasons for termination of an individual participating in the Resident Program include, but are not limited to:

1. Failure to enroll in or maintain enrollment in an institution of higher education.
2. Failure to successfully complete the initial Field Training and Evaluation Program.
3. Failure to meet minimum activity and training requirements outlined in policy.
4. Inattention or lack of professionalism when performing the functions of the position for which they are volunteering or when representing the agency.