

# Welcome to Carlisle Fire Company, Inc.

The guidelines listed in this manual are at no time to supersede the Constitution, Bylaws, Administrative Policies and/or Standard Operating Guidelines of the Carlisle Fire Company, Inc.

## **Introduction**

The Carlisle Fire Company, Inc. is one of the busiest combined Fire and EMS Departments operating within Kent & Sussex Counties, Delaware. The Carlisle Fire Company, Inc. strives to remain adaptable, motivated and responsive to our employees as we are to our mission.

Carlisle prides itself with providing the highest quality in Emergency Medical Services to the citizens and visitors throughout our district. Our organization is constantly confronted with the daily challenges of a diverse society transforming the way we operate to continuously improve our ability to provide the highest standards in Pre-Hospital Care. We are very proud of where we are today and excited about where we are headed.

Know that you, as part of our department, are an important asset and we could not accomplish what we do every day without trained and dedicated employees like you. We are very pleased to welcome you to the Carlisle Fire Company, Inc. and look forward to working with you!

## **Mission Statement**

The object and purpose of this Company shall be to coordinate the efforts of all members into an efficient fire-fighting organization capable of rendering satisfactory service. The aim shall be toward not only fighting fire but also fire prevention and providing adequate protection and assistance in all types of emergencies.

## **Purpose of EMS Staff**

Our purpose is to provide quality basic life support, pre-hospital emergency medical care as requested and needed to the ill or injured in a professional and compassionate manor under the authorization of the Carlisle Fire Co. Inc., and in accordance with local, state, and federal regulations.

## **Employment Opportunities:**

The following employment categories are available at Carlisle Fire Company, Inc.:

### Full Time Employee

Full time employees are regularly scheduled employees who work an average of at least 40 hours in a one-week pay period. Full time employees shall work a 24 hr shift or a regular 40 hr work week (M-F) depending on the job duties. These employees are eligible for benefits.

## Per-Diem Employee

Per-diem employees are scheduled to work less than an average of 40 29 hours in a one-week pay period. These employees are not eligible for benefits.

## **Employment Categories**

Employee Supervisor – a full time employee that has been appointed by the Board of Directors (BOD) to oversee the career staff and administrative secretary. The Employee Supervisor shall answer to the BOD, and shall attend all BOD meetings. The work hours and benefits of the Employee Supervisor shall be the same as any full time employee.

Administrative Secretary – a full time employee that shall work a 40 hr work week (M-F) completing the administrative tasks assigned.

Career Staff – a full or part time employee that shall be subcategorized as follows:

1. NREMT-B – National Registered Emergency Medical Technician -Basic.
2. NREMT-B/Fire Fighter – National Registered Emergency Medical Technician – Basic, and trained interior firefighter.
3. Driver Operator/Fire Fighter – Trained fire apparatus operator (chauffer, engineer, driver, etc.) and trained interior firefighter.

## **Minimum Employment Requirements**

Employee Supervisor:

- Non-member\* of Carlisle Fire Company, Inc.
- High school graduate or GED equivalent
- Must be at least 25 years of age
- Possess a valid Delaware Driver's License (Non-CDL)
- Emergency Vehicle Operators (EVO) License
- NREMT-B & State of Delaware EMT-B certified
- Current Healthcare Provider CPR/AED Certification
- Must be able to lift a loaded stretcher with a partner (250 lbs.)
- Possess a DE Fire Fighter II Recognition, Pro Board Fire Fighter II certification, or equivalent
- ICS 100 & 200
- Recommend the following
  - Associates degree in Human Resources or equivalent
  - Four years of supervision experience
  - NFA Leadership I

Administrative Secretary:

- Non-member\* of the Carlisle Fire Company, Inc.
- High school graduate or GED equivalent
- Possess a valid Delaware Driver's License
- Familiar with Microsoft Office and Quick Books
- Emergency Vehicle Operators (EVO) License
- Current Healthcare Provider CPR/AED Certification
  - EVO, CPR, and AED certification must be attained within one year of employment*
- Recommend the following
  - Associates degree in Business or equivalent

#### Career Staff:

- Non-member\* of Carlisle Fire Company, Inc.
- High school graduate or GED equivalent
- Must be at least 20 years of age
- Possess a valid Delaware Driver's License (Non-CDL)
- Emergency Vehicle Operators (EVO) License
- Current Healthcare Provider CPR/AED Certification
- Must be able to lift a loaded stretcher with a partner (250 lbs.)

**NREMT-B** shall be National Registered & State of Delaware EMT-B certified,

**Fire Fighters** shall possess a DE Fire Fighter I recognition, Pro Board Fire Fighter I certification, or equivalent, and a letter from their Fire Chief stating they have interior firefighting capabilities.

**Driver/Operators** shall have DSFS Driver Operator, a letter from the Chief and Chief Engineer of their home company testifying to their abilities as driver/operator. Driver/Operators shall also meet all the requirements of a fire fighter listed above.

*Note:* All Employees prior to riding or driving any fire apparatus shall be checked off by the Fire Chief and/or Chief Engineer, as appropriate, per current guidelines.

Loss of Job Minimum Requirements shall be cause for termination.

\* Any regular member wishing to gain employment with the Carlisle Fire Co shall resign from the Company prior to application. Should that person not gain employment they shall be re-instated in the Company at the same level at time of resignation.

#### **Job Duties**

Employee Supervisor –

- Make daily, weekly, and monthly schedule for career staff, ensuring that one ambulance is staffed 24 hrs. a day, seven days a week, 365 days a year
- Schedule second ambulance crew during its normal hours of operation
- Provide daily observation of employee performance
- Ensure accuracy and completion of employee daily duties
- Provide EMS care in the event of multiple emergencies
- Provide yearly evaluations and make raise recommendations for all paid staff
- Provide report at each month's Board of Directors meeting
- Schedule and ensure routine maintenance of all ambulances with the knowledge of the Chief Engineer
- Submit fire apparatus daily check lists to the Fire Chief.
- Submit apparatus maintenance request forms to the Chief Engineer.
- Order EMS supplies, following all budget constraints
- Prepare a budget each year to be presented to the Board of Directors at the March meeting

- Act as the HIPPA officer as well as provide training for the career staff
- Provide knowledge and input on future EMS vehicle design and purchase
- Sit on, and participate in any new ambulance committee meetings
- Schedule and run any mandatory meetings with career staff
- Ensure employees enter their ambulance reports on a timely basis
- Generate monthly reports as mandated by the Company, County, and State
- Generate and maintain a quality assurance and quality improvement program (QA QI)
- Maintain all career employee files and records
- Provide training to all career staff, including but not limited to EMS, basic fire ground training, and apparatus operation
- Have knowledge of applicable employment and labor laws
- Assist in the hiring and terminating process for career staff personnel
- Oversee administrative secretary
- Take complaints from Milford Police and/or other agency and notify the Chief and/or President
- Order necessary supplies for cleaning and preparing apparatus for daily service (i.e. water)
- Ensure kitchen delivery orders are put away promptly and notify Ladies Aux President or designee of delivery
- Perform other duties as assigned

#### Administrative Secretary –

- Answer phone calls and email correspondence daily in a prompt manner
- Return calls from answering machine in a timely manor
- Direct calls to appropriate BOD member or Employee Supervisor in a timely manner
- Pick up mail daily
- Complete payroll weekly
  - Payroll Taxes (weekly)
  - Taxes - State, Federal, Unemployment etc on a monthly or bi-monthly basis
- Prepare books for yearly accountant and the State Auditor's Office.
- Answer questions for ambulance billing
- Confirms patients is an ambulance club member or not, then contacts billing company to remedy bill
- Work out arrangements ambulance billing for those that cannot pay
- Prepare ambulance club information and meet with firm before first and second mailing
- Prepare fire fund drive information and meet with firm before first and second mailing
- Enter updated information for ambulance and fire fund drive as necessary
- Notify marquee chairman of marquee postings
- Call for service, repairs and toners for big copiers
- Assist Company Treasurer
  - gather information on bills received
  - Separate bills in put in board members folders for board meeting for their approval/signature
  - Prepare reports for board and company meetings

- Prepare and print checks for signatures
- Reconcile bank statement monthly
- Make bank deposit daily
- Meet with accountant quarterly
- Prepare monthly income/expense report for company
  - makes copies for appropriate board members
- Enter points into the Points program
- Print out current year point sheets and post
- Coordinate the order and pick up of administrative supplies as needed with the Employee Supervisor
- Enters fuel records/ member's name/ member's card number date/ time/piece of apparatus/amount of fuel on a continuous spread sheet. Reconcile on a monthly basis and submit to Treasurer
- Make tickets and fliers for different functions
- Handle pension, funeral and other forms
- The handling personnel records and related personnel administration functions
- The handling of payroll
- Goes to update sessions of the pension plan
- Perform other duties as assigned

#### Career Staff –

- Responses
  - Ambulance calls: Employees shall be responsible for responding on all emergency/non-emergency ambulance calls when not committed on other emergency/non-emergency calls. Rapid turn around is expected whenever possible.
  - MVC Alarms: The ambulance(s) shall respond immediately. Once at the scene the unit(s) shall be placed so incoming fire apparatus can work efficiently and effectively. Ambulance crews are responsible for patient care. When the OIC arrives on scene a report shall be given regarding patient assessment. The crew shall contact the hospital prior to leaving the scene, especially when there are multiple patients, to find out if the hospital can accept all patients. That shall be reported to the OIC.
  - In District Alarms: The ambulance shall respond on all dispatches within the fire district. The ambulance shall run second behind the first apparatus, unless returning to the station from another assignment, and shall mark up every time. Once at the scene the ambulance crew shall be responsible for rehab and first aid. The unit shall take a place away from the scene out of the way but close enough to complete their assigned task. If a second crew is available, the line officers can place qualified personnel on the apparatus.
  - Out of District Alarms: The ambulance shall not respond out of district unless requested by dispatch to do so. If a second crew is available, the line officers can place qualified personnel on the apparatus.
- Employees shall conduct daily equipment checks on all ambulances to ensure that they are in a state of readiness to respond on calls. Employees shall ensure that all ambulances are stocked with proper equipment and amounts of supplies to provide an ideal PAR level for BLS operations. These checks shall be completed at the beginning and end of a shift.
  - Each ambulance shall have a trash can with bio-hazard bag in place at all times.

- Ambulances should be appropriately cleaned, mopped and ensured that they are back in service at the completion of each call with PAR level of all equipment needed for BLS operations.
  - Ambulance shall be restocked at hospital whenever possible to cut down on unnecessary expenses.
  - If a crew finds that the condition of the current ambulance prevents them from responding in a timely manner they are to use the second ambulance if available.
  - If there is going to be a delay in response the Kent Center shall be notified of delay and approximate time frame.
  - The Employee Supervisor shall be notified of any significant delays to patient care as soon as the situation allows; equipment out of service; equipment/supplies that fall below PAR levels so that needed supplies can be ordered.
- Employees shall be responsible for the cleaning, disinfecting and washing of all ambulances on Sunday (interior cab, patient compartment and exterior) or as needed after each call.
  - Employees shall be responsible for daily maintenance checks on all fire apparatus. Check sheets shall be completed for each apparatus. Employees shall be responsible for conduction of light maintenance duties (i.e. checking /adding fluids and so forth as approved by the Chief Engineer). Any deficiency found (i.e. light bulbs needing changing, regular service of ambulance, etc.) with the ambulance/apparatus shall be written on a maintenance request form. If an operational problem is thought to be critical, crews are to notify the Employee Supervisor immediately. All forms shall be submitted to the Employee Supervisor.
  - Employees shall be responsible for the completion of all duties on the daily check off list. If a shift cannot complete the daily check sheet, the incomplete assignment(s) shall be passed onto the next shift for completion. The list shall be dated, time stamped, and initialed properly by each Duty Crew member or it shall be considered incomplete and disciplinary action shall occur. If an oncoming shift finds any deficiencies they are to report them to the Employee Supervisor. If the deficiencies are not reported and are found by an Officer, the working shift shall be held responsible for the said deficiencies. Equipment found missing must be reported to Employee Supervisor within that shift.
  - Employees shall complete all necessary reports prior to the end of their shift. Every effort should be made to complete reports within (4) four hours of the call. Priority One calls should be completed immediately and turned in to hospital as soon as possible.
  - Employees shall assist with daily Station activities such as janitorial duties, gathering pre-plan information on new developments and commercial buildings within the district, Knox box key updates, ordering supplies, taking appropriate messages, and any activities the Employee Supervisor deems necessary.
  - Employees shall complete a yearly departmental SCBA training. All employees are required to attend one SCBA training class each year, or get with the Employee Supervisor to get checked out. The employee must demonstrate the proficiencies of the class while wearing and breathing air from a SCBA. Any employee, who cannot complete the proficiencies of the class while wearing and breathing air from

a SCBA, shall be given a 60 day period to improve their proficiencies or the employee may be terminated.

- Employees shall be under the direct supervision of the Employee Supervisor.
- Perform other duties as assigned.

## **New Employee Orientation**

Carlisle Fire Company, Inc. new employee orientation consists of the following components:

- Inform the new employee of the expectations the company has of her/him offering a letter of employment. Letter shall include, but not be limited to, amount paid per hour, shift hours, and eligibility of benefits.
- Communicate attendance and punctuality expectations. Inform employee of exact work hours what to do when late for work, absent and the discipline process for absenteeism and lateness.
- Have employee complete W-4 Form.
- Have employee complete I-9 Form (provide two original forms of ID as specified on form).
- Review forms necessary to complete job tasks
- Review company handbook with employee and acknowledge receipt of handbook.
- Inform employee of available benefits i.e.; Health and Dental Benefits.
- Give the employee key fob and keys that are needed for him/her to perform their duties.
- Get uniform size.
- Inform the employee of whom he/she may seek for help or information
- Introduce the employee to co-workers, supervisor, day to day operational contact, Ambulance Captain, Fire Chief, President, Chief Engineer, and the workplace. Complete a walk-thru of the firehouse and employee quarters.
- Inform the employee of the ethics and personal conduct required while working and representing the company.
- Provide structural gear as needed.

## **Training**

A variety of in-house training programs are available at the Carlisle Fire Company, Inc. Career staff working on regularly scheduled drill nights (Tuesday) shall attend and participate in drill, unless the drill is out of the district. Employees not on duty are welcome to attend any Carlisle Fire Company, Inc provided training session on his/her own time.

Full time career staff can attend training that is required in order for them to maintain their certification(s). Employees shall contact the Employee Supervisor for consideration to attend those classes that pertain to their job description. The Carlisle Fire Co pays for full time career staff continuing education as follows:

1. Compensated continuing education comprises of forty eight (48) hours of EMS education and twenty four (24) hours of an EMT-B refresher class during the two (2) year period and prior to the certification expiration date.
2. Carlisle Fire Co. Inc. shall pay the effective hourly rate without overtime for actual class hours scheduled unless the training take place while the career staff is on duty.

3. Career staff may request to voluntarily attend training beyond that defined above, subject to budget availability. The BOD may at their discretion approve payment of tuition for such voluntary training, but the staff member shall not be compensated for hours attending such training.

Per-Diem Employees are not eligible for payment of training classes and/or for the time required to attend the training unless the training is mandated by Carlisle. Compensation shall be discussed prior to the training.

### **Mandatory Employee Meetings**

The Employee Supervisor and/or the BOD may call a mandatory employee meeting. Employees shall be paid to attend these mandatory employee meetings unless during their regularly scheduled work day whereas they shall receive no additional compensation.

### **Employee Schedule**

The employees' work schedule shall be arranged by the Employee Supervisor. The standard work week shall be defined by the needs of the Company. Service to the community must be rendered efficiently on a 24 hour, seven-day-a-week basis. Therefore, it is possible that shifts and hours of duty may vary during the course of employment. The Career Staff shall work an agreed upon, cost neutral, alternative schedule.

The Administrative Secretary shall work a normal business 40 hour work week, Monday through Friday (8 hrs a day, 5 days a week). Overtime shall be worked on an as needed basis and shall be pre-approved by the Employee Supervisor.

The Employee Supervisor shall work a 40 hour work week, however, the hours may have to be adjusted to make the position the most effective. The Employee Supervisor shall be required to attend all BOD meeting, and will adjust the schedule to attend the meeting. BOD meetings will not be eligible for overtime.

### **Recording Your Time**

Carlisle Fire Company, Inc. is obligated to keep accurate records. You are to clock yourself in and out; you shall not record time for another employee. Tampering with another employee's record is cause for disciplinary action, including possible dismissal of both employees. You need to immediately report any errors in recording your time to the Employee Supervisor.

### **Overtime**

Employees may be required to work overtime when deemed necessary by the Employee Supervisor. In no case shall overtime be paid unless scheduled and approved, before working these hours. If the employee's shift end during a "run" the employee shall be paid until the apparatus is back in quarters and report completed. The employee shall notify the Employee Supervisor upon their return. Employees shall be paid overtime when they are required to work in excess of a forty (40) hour work week. The overtime shall be paid at a rate equal to one and one-half (1 1/2) times their base hourly rate for each hour that they work. Vacation and holiday time off shall not be considered overtime. All overtime shall be for pay.



## **Attendance and Tardiness**

All employees are expected to arrive at work at least 15 minutes prior to their scheduled shift. The Employee Supervisor shall maintain a record of attendance and punctuality of each employee and shall record absences and lateness on the employee's payroll time sheets. Since all absences and/or lateness are recorded, excessive absenteeism and/or tardiness shall affect an employee's performance evaluation and could result in disciplinary action, up to and including termination of employment.

Employees are required to notify the Employee Supervisor at least one hour prior to their scheduled shift when calling out.

The on duty staff shall not leave unless properly relieved by another employee unless approved by the Employee Supervisor. Absence from work, or lateness, without proper notification or satisfactory excuse shall result in disciplinary action.

Prolonged injury or illness that continues for three working days shall require a written doctor's certification before returning to work.

## **Weather Emergencies**

All employees, with the exception of the Administrative Secretary, are considered essential employees. Essential employees are expected to arrive on time for their assigned shift. The Employee Supervisor shall maintain proper staffing levels.

## **Pay Periods and Payday**

Payday for Carlisle Fire Company, Inc. employees is every Monday. The pay period runs Monday at 06:00 hrs. through the following Monday at 05:59 hrs. There will be a one pay period lag time for full time employees hired after Sept 1, 2014, meaning the first weeks pay will be paid at the beginning of the third week and the last pay will be paid one week after the employee leaves employment. The per diem employees will be paid on the first Monday after the pay week. If a paycheck is lost or damaged, it is the employee's responsibility to inform the Administrative Secretary and a new check shall be re-issued. The check shall be placed in the employee's mailbox, located in the employee quarters.

## **Payroll Deductions**

Carlisle Fire Company, Inc. is required by law to make certain deductions from your paycheck each time one is prepared. Among these deductions, which are itemized on your pay stub, are your federal, state and local income taxes, Social Security and Medicare. The amount of the deductions depends on your earnings and on the information you furnish on your W-4 form, regarding the number of dependents/exemptions you claim. The W-2 form you receive each year indicates how much of your earnings were deducted for these purposes. If you wish to change your deductions, complete a new W-4 and forward it to the Administrative Secretary.

## **Error in Pay**

Practices and processes have been established to ensure that your paycheck is accurate and timely. If you believe an error has been made, bring it to the attention of the Employee Supervisor immediately. We shall take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

It is the policy of the Carlisle Fire Company, Inc. to ensure that our record keeping processes are accurate and conducted in a timely manner. It is the responsibility of the employee to communicate any error in their paycheck immediately.

## **Hiring Relatives and Non-Work Related Relationships**

If you and members of your immediate family are employed by the Carlisle Fire Company, Inc. one shall not directly supervise the other. For purposes of this section, your immediate family includes your spouse, your children, your siblings, your parents, your grandparents and your spouse's children, siblings, parents and grandparents.

*Exceptions to this policy may be made in unusual circumstances, each case to be considered separately by the Board of Directors.*

Should two present employees that work together or supervise each other or an employee enter into a personal, non-work related relationship, they must immediately inform the Employee Supervisor. An attempt shall be made to change the reporting relationship for these individuals. If this cannot be accomplished, for business reasons or the relationship interferes with business, one employee may be asked to resign.

## **Company Benefits**

Per-Diem Employees are not eligible for any benefits.

Full Time Employees:

Carlisle Fire Company, Inc. provides a comprehensive benefits package to full-time employees. Benefits are available on the first of the month following successful completion of their probationary period.

*These policies provide an overview of the features of Carlisle Fire Company, Inc. benefits plan provisions. Legal documents and contracts govern the plans described herein. Should any questions arise; the documents and contracts govern.*

## **Medical Insurance**

The medical insurance plan is through Coventry which is an Open Access HMO. An Open Access HMO is a group of physicians, hospitals, and other health care professionals (referred to as "providers") who have contracted with the network to provide quality medical care at a reduced rate to its members. Some of the benefits that are provided through this plan are as follows; doctor visits, preventive health services, maternity, hospital services, emergency care and specialized services. Some of these benefits have co-pay associated with them. Please refer to the Plan Summary Description to determine the costs associated with your treatment or feel free to contact member services at 800-

833-7423 or log onto the website at [www.coventry.com](http://www.coventry.com) for additional information and refer to group number 4003610002. These benefit plans are paid 100% by Carlisle Fire Company, Inc. for the employee. Those employees that would like to insure their dependents on their plan may do so and pay the differential rate between the single rate and the dependent rate through payroll deductions.

Health insurance election is optional. Should the employee elect not to participate in the plan, a form must be signed stating the employee was offered the coverage, but declined.

### **Dental Insurance**

Carlisle Fire Company, Inc. provides its employees with dental insurance. The current plan is with Coventry group number 4003610000. Please refer to the Plan Summary Description to determine the costs associated with your treatment or feel free to contact member services at 1-866-690-4908 for additional information. The dental benefit premiums are paid 80% by the Company for the employee. Those employees that would like to insure their dependents on their plan may do so and pay the differential rate between the single rate and the dependent rate through payroll deductions.

### **Short Term Disability Insurance**

Carlisle Fire Company, Inc. provides its employees with short term disability insurance through the State of Delaware State Program. Eligibility for Short Term Disability requires certification of an employee's serious illness or health condition, which requires hospitalization or continuing care by a healthcare provider. Documentation must specify that an employee is unable to perform the essential functions of their job, or any job that the employee is qualified to do. The provider has the right to require a second or third opinion, and shall require the employee to authorize a release of information from the physician certifying the disability. The benefit amount is equal to 60% of the employee's monthly income. The maximum weekly benefit amount is \$1,000. Short term disability benefits become payable after (7) seven days due to sickness or immediately as a result of an accident.

### **Life Insurance**

Carlisle Fire Company, Inc. provides a life insurance policy. Eligibility begins after 180 days continuous employment. This benefit plan premium is paid in full by the Company and requires no payroll deduction for the benefit. The current carrier for these plans is through the State of Delaware.

- \$25,000 - Life Insurance

Please note: At age 70 and over Life Insurance will be reduced to 75% of benefit. Please refer to plan summary description for dismemberment benefit schedule.

In the event an employee terminates his or her employment with Carlisle Fire Company, Inc., the employee's benefit shall be terminated on the last day of employment. Conversion of this policy must be purchased within 31 days after insurance ends by the employee.

### **Vacation Policy**

Employees shall be entitled to vacation days as outlined, after satisfactory completion of their probationary period. They shall earn a vacation allowance based on their

employment category, and length of service. All vacation time shall be paid at the regular time rate.

Career Staff vacation time is accrued based on a 24-hour shift. The accrual rate shall increase over time in accordance with the following:

<u>Years of Service</u>	<u>Number of Hours</u>
• 1 to 5 Years	144 hours (6 days annually)
• 6 to 10 Years	192 hours (8 days annually)
• 11+ Years	240 hours (10 days annually)

The Employee Supervisor and the Administrative Secretary accrue vacation time based on the 40 hour work week. The accrual rate shall increase overtime in accordance with the following:

<u>Years of Service</u>	<u>Number of Hours</u>
• 1 to 5 Years	40 hours (5 days annually)
• 6 to 10 Years	80 hours (10 days annually)
• 11+ Years	120 hours (15 days annually)

Years of service shall be calculated based on the date of hire. Vacation days shall be accrued on January 1<sup>st</sup> of the year following the anniversary date, and an employee can only carry over up to a maximum of 144 hours each year.

Any employees on leave of absence or disability do not accrue vacation time during that leave.

Employees shall be paid for accrued, unused vacation time when separating from Company provided they have not been terminated for "cause" and they have given the Company the required two weeks' notice.

Holiday within a Vacation Period: If a Company holiday is celebrated during an employee's vacation, the employee is not required to use a vacation day for that holiday.

Pay in Lieu of Vacation: Employees are permitted to receive pay in lieu of taking accrued vacation.

If an employee becomes ill or is injured while on vacation, vacation status may, upon approval of the Supervisor, be converted to an absence under the Carlisle Fire Company's sick time or disability policies. The employee would then receive any benefits due under the appropriate policy plan provisions, and the unused vacation allowance would be available at a later date.

### **Scheduling Vacation**

The employee shall complete a Carlisle Fire Company, Inc. Vacation Request form to request vacation time off. Time off for the year shall be turned in by the last day of February for seniority, after that vacation is on a first come first serve basis. The employee

should give the Employee Supervisor a one month notification when requesting vacation time.

## **Holiday Policy**

The 40 hr. staff of the Carlisle Fire Company, Inc. shall recognize the following seven holidays annually.

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

*Note: Holidays are not included as time worked for the purpose of calculating overtime pay.*

*Note: Current full time employees hired before Sept 2014 will receive one floating holiday for a total of eight paid holidays.*

The Employee Supervisor and the Administrative Secretary shall be paid for eight hours at her/his base hourly rate for the holidays. To be eligible for holiday pay, employee must have completed their probation period. If the holiday falls on a Saturday or Sunday the time off will be observed on the Friday or Monday respectively, for the 40 hr full time staff only.

Career staff scheduled to work any of the listed holidays, shall work as scheduled at a pay rate of double time. The career staff shall not have the option of not working the holiday, however, may swap with another qualified employee and that employee shall receive the holiday pay. Holiday swapping shall only occur upon written agreement of both parties and with one month prior approval by the Employee Supervisor.

Holiday hours, for 24 hour staff, run from 00:00 hrs. until 23:59 hrs. the day of the holiday.

## **Sick Policy**

Sick time with pay shall be available to all full-time employees based on an accrual basis. Employees are eligible to accrue twelve hours per month, and are available at the beginning of the next month. When an employee terminates employment with the Carlisle Fire Company, Inc. the sick time accrued shall be returned.

Sick time shall only be used for doctor, dentist, eye examinations or treatments and other such medical visits. When such medical appointments for employees cannot be made after working hours, permission for such time off is granted at the discretion of the Employee Supervisor.

### Sick Time Procedure

- The employee shall notify the Employee Supervisor two hours prior to the beginning of the work day if they are unable to report to work due to illness.
- Repeated abuse of time off due to illness or leave shall result in disciplinary action by the Employee Chairman and the Board of Directors.

- After third consecutive scheduled work day off due to illness or injury, the employee shall provide the Employee Supervisor or Employee Committee Chairperson a medical excuse/documentation from a physician.
- Once sick time is exhausted for the year, an employee shall only use their vacation time as sick time in the case of an emergency that is approved by the Employee Supervisor or designee.

### **Bereavement Policy**

In accordance with the following requirements, employees are entitled to absence for funeral leave after satisfactorily completing their probation period. Funeral Leave is granted for the death of a member of the immediate family to all full-time employees. Funeral leave may last up to a maximum of four working days, one of which should be used to attend the funeral. The actual time permitted for the absence shall be determined by the Employee Supervisor as circumstances warrant.

*Immediate family* shall be defined as the following relatives of the employee; spouse, parent, stepparent, children, stepchildren, brothers, sisters, parents-in-law, grandchildren and immediate grandparents.

One-day absences shall be permitted for brothers-in-law or sisters-in-law, aunts, uncles, nieces and nephews.

The employee shall notify the Employee Supervisor about the death in the family immediately along with the relationship of the deceased and the funeral arrangements. If, at the time of a family death, an employee is absent from work because of vacation a recognized holiday or any other reason, the employee should notify the Employee Supervisor immediately.

Carlisle Fire Company, Inc. reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay.

### **Military Leave Policy**

In accordance with the following requirements, employees are entitled to absence for military reserve training:

Military Reserve Training is also an authorized absence under certain conditions. Up to two weeks shall be granted to full-time employees who are members of the National Guard or any other branch of the Armed Services of the United States and who are required to attend training camp annually.

The Company shall provide this unpaid time off for full-time employees while they attend the military camp. Reserve training absence is authorized in addition to the employee's regular vacation and any other applicable absence allowances. This type of absence is considered to be active service where Carlisle Fire Company's benefits are concerned. The employee must follow this procedure;

- Notify their Supervisor in advance, providing a copy of the official orders showing name, rank, serial number and period of active duty at camp

- Upon return from camp, give their Supervisor a statement from the commanding officer showing military attendance at camp

The Employee Supervisor shall place the documents in the employee' personnel file as part of the permanent record.

## **Uniformed Service Employment and Re-employment Rights Act of 1994**

The intent of the Uniformed Services Employment and Re-employment Rights Act (USERRA) is to encourage non-career servicer in the armed forces by prohibiting discrimination against individuals because of their service or application for service in the armed forces. It also provides for prompt re-employment of these individuals upon their honorable completion of services.

USERRA applies to the voluntary or involuntary performance of duty under competent authority in the armed forces. Such service includes active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty and any period for which an employee is absent from his or her position for an examination to determine his or her fitness for any duty listed above. An employee is entitled to up to 5 years of absence from his or her job at Carlisle Fire Company, Inc. for military service while retaining re-employment rights.

## **Personnel Files Information**

If you have a change in any of the following items, please be sure to notify the Administrative Secretary as soon as possible:

- Legal name
- Home address & phone number
- Exemptions on W-4 form
- Number of dependents
- Marital Status
- 2 Emergency contacts

Carlisle Fire Company, Inc. complies with the State of Delaware Right to Inspect Personnel Fire Act. All employees actively employed for Carlisle Fire Company, Inc. may inspect their own personnel records. However, these records shall only be reviewed in the presence of the Administrative Secretary. Employees can obtain an appointment to inspect their records by contacting the Administrative Secretary. An appointment shall be scheduled at a mutually convenient time.

After an employee terminates their tenured employment with the Carlisle Fire Company, Inc. the Company is not required to provide copies of the former employee's personnel file or provide access to the Company's records.

Questions regarding any of these issues shall be directed to the Administrative Secretary.

## **Performance Reviews**

New employees are reviewed at the end of their probationary period (90 days). After the probationary period all performance reviews shall be completed at the end of January. Pay increases shall be determined based on the employee's performance evaluation.

Employees that meet expectations shall get cost of living pay increase, while an employee that exceeds expectations can receive 1-3% pay increase up to the maximum salary range.

Employees that do not meet expectation shall not receive a pay increase or cost of living increase and shall be coached and counseled to improve. An employee that receives two does not meet expectations shall result in termination.

## **Termination**

The Carlisle Fire Company, Inc. shall be considered at-will-employer, permitting either the employee or the Company to end the relationship at the direction of either.

If BOD decides to discharge an employee from his or her position, it shall endeavor to provide the employee with advance notice of the decision. However, the BOD reserves the right to terminate effective immediately, if warranted, and as an employment-at-will-employer, BOD reserves the right to discharge employees with or without cause. Any fulltime employee terminated for "cause" shall forfeit any accrued Vacation pay.

Arrangements shall be made with the Employee Supervisor for;

- An exit interview
- The return of the Company's property



- Settlement of outstanding payroll deductions
- Settlement of vacation hours for employees that have not been terminated for "cause"

A final paycheck shall be issued on the regular payday, following the termination. The final paycheck shall be received as a payroll check and mailed to the fulltime employee at the address of record.

If terminated for “cause” the pay check shall be issued in a timely manor.

## **Resignations**

Carlisle Fire Company, Inc. requires fulltime employees who are resigning to provide a minimum two-week notice in writing to the Employee Supervisor or the Employee Chairperson. Failure to provide the requested notice shall result in forfeiture of any accrued benefits including vacation.

Arrangements must be made with the Employee Supervisor for;

- An exit interview
- The return of the Company's property
- Settlement of outstanding payroll deductions
- Settlement of vacation hours for employees that have provided the requested two week resignation notice.

## **Uniforms and Equipment**

All career staff shall be provided with firefighting equipment; helmet, gloves, boots, nomex hood, bunker coat and bunker pants. The firefighting equipment should be worn when employees are responding to any fire, rescue or other incidents requiring fire company response. It is the responsibility of all employees to maintain the firefighting equipment that have been issued. All issued gear shall remain on Company property at the end of the shift.

Per Diem staff shall be issued a Carlisle Fire Company, Inc. shirt and a Carlisle Fire Company, Inc. sweatshirt to be worn while on duty. A three season jacket shall be provided and shall be left at the station at the end of the shift.

Full time career staff shall be issued a Carlisle Fire Company, Inc. shirt, job shirt, and three season jacket to be worn while on duty.

The administrative secretary shall wear normal business attire.

Any employee desiring to wear uniform articles from another organization must have prior approval from his/her Supervisor.

All items are subject to inspection. Items shall be maintained by the employee and kept in a clean and presentable fashion to project a professional appearance.

## **Return of Company Property**

Any Carlisle Fire Company, Inc. property issued to you, such as handbooks, tools, uniforms, tags, equipment, computers, cell phones, keys, etc. must be returned to Carlisle Fire Company, Inc. at the time of your dismissal or resignation, or whenever it is requested by the Employee Supervisor. The employee shall be responsible for reimbursing Carlisle Fire Company, Inc. for any repair or replacement charges incurred due to lost equipment or property, as well as damages caused by employee misuse.

### **Exit Interviews**

In instances where an employee voluntarily leaves our employ, Carlisle Fire Company, Inc. management would like to discuss your reasons for leaving and any other impressions that you may have about Carlisle Fire Company, Inc. If you decide to leave, you will be asked to grant us the privilege of an exit interview. During your exit interview, you may express yourself freely. It is hoped that this exit interview will help us part friends, as well as provide insights into possible improvements that we can make. All information shall be kept strictly confidential and shall in no way affect any reference information that Carlisle Fire Company, Inc. management shall provide to another employer(s) about you.

Release of employment information to potential employers shall only be provided if a release form is completed and signed by the employee. Without a signed release form, we shall confirm only hire date, title of last held position, and termination date.

### **Non-retaliation**

Carlisle Fire Company, Inc. complies with the Delaware Whistleblower's Protection Act and finds that it is vital to the business interests of the Carlisle Fire Company, Inc., that employees conduct themselves in accordance with the policies set forth in this handbook. Carlisle Fire Company, Inc. recognizes that violations of certain policies by an employee will most likely be uncovered by another employee. Therefore, (depending on the action or omission, could include termination of employment and/or have legal consequences to the employee) an employee shall not suffer retaliation by the Carlisle Fire Company, Inc. because of coming forward to report a violation of the Employee Rule of Conduct, Safety Compliance or EMT requirements or regulations. Although coming forward will not immunize an employee from the consequences of his/her misconduct, the employee action of coming forward shall be protected.

### **Security of Property**

Maintaining the security of the Carlisle Fire Company, Inc. people, premises, property and equipment is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep records and documentation properly secured. If you are aware that these are insecurely stored, immediately inform the Employee Supervisor or the Administrative Secretary.
- When you leave Carlisle Fire Company, Inc. premises, make sure that all entrances are properly locked and secured.

## **Acknowledging Receipt of Employee/Member Handbook**

I have received my copy of the *Carlisle Fire Company, Inc. Employee Handbook, Carlisle Fire Co. Constitution and Bylaws, Carlisle Fire Co Standard Operating Guidelines, and Carlisle Fire Co. Administrative Policies*. I have read and I understand the information contained in these documents.

Since the information in this handbook is necessarily subject to change as situations warrant, it is understood that changes in the handbook may supersede, revise, or eliminate one or more of the policies. These changes shall be communicated to me by the Employee Supervisor or through official notices. I accept responsibility for keeping informed of these changes.

I understand that this handbook is the property of Carlisle Fire Company, Inc. During and after my employment, I agree to hold all Carlisle Fire Company, Inc. information confidential. The employee, upon leaving the company, must return this handbook along with all property of Carlisle Fire Company, Inc.

I further acknowledge my understanding that my employment with Carlisle Fire Company, Inc. may be terminated at any time or without cause.

The employee understands that the content of the Employee Manual are simple policies and guidelines, and is by no means a contract or implied contract with the employee.

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*Employee Signature*

*Date*

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*Name (Please Print)*

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*Employee Supervisor Signature*