

Bellville Volunteer Fire Department
511 Main Street
P O Box 1109
Bellville, Texas 77418

(979) 865-2324

***TO ALL POTENTIAL CANDIDATES FOR ENTRANCE INTO THE
BELLVILLE VOLUNTEER FIRE DEPARTMENT***

The Bellville Vol. Fire Department: Fire is a total volunteer fire department currently chartered for fifty (50) volunteer firefighters. We feel that we are an elite organization, with goals, policies, professional performance, and a philosophy that is a “cut” above other volunteer fire departments.

As a Candidate, you must evaluate your commitment to this organization in terms of your dedication of time and performance before taking the responsibility of membership in this organization.

Upon entering the department, you will be subject to rules, regulations, policies, and procedures that all firefighters follow. The term “social club”, which was once associated with fire departments, is not the scenario today. When the Bellville Vol. Fire Department is called, you, as a member, must be committed to using the firefighting training and knowledge you receive and performing the tasks you are assigned. Firefighting is not a game. It requires your commitment and dedication to learn and train in all areas of the fire service to protect you, protect and save others, and help defend against property loss. We, as a department, feel our citizens deserve nothing less.

To be a member, you **MUST**: follow the rules, attend meetings and training sessions, and be available to respond to all emergency calls given to the Bellville Vol. Fire Department, when you are in town. A member will, if at all possible, make a priority of attending any special training sessions or courses offered by the Bellville Vol. Fire Department. A member will help with any special maintenance projects and actively participate in any special or fundraising projects the department undertakes.

Once an applicant is voted in as a member of the Bellville Vol. Fire Department, by the membership, the new recruit will have a probationary period, usually six (6) months. During this time, when you are called for a response, you are there to observe or perform tasks assigned by a chief officer. Our recruit class, seventy (70) hours of training, will qualify you to become an Introductory firefighter.

This class is mandatory for all recruits to complete before they are allowed to be heavily involved in firefighting of a structure or major incident. If a recruit successfully completes their probationary period and has not successfully completed their recruit training, they will still be considered a recruit. Probation can be extended for any recruit or firefighter if the Command Staff / Examination Committee deems it necessary.

We have a substantial benefits package that includes accident insurance and workers' compensation. These benefits are funded and made available because we believe you are our most important asset.

It is our desire that you join the Bellville Vol. Fire Department, but we will require ***your commitment***. If you can handle all of the above, ***welcome***, but if your time or commitment is limited, ***please*** do not submit the application. We guarantee that you will feel special for helping your neighbors and the community.

We provide the training, motivation, protective gear, and insurance. You provide your personal commitment to excellence.

Application Acceptance Check Sheet

This page will be filled out when you return your application to the Department

1. Has the Applicant been interviewed? Y or N
2. Does the Applicant live within the BVFD response area? Y or N
3. Has Applicant signed and completed the following forms?
4. Read and Received Bellville Vol. Fire Department By-Laws
5. General Safety Rules (pg. 6)
6. Membership Application (pg. 7-10)
7. Pre-Acceptance Member Statement (pg. 11)
8. Has the Applicant provided copies of?
 - a. Copy of Driver's License
 - b. Certified DPS Driver's License Report
 - c. Copy of Social Security Card
 - d. Proof of vehicle insurance
 - e. Training Records, if applicable
9. Is this packet complete? Y or N
 - If Yes, make sure the Applicant has the copies they are to keep
 - Forward packet to the Examination Committee
 - If No, Return packet to Applicant for completion

Applicant

Signature: _____ Date: _____

Print Name _____

Reviewer

Signature: _____ Date: _____

Print Name _____

Bellville Volunteer Fire Department Application Guidelines

The Bellville Vol. Fire Department reserves the right to reject or accept any application. You should be aware that our organization will conduct a criminal and legal background check prior to your acceptance.

You will be required to attend training as per our requirements.

