

# **Union Center Fire Company, Inc.**

## **Policies**

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# Code of Ethics

## **Section 1. Purpose.**

Officers, employees, and members of the fire company hold their positions to serve and benefit the public, and not for obtaining unwarranted personal or private gain in the exercise and performance of their official powers and duties. In furtherance of this fundamental principle, there is a need for clear and reasonable standards of ethical conduct. This code of ethics establishes those standards.

## **Section 1. Purpose.**

Officers, employees, and members of the fire company hold their positions to serve and benefit the public, and not for obtaining unwarranted personal or private gain in the exercise and performance of their official powers and duties. In furtherance of this fundamental principle, there is a need for clear and reasonable standards of ethical conduct. This code of ethics establishes those standards.

## **Section 2. Definitions.**

(a) "Employee" means a paid employee of the fire company including, but not limited to, paid firefighters.

(b) "Family member" means a parent, sibling, spouse, child, uncle, aunt, first cousin, or household member.

(c) "Fire company" means the Union Center Fire Company, Inc.

(d) "Interest" means a direct or indirect monetary, financial or other material benefit, but does not include any benefit arising from the provision or receipt of fire protection or other emergency services generally available to the residents of the area served. A person is deemed to have an interest in the contracts of any firm, partnership or corporation of which he or she is an owner, partner, director, officer, employee or stockholder.

(e) "Fire company member" means a volunteer member of the fire company. The official powers and duties of a fire company member refer to the individual's powers and duties under laws, under rules or bylaws adopted by the fire company.

(f) "Officer" means a person serving as a paid or volunteer officer of the fire company including, but not limited to, the President, Vice President, Treasurer, Secretary, and the Chief and Assistant Chiefs of the fire company.

## **Section 3. Applicability.**

This code of ethics applies to the officers, employees, and members of the fire company. The provisions of this code of ethics shall apply in addition to all laws, rules, regulations, or bylaws of the fire company.

## **Section 4. Appearance of impropriety.**

No officer, employee, or member of the fire company shall create an appearance of impropriety, by giving the impression that he or she will exercise or perform his or her official duties on the basis of family, private business or social relationships, or any consideration other than the welfare of the fire company.

#### **Section 5. Use of position for personal or private gain.**

(a) No officer, employee, or member of the fire company may use his or her position to secure unwarranted personal or private gain for himself or herself, or for any other person or any organization. Unwarranted personal or private gain does not include any payment, benefit or opportunity that is available to any of the following groups of people:

- (1) all of the members of a fire company;
- (2) the general public.

(b) No officer, employee, or member of the fire company may use or permit the use of fire company resources for personal or private purposes. Fire company resources include, but are not limited to, use of personnel, or use of the money, vehicles, equipment, materials, supplies or other property. Incidental personal use is permitted for fire company property that is provided to individuals for official duties (e.g., Duty Chief vehicle, computers, cell phones). In addition members may use the equipment for incidental personal purposes (e.g., washing of vehicles), provided that it does not interfere with the normal operations of the fire company.

(c) No officer, employee, or member of the fire company shall cause the fire company to spend more than is reasonably necessary for transportation, meals or lodging in connection with official travel.

#### **Section 6. Disclosure of interest in legislation.**

(a) Every officer, employee, and member of the fire company must disclose the nature of any interest, in any matter coming before the fire company for action, which any of the following people have:

- (1) the officer, employee, or member of the fire company;
- (2) a family member of the officer, employee, or member of the fire company; or
- (3) a family member of the spouse of the officer, employee, or member of the fire company.

(b) For purposes of this section, a "matter coming before the fire company for action" means a motion, resolution, or any other issue or question requiring a vote of the fire company or Board of Directors.

(c) The disclosure required by this section must be made publicly to the elected officers of the fire company. The officers must cause the disclosure to be included in the minutes of the meeting at which the disclosure is made.

(d) Disclosure is not required with respect to interests in the following actions by the officers of the fire company:

- (1) adoption of the fire company's annual budget;
- (2) authorization of lawful compensation for services as an officer or employee;
- (3) authorization of lawful payment or reimbursement for actual and necessary expenses incurred by an officer, employee, or member of the fire company in the performance of his or her official duty; or

(4) authorization of lawful benefits to the members of the fire company including, but not limited to, service awards, group life insurance, and benefits under the Volunteer Firefighters Benefit Law.

#### **Section 7. Recusal and abstention.**

(a) Except as otherwise required by law, no officer, employee, or member of the fire company, may participate in the discussion or vote on any matter, or exercise or perform any other official powers or duties in connection with, any matter, when any of the following people have an interest in the matter:

- (1) the officer, employee, or member of the fire company;
- (2) a family member of the officer, employee, or member of the fire company; or
- (3) a family member of the spouse of the officer, employee, or member of the fire company.

(b) In the event that subdivision (a) of this section prohibits an officer, employee, or member of the fire company from exercising or performing his or her official powers or duties:

- (1) if the officer has a deputy who is not prohibited by subdivision (a) from exercising or performing the power or duty, the deputy shall exercise or perform the power or duty; or
- (2) in all other cases, the officer, employee, or member of the fire company must refer the matter to his or her immediate supervisor or, if the person does not have an immediate supervisor, the officer, employee, or member of the fire company must refer the matter to the Board of Directors.

(c) When a matter is referred to a person's immediate supervisor or to the elected officers pursuant to subdivision (b) of this section, the power or duty shall be exercised or performed by the immediate supervisor or the elected officers. The supervisor or elected officers may delegate the power or duty to one or more persons who are authorized to perform the function and not prohibited from doing so by subdivision (a) of this section.

(d) This section does not prohibit an officer, employee, or member of the fire company from performing a mandatory function that does not require the exercise of discretion.

#### **Section 8. Holding of investments in conflict with official duties.**

(a) No officer, employee, or member of the fire company may hold the following investments:

- (1) personal investments that will be directly affected by the exercise or performance of the person's official powers and duties; or
- (2) personal investments that would otherwise impair the person's independence of judgment in the exercise or performance of his or her official powers and duties.

(b) This section does not prohibit an officer, employee, or member of the fire company from owning any of the following assets:

- (1) real property located within the area served by the fire company and used as his or her personal residence;
- (2) less than five percent of the stock of a publicly traded corporation; or
- (3) bonds or notes issued by the fire company and acquired more than one year after the date on which the bonds or notes were originally issued.

## **Section 9. Confidential Information**

No officer, employee, or member of the fire company, who acquires confidential information in the course of exercising or performing his or her official powers or duties may disclose such information unless the disclosure is required in the course of exercising or performing his or her official powers and duties.

## **Section 10. Gifts**

(a) No officer, employee, or member of the fire company, may directly or indirectly solicit any gift.

(b) No officer, employee, or member of the fire company, may accept or receive any gift, or multiple gifts from the same donor, having an aggregate value of seventy-five dollars or more when:

- (1) it appears that the gift is intended to influence the officer, employee, or member of the fire company in the exercise or performance of his or her official powers or duties;
  - (2) the gift could reasonably be expected to influence the officer, employee, or member of the fire company in the exercise or performance of his or her official powers or duties;
- or
- (3) the gift is intended as a reward for any official action on the part of the officer, employee, or member of the fire company.

(c) For purposes of this section, a "gift" includes anything of value, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other form. The value of a gift is the gift's fair market value, determined by the retail cost of the item or a comparable item. The fair market value of a ticket entitling the holder to food, refreshments, entertainment, or any other benefit is the face value of the ticket, or the actual cost to the donor, whichever is greater. Determination of whether multiple gifts from a single donor exceed seventy-five dollars must be made by adding together the value of all gifts received from the donor by an officer, employee, or member of the fire company during the twelve-month period preceding the receipt of the most recent gift.

(d) (1) A gift from a person or organization that seeks to contract with the fire district is presumed to be a gift that is intended to influence an officer, employee, or member of the fire company in the exercise or performance of his or her official powers or duties.

(2) A gift from a person or organization that has a contract with the fire district, or has had a contract with the fire district during the preceding twelve months, is presumed to be a gift intended as a reward for official action.

(e) This section does not prohibit:

- (1) gifts made to the fire district;
- (2) fund raising activities authorized by and pursuant to section 204-a of the General Municipal Law;
- (3) gifts from a person with a family or personal relationship with the officer, employee, or member of the fire company when the circumstances make it clear that it is that

- personal relationship, rather than the recipient's status as an officer, employee, or member of the fire company, that is the primary motivating factor for the gift;
- (4) gifts which are modest, reasonable and customary, given on special occasions, such as marriage, illness, or retirement;
  - (5) unsolicited advertising or promotional material of little intrinsic value, such as pens, pencils, note pads, and calendars;
  - (6) awards and plaques having a value of seventy-five dollars or less which are publicly presented in recognition of service as an officer, employee, or member of the fire company, or other service to the community; or
  - (7) payments of rewards authorized by law.

**Section 11. Posting and distribution.**

- (a) The Board of Directors shall cause a copy of this code of ethics, and a copy of any amendment to this code of ethics, to be posted.
- (b) The Secretary shall promptly cause a copy of this code of ethics, including any amendments to the code, to be distributed to every person who is or becomes a member of the fire company.
- (c) The failure to post this code of ethics or an amendment to the code does not affect either the applicability or enforceability of the code or the amendment. The failure of an officer, employee, or member of the fire company to receive a copy of this code of ethics or an amendment to the code, does not affect either the applicability or enforceability of the code or amendment to the code.

**Section 12. Enforcement.**

Any officer, employee, or member of the fire company who violates this code of ethics may be fined, suspended or removed from office, employment, or membership in the fire department in the manner provided by law. A violation of this code is deemed "misconduct" within the meaning of section 209-I of the General Municipal Law.

# Station Use

## **Logbook usage**

- All members remaining in the station more than 15 minutes must sign in the logbook with stated purpose. Both arrival and departure times are required.

## **Members under 18 years of Age**

- Members who are under 18 years of age are not allowed in the station during the following times, with the exception of training, meetings and calls.
  - Between the hours of 9:00 PM and 7:00 AM on week nights (Sunday through Thursday)
  - Between the hours of 11:00 PM and 7:00 AM on weekends and when school is not in session
- Members under 18 that are responding to calls during the hours noted above will be dismissed by the officer in charge upon returning to the station.
- Members under 18 are not allowed to leave school to respond to calls.

## **Non-members in the station**

- Non-members are not permitted in the station without a member present.
- Non-members are not allowed in the station between the hours of 11:00 PM and 7:00 AM.
- Non-members in the station with members under 18 must be off the premises by 9:00 PM.

6/8/10



# Private Information

## Information Protection

Information is vital to our emergency operations. From preplan information about residences and businesses in our district, to private personal and medical information that is obtained during the course of an incident, we encounter information that is not readily available to the public. With this privileged access to personal information comes a responsibility to protect it. It is essential that our community feels that they can trust us to handle this information properly.

As a member of the Fire Company, you must not disclose this information outside the company, except in accordance with applicable laws. In addition, information in the public record, such as birth dates, phone numbers, and addresses, that is obtained through the business or operations of the fire company, is not to be disclosed. Furthermore, information related to incidents, such as the possible cause of a fire or the circumstances of a medical emergency, is not to be disclosed outside the official reporting channels.

## Inadvertent Disclosure and Sensitivity

We live in an age where pictures, audio, and video of an emergency scene can be made available around the world as the incident is still in progress. Extreme care must be taken to ensure that families do not learn that their loved ones are involved in an emergency through the inadvertent disclosure of this information. Also, after the families and the public are notified, any pictures, audio, and video that are made public should not contain anything that could be considered disturbing or offensive. This extends to pictures, audio, and video of an incident in any district that is taken while a member is not performing duties of this fire company, but could be associated with our company because the content relates to emergency operations.

In addition, discussions about an incident should not occur in public places where someone may overhear the conversation. Even discussions about routine incidents could contain information that is upsetting to the general public.

7/15/12

# Company Support Vehicles

The purpose of this policy is to clarify which vehicles are to be used for Company-related business (e.g., meetings, errands, and for "out of house" fire & EMS training) when not involved in an incident. When non-Members are passengers, the vehicles may not be used to respond to incidents.

The vehicles to be used for these purposes are Utility 53 (primary) and Brush 53 (during off-season).

Non-Members are not allowed to drive these vehicles, but may ride in them, including out of state. All occupants must be seat-belted or restrained in an age-appropriate child restraint system. Nobody may ride on the exterior of the vehicles, except in parades.

Members must notify the Chief (or next in charge, if not available) with the purpose for use of the vehicle and provide a list of passengers. The Chief (or next in charge, if not available) will then notify the other Board members. If a conflict arises, training classes will take priority over all other events. If there is a conflict