You will be expected to participate in monthly training.

You will be expected to respond to calls when dispatched.

The following are guidelines for completing the Bellville Vol. Fire Department Application:

1. Fill out all required information truthfully and completely. If you have questions, call our office or ask an officer for clarification. We will gladly assist you in any way we can.
2. Keep the following:
 - a. Potential Candidate Letter
 - b. How to Be a Great Bellville FD Member
 - c. BVFD Statement of Safety Policy
 - d. General Safety Rules Sheet
3. You will need to return the following:
 - a. Your completed application
 - b. Your completed Pre-Acceptance Member Statement
 - c. The signature page of the General Safety Rules Sheet
 - d. The Copy of Bellville Vol. Fire Department By-Laws
 - e. Photo copy of your driver's license
 - f. Certified Copy of Driver's License Records
 - g. Photo copy of your social security card
 - h. Photo copy of your automobile insurance policy declaration page
 - i. Any other items that have been noted.

A good rule of thumb is, "If you had to fill it out or sign it, you need to return it."

GENERAL SAFETY RULES

1. Whenever you are involved in any accident that results in personal injury or damage to property, no matter how minor, the accident must be reported immediately. First aid treatment must be sought promptly.
2. Report immediately any condition or practice you believe has the potential to cause injury or damage to personnel or equipment.
3. Do not operate any equipment that, in your opinion, is not safe.
4. All prescribed safety and personal protective equipment must be used when appropriate. All personal protective equipment must be maintained in a safe working condition.
5. Obey all department rules, governmental regulations, signs, markings, and instructions. Be particularly familiar with those that apply directly to you.
6. When involved in any lifting procedures, use the approved lifting technique, i.e., bend your knees, grasp the load firmly, and then raise the load, keeping your back as straight as possible. Obtain help from another member when lifting heavy loads. A generic single-person lift load is 50 pounds.
7. Do not engage in horseplay. Do not distract others from performing their tasks.
8. Always use the right tools and equipment for the job. Use only those tools with which you are thoroughly familiar and have been trained to use.
9. Good housekeeping should always be practiced. Return all tools, equipment, materials, etc. to their proper places.
10. I will be provided with, and I will attempt to understand, the Bellville VFD Policies and SOG's Manual once my membership is accepted.

BELLVILLE VOL. FIRE DEPARTMENT STATEMENT OF SAFETY AND HEALTH POLICY

It is the Bellville Vol. Fire Department's policy to provide a safe and healthy environment for every member, and to abide by the accident prevention regulations set forth by the Federal, State, and Local Governments. We are sincerely interested in the safety and welfare of our members and believe that accident prevention is essential to maintaining efficient operations.

It is this organization's requirement that all safety rules be strictly observed at all times, although it is impossible to publish a rule to cover every circumstance. If a safety rule has been omitted or overlooked, it does not excuse carelessness or a lack of common sense in performing job duties.

You are urged to cooperate fully. Abuse of or disregard for rules is a violation of Bellville VFD policy and will be treated accordingly. Your help in preventing accidents benefits not only yourself, but also your fellow members and the public, and we should all strive to make this organization accident-free.

Clyde Gordon III
Chief, Bellville Vol. Fire Department

RETURN THIS WITH YOUR PACKAGE

I have received my copy of the General Safety Rules and Statement of Safety and Health Policy, and a copy of the Bellville Vol. Fire Department bylaws. The rules have been explained to me, I am thoroughly familiar with them, and I will abide by them. I understand that violation of any of these rules can lead to dismissal.

Signed _____

Date _____

Print Name _____

Note: This will remain in your personal file.

**Bellville Volunteer Fire Department
Membership Application**

Date of Application: _____ Date accepted: _____

Interviewer: _____ Reviewed by: _____

Last Name: _____ First Name: _____ M. Name: _____

Your Address: _____ Apt. #: _____

City: _____ State: _____ Zip code: _____

Date of Birth: _____ - _____ - _____ S.S.N.: LAST - FOUR - _____

Gender: (Male/Female) _____ Blood Type: _____

Your e-mail address: _____

Phone Numbers:

Home: (____)-____-____ Pager: (____)-____-____

Cell: (____)-____-____ Work: (____)-____-____

Ext: _____

Emergency Contact(s): Name and their Relationship to you:

Contact numbers:

Home: (____)-____-____ Pager: (____)-____-____

Cell: (____)-____-____ Work: (____)-____-____

Ext.: _____

Age:____ Height:____ Weight:____ Eyes: Hair: _____

TDL # _____: State: _____ Exp. Date: _____ Class: A B C

Family Information

Spouse DOB Wedding Anniversary _____

Spouse Employment _____ Work Phone Ext. _____

Child 1 DOB _____ Child 2 DOB _____

Child 3 DOB _____ Child 4 DOB _____

Personal Vehicle Information

Make: _____ Model: _____ Year: _____

Insurance Carrier: Insurance Policy No. _____

Provide a copy of your insurance verification: (ex, Insurance Policy Declaration Page)

Employment History

Current Employer

Co. Name: _____

Address: _____

Duties: Length of Time: _____ yr _____ mo

May we contact: Y / N Supervisor: _____

Contact No.: _____

Previous Employer

Co. Name: _____

Address: _____

Duties: Length of Time: _____ yr _____ mo

May we contact: Y / N Supervisor: _____

Contact No.: _____

Criminal Background Information

Have you ever been arrested? _____ Yes / No If yes, explain: _____

Have you ever been convicted of any felony and/or misdemeanor offenses (to include probation or suspended sentences)? Yes / No

If yes, explain: _____

Within the past 5 years, have you resigned (to avoid being discharged) or been discharged from a job (paid or vol.) as a result of misconduct? Yes / No

If yes, explain: _____

Have you ever been arrested for DUI/DWI? Yes ___ No ___

If yes, provide detailed information below.

Previous Experience

Have you ever been a member of this department? Yes or No

If yes, When? _____

Do you have previous fire department experience? Yes or No

If yes, provide information requested:

Name of former department: _____

Name of supervising officer: Contact No.: _____

Length of time with that organization: Yrs. Mo. _____

Did you leave on good terms? Yes / No

If no, explain:

Training

Please attach a copy of your training records and pertinent certifications. It is your responsibility to obtain from your previous department.

Educational History

High School Diploma, Yes or No, or GED Yes or No

List of schools attended: _____

High School _____

College _____

Technical _____

Other _____

Bellville Volunteer Fire Department

The Bellville Volunteer Fire Department will provide quality fire protection and rescue services to the Community. Our qualified people demonstrate their professionalism through their training when called upon to execute their skills.

I hereby pledge my services to the Bellville Vol. Fire Department to protect the life and property of the citizens of this community to the best of my ability, so help me God.

Signed Print Name

Date

Witness Print Name

Date

Social Security Account Number: Notice to Member

The Privacy Act of 1974 (5 U.S.C. 552a) requires that any agency that requests you to disclose your social security number (SSN) must advise you whether that disclosure is mandatory or voluntary, by what statutory or other authority the number is solicited, and what use will be made of it.

Disclosure of your SSN is voluntary, but is requested in view of the practical difficulties in maintaining adequate member records, especially related to Texas-required SSNs for training records and potential benefits that may be accrued by the member. Authority for requesting disclosure of the SSN is grounded in Section 7(a)(2) of the Privacy Act. This disclosure is used strictly to assist in maintaining member records and meeting other administrative requirements and will not be disclosed or used for any other purpose.

I have read and understand this material and certify that the information provided by me is true and correct to the best of my knowledge. This document and any other Brenham Fire Department documents that require my SSN are signed in good faith.

Signature of participant

Date

**Bellville Vol. Fire Department
Pre-Acceptance
Member Statement**

I authorize the Bellville Vol. Fire Department to obtain information from previous employers, schools, and other fire departments. I authorize my previous employers, schools, and departments to disclose to Bellville Vol. Fire Department has such information about me as Bellville Vol. Fire Department may request.

_____ Initials

I verify that the statements I have made in this application and all other materials provided are true and complete. I understand that if my membership is granted, any false or incomplete statements in this application will be grounds for my immediate discharge.

_____ Initials

I understand that I may be requested to attend a recruit class as part of my acceptance into membership with the Bellville Vol. Fire Department. I further understand that my membership may be terminated if I refuse to attend or do not attend.

_____ Initials

I authorize Bellville Vol. Fire Department to do a criminal background check, including a check of my driving record through the Texas Department of Public Safety.

_____ Initials

Applicant's Signature Date

Applicant's Printed Name

*Failure to agree with any of the above statements is grounds for rejection of your application.
*A copy of your driver's license, Social Security Card, and vehicle insurance verification is required upon return of this application.

HOW TO BE A GREAT BELLVILLE VOL. FIRE DEPARTMENT MEMBER

ORGANIZATION

Fire departments are organized as paramilitary units. There is a hierarchy of ranks within the paramilitary organizational style. This department is organized similarly. A new member starts out as a Probationary Firefighter candidate and can then progress through the ranks to Firefighter, Apparatus Operator, Captain, Deputy Chief, District Chief, and Assistant Chief and the Fire Chief. With each succeeding rank, additional responsibility and authority are advanced. If a fire department is to be successful, a system of ranking, along with the proper authority and responsibility delegated to those with rank, must be established and maintained.

Disciplined firefighters and officers are important to the success of our organization. Discipline is a system of standards and rules that set parameters for operations.

WHAT IF EVERYBODY DID IT?

Rules are established to determine acceptable actions and provide guidance and direction to all members. Rules are not established to punish, restrict, or prevent someone from doing something that benefits the department or the entire membership, but are general guidelines for behavior.

When confronted with a situation or action you must take and believe the rules provide no guidance, the member should ask, "What if everybody did it?" If the answer to the question gives the member an uneasy feeling, then don't do it. When supervision is not available, and a member is confronted with a situation in which no supervisor can be contacted, ask yourself the question. When all else fails, common sense prevails.

1. **ALL PERSONNEL** - These rules and regulations apply to all members unless otherwise stated.
2. **STANDARD OF CONDUCT** - Members and officers shall conduct their personal and professional lives in such a manner as to avoid bringing discredit to the department or its members.
3. **GENERAL RESPONSIBILITIES** - At all times, firefighters shall take appropriate action to protect the life and property of our citizens and seek compliance with laws and ordinances within the jurisdiction of the department.
4. **DUTY RESPONSIBILITIES** - Officers and firefighters shall perform all duties delegated to them in the manner prescribed by their superiors. Officers and firefighters under the direction of their superior officers shall maintain apparatus, tools, and equipment (in their care or possession) in a clean condition and in readiness for operation at all times. Officers and firefighters shall observe and study the principles of modern firefighting, fire prevention, emergency medical, fire, rescue, ventilation, and salvage operations.
5. **PERFORMANCE OF DUTY** - All officers and firefighters shall perform their duties as required or directed by law, department rules, policy, or order, or by order of a superior officer. All duties required by the competent authority shall be performed promptly as directed.
6. **OBEDIENCE TO LAWS AND REGULATIONS** - Officers and firefighters shall observe and obey all laws, standard operating procedures, rules and regulations, and general or special orders of the department.
7. **ADDRESS AND TELEPHONE NUMBERS** - Immediately upon being accepted by the department, firefighters shall inform the department of their correct address and telephone number. Changes in address or telephone number shall be reported within seven (7) days to the Administrative Assistant.

8. **COOPERATION** - Cooperation between officers and firefighters is essential for effective fire department organization and operations. Therefore, every member is expected to cooperate with officers and fellow firefighters to accomplish the organization's goals and objectives. Have you ever been arrested for DUI/DWI? Yes ____ No ____ If yes, provide detailed information below.
9. **ASSISTANCE** - All members are required to aid a fellow firefighter exposed to danger.
10. **INSUBORDINATION** - Failure or deliberate refusal of any officer, firefighter, or member to obey a reasonable request/order given by a superior shall be grounds for insubordination.
11. **QUESTIONS REGARDING ASSIGNMENTS** - Members in doubt as to the nature or detail of their assignment shall seek such information from their superior officers by going through the chain of command.
12. **COMMUNICATIONS EQUIPMENT** - All department members issued personal radio receivers shall maintain the radio in operating condition. Any problem with the radio's operation shall be reported immediately to the communications coordinator.
13. **KNOWLEDGE OF LAWS AND REGULATIONS** - Every officer and member is required to establish and maintain a working knowledge of laws and ordinances in force within the State and County, the rules, regulations, and policies of the department, and the standard operating procedures of the department. In the event of improper action or breach of discipline, it will be presumed that the officer or member was familiar with the law, rule, or policy in question.
14. **CONDUCT TOWARD SUPERIOR AND SUBORDINATE OFFICERS AND ASSOCIATES** – Officers and firefighters shall treat superior officers and subordinates and associates with respect. They shall be courteous and civil at all times in their relationship with one another.
15. **CRITICISM OF ORDERS** - Officers and firefighters shall not publicly criticize instructions or orders they have received.
16. **MANNER OF ISSUING ORDERS** - Orders from a superior to a subordinate shall be in clear and understandable language, civil in tone, and issued in pursuit of departmental business.
17. **CHAIN OF COMMAND** - If a fire department is to operate, a method of determining responsibility must be effectively established. The Chain of Command for this department starts with the Fire Chief, Deputy Chief, Assistant Chiefs, District Chiefs, Captains, Apparatus Operator, and ends with the firefighter. Each member has a responsibility to ensure that, as situations arise, the proper person is informed immediately.
18. **OBEDIENCE TO UNJUST OR IMPROPER ORDERS** - Officers and firefighters who are given orders they feel to be unjust or contrary to rules and regulations must first obey the order to the best of their ability and then may proceed to appeal through the proper channels.
19. **REPORTS AND APPEALS** - An officer or member receiving an order he/she feels unjust or improper shall, at first opportunity, report in writing to the Fire Chief. This report shall contain the facts of the incident and the action taken. Appeals for relief from the Fire Chief's decision shall be made to the Examination Committee.
20. **SMOKING** - Smokers shall extinguish smoking material prior to arriving at the scene of an incident. Refrain from smoking while at an emergency incident. Smoking detracts from a professional image while at the scene. It also indicates to anyone at the scene that we really don't have anything to do.
21. **EMERGENCY RESPONSE CONDUCT** - All members, when performing emergency response work, must realize that the department provides a service and that the customer is the person who receives that service. The customer has the right to expect prompt, courteous, and professional service. All firefighters shall conduct themselves in such a manner that instills public confidence in the firefighter and the fire department.

What Is Going On

There are several methods the department uses to keep members informed. The first priority is your department-issued pagers. This pager will inform you of emergency calls and other problems in the department. All members with Email accounts will receive pertinent information via email. It is your responsibility to make sure that the Administrative Assistant has your current email address. The alphanumeric pagers are another way to keep you informed of Department announcements. Bulletin boards at the station are another regular method for providing written documentation of the department's activities. Talking with other members is another way to stay abreast of activities. Attending all training sessions is a regular way to explain activities in the department.

All communications are relative and are usually mediated by filters. Each of us has biases that may prevent us from hearing what is actually being said. In any case, members should ASK questions about activities or actions.

Department Membership Privileges

All members are allowed to:

1. View videotapes - videotapes may be taken home for viewing as long as they are signed out by the training officer or the designee.
2. Use of computers. Courtesy shall be extended to other members at the station to conduct FD business. Personal software is not to be added to FD computers.
3. Attend any Staff meeting, general membership, and/or special committee meetings. An exception is when an executive session is called.

Members are not allowed to:

1. Remove any property owned by the fire department for personal use.
2. Use the fire department's gasoline or diesel fuel for personal use.
3. Use the fire department tax-exempt number for personal purchases.
4. Take apparatus or equipment home with the intention of using it for personal use.
5. Bring items on fire department property for fire department use without prior approval of
1. a Chief Officer.
6. Discuss with the news media the fire department business without prior discussion with the senior officer present.
7. Take something that does not belong to them.
8. Gossip, berate, or bring discredit to the fire department or its members.
9. Bring X-rated videos, movies, or pornographic paraphernalia on fire department property, including internet-related issues.
10. Report for duty under the influence of alcohol, prescription, or illegal drugs.

Thinking and Acting like a Member of Bellville Vol. Fire Department

Always be prepared for an emergency response:

- **Carry your pager** - Number 1 on your list should be "how will I know there is a run" via the PAGER. Wear it at all times you are awake. Don't turn it down; put it on alert if you are somewhere it might be a distraction. You can't do your job on the Fire Department if your PAGER is at home while you are away, or in your car while you're in the store, or when it is turned off.
- **Park your car in such a manner that you can immediately respond.** When responding to runs from home, you must PARK so that, at any time, day or night, with family and friends' vehicles around, you can always get out of your parked area without moving other vehicles. It is recommended that you back in so that, in a rush, your vision is not blocked by the back of your vehicle when you try to exit. This means possibly backing over someone, or something, or backing out onto a busy roadway, plus turning a vehicle can be time-consuming.
- **Keep your gear with you at all times** - Should you change vehicles, take your gear along with you. Carry your GEAR at all times. GEAR means radios, pagers, and jump suits, full firefighting protective clothing (boots, pants, coat, gloves, hood, and helmet). You can't do your job without the proper GEAR; your GEAR makes the difference between being a doer and a watcher.
- **Lay your clothes in the same location at night for quick and easy access** - Basically, LAYING YOUR CLOTHES OUT means having your gear or clothing ready to put on before leaving your home to go on a "run" after being awakened by your pager for the nighttime incident. After the alert, you do not need to bathe, brush your teeth, comb or brush your hair. The only things you must do are to dress appropriately for the "run," take your gear, and respond to the call. The caller really doesn't care what you look like for the 3:00 am call, just that you are trained and PREPARED to handle their crisis. Learn to leave your keys in the same spot all the time.
- **Lay your clothes out** - Before you climb into bed to sleep, you pick out the clothing you are going to wear if you get a run. Summer time jeans or a nice pair of shorts with your pockets pre-loaded (pre-loading means putting your driver's license, keys, spare change for soft drinks, etc., in your pockets unless you carry a purse, then have it along the exit route).
- **Winter-time** be PREPARED for cold weather, you might add your winter coat somewhere along the path from your bedroom to your vehicle, or maybe bring your gear in and dress before you go outside. Practice putting on your clothes in the dark so you don't disturb your spouse by turning the bedroom lights on and off.

P.S. If you wear eyeglasses, have them nearby in case you need them to drive, or if you wear contacts and choose not to put them in for the run.

- **Respond to as many calls you are dispatched to as possible** - Making yourself AVAILABLE to make the runs, doing your duties and responsibilities to remain an active member is very IMPORTANT in being a member of this Fire Department. Yes, it does mean you might have to leave your family and friends during a meal.

Yes, it does mean you have to go on a "run" while you're having a Birthday party, while you are opening your Christmas gifts, or while you're having a Thanksgiving feast with your family. Yes, it also means getting out of your cozy bed in the middle of the night during inclement weather. It is your duty to make yourself AVAILABLE to help those in need of your/our services. Remember the

firefighter oath you took? In short, this is what it means you pledged: "you will be there for others no matter what circumstances in their time of need."

- RESPONDING ON RUNS - Simple rules when RESPONDING ON RUNS - leave from home, go to the scene. Listen to dispatch for staging instructions or other important information about the call, or unless told otherwise by a Command officer.

GETTING CREDIT FOR THE RUN

1. After all runs where the apparatus has responded, the run is not over when you leave the scene; go to the station to clean the equipment that was used. You will get credit for attending runs if you participate in clean-up duties, and it is your responsibility to ensure you have been accounted for. If you were responding to a call and it is canceled en route, you will need to go to the station to get credit for the call; calling the station will not give you credit.
2. How to think when a call comes in:
 - No matter what type of emergency it is, always try to visualize the scene
 - It will allow you to prepare for tasks that may be assigned to you once you arrive
 - Prepare yourself for the worst; this enables you to learn something new
 - Always respond to the address dispatched first
 - Know where you are going: - Know major streets and subdivision names
 - At night, when you are close to the address, observe for the building or house with outside lights on.
 - The first truck dispatched is usually the closest to the scene. This gives you some idea of the general area.
3. Treat the customer and the customer's property with respect.
 - Wipe your feet when entering their homes, especially on investigation calls.
 - Take your shoes/boots off if necessary.
 - Protect their personal property as if it were your own.
 - What you see and your opinion of what you see in someone's home or business is to be kept to yourself.
 - No horseplay, smoking, etc. on the emergency scene.
 - Our essential mission and #1 Priority is to deliver the best possible service to our customers.
 - Listen carefully to understand the customer's position, perspective, and needs.
 - Give the customer your exclusive attention.
 - Be careful of what you say and how you say it – practice verbal etiquette.
 - Say Thank You.
 - Use a positive, friendly tone of voice and body language.
 - Use supportive and encouraging language that the customer understands.
 - Indicate you understand and care.
 - Reflect professional concern and guide the customer through the problem-solving process.
 - Be courteous and polite - be a sweetheart.
 - Be gentle with the customer.
 - Ask the customer about their needs.
 - Try to make the customer as comfortable as possible.
 - Take whatever time is required to establish positive interpersonal contact.
 - Explain what happened, what you are doing, and what you think the outcome will be in clear, plain language.
 - Spend extra time with the customer/family.
 - Don't use excessively technical language.

- Avoid value judgments that reflect your personal perspective/ opinion.
 - Whenever possible, ask the customer how you can construct a response to fit their needs.
 - Ask them what is important to them.
 - Ask them what will make them feel better.
 - Design and extend the service in your professional terms.
 - Be careful of the customer's property and possessions.
4. Meetings
- There are two types of meetings;
 - Business meetings are for the general membership to have input into the budget, bylaws, policy, and personnel issues.
 - It is important that members attend Business meetings.
 - Your input is considered in the decision-making process because you are part of an
5. important team.
- Training meetings are for all members. It is important for your safety and your comrades' safety.
 - Meetings are a place where team members communicate with each other, so the team can improve itself for the future.
6. Work details
- Work detail is a great training device.
 - You are able to perform tasks that aren't usually done on a regular basis.
 - On occasion, you are asked to report to the station or Training Center to help with a special
7. detail.
- Work details are usually not planned.
 - The more that show up, the sooner the task can be completed.
8. What does customer service do for us?
- Secures and maintains adequate resources and benefits.
 - Happy customers, bosses, voters, and workers
 - Brings out the best in us - provides positive job satisfaction
 - It's the right thing to do
 - Places us in the best position to compete
 - Completes our basic customer promise
 - It's fun to be good and to do well
 - Doing it right the first time eliminates bad press, liability, lawyers, lots of meetings, and extra paperwork.
 - It saves lives and lots of stuff that is really important to our customers
9. Protect Our Image and Reputation
10. When you display our identification on your vehicle, you are on duty.
11. When you display our identification, you are a representative of this fire department and all of its members.
- When you wear any part of our fire department uniform, you are on duty.
 - When you wear any part of our fire department uniform, you are a representative of this fire department and all of its members.
 - When you are away from home, you may wear Bellville Vol. Fire Department clothing that is clean, free of holes, and approved by the officers.
 - Regardless of what you think, the public is watching. Make sure you do not represent Bellville Vol. Fire Department in any form if you are going out drinking, partying, or some form of adult entertainment. Don't do anything that embarrasses the fire department while wearing Bellville Vol. Fire Department identification.
 - Your personal appearance reflects on the fire department. Sloppy looks and poor personal hygiene give the public a poor impression of the fire department. Clean clothes, a clean-shaven appearance, and a neat appearance give the public a good impression of the fire department.

- Drive respectfully in your personal vehicle if it in any way symbolizes the fire department (i.e., lights, stickers, license plate, etc.) Speeding, honking, reckless driving, and destruction of property (i.e., yards, ditches, driveways, etc.) is not tolerated.
12. At all times, be aware that your image and actions in public are not only closely watched by the public, but also a direct reflection of the fire department.
 13. Know what to do in an emergency response, how to do it, and where the equipment is on the apparatus.
 10. Training sessions are not usually conducted on an emergency scene.
 11. Become familiar with and competent in operating equipment.
 12. **USE YOUR COMMON SENSE.**
 13. **THINK BEFORE YOU ACT.**
 14. If you see a problem, a mess, or something broken and you pass it by without acting, you are just as responsible as the person who did it and left it there.
 15. Full trash cans, dirty dishes, messy or dirty floors, or trash in the parking lot are everyone's responsibility. Every member of the fire department should take care of the taxpayer's property.
 16. Trucks should be washed when they are dirty. The officer in charge of the run may elect
 14. to not wash trucks.
 15. Don't assume that "it's someone else's job" or "someone else will do it". Everyone is responsible for the upkeep and appearance of the fire department.
 16. Don't wait to tell someone. If you see anything wrong, act immediately. Correct the situation if you are able or contact someone who can. Big problems usually started as small ones that nobody took the time to mention to someone.

HOW TO USE BELLVILLE VOL. FIRE DEPARTMENT'S BUILDINGS

During your stay at a fire station:

- Turn off unnecessary lights/equipment
- Leave the radios set the way they are... or return them to that state after using them.
- Sit on chairs instead of the tables, countertops, or windowsills.
- Keep food and drinks away from computers.
- If there are people working on a computer or telephone, be courteous and take your conversation to another room
- If you use the last of something or notice supplies getting low, please note it on the "Supplies Needed" list
- Flush the toilet after use; refill the toilet paper dispenser when it is empty
- Clean up after yourself (wash your dishes, throw away your trash, etc.). Unfortunately, we can't afford a maid service)
- Even if you didn't make the mess take pride in the building and clean it up.

PROPER USE OF BELLVILLE VOL. FIRE DEPARTMENT'S PHONES

It is sometimes hard to remember that we are a business that provides service to customers. We need to be professional when answering the phone. Even if you think you know who may be calling, answer each phone call professionally. An example would be "Bellville Vol. Fire Department, (name) speaking" or even include your rank with your name (Chief, Asst. Chief, District Chief, Captain, Apparatus Operator, Firefighter). Be proud of yourself and the department that you represent! The phone calls we answer are our link to the public... we do not want a bad public image.

If you take a message, be thorough. Get their name, their phone number, and what they want, and make sure the message is relayed to the proper person.

Do not use the telephone for excessive use for personal reasons.

Do not make long-distance calls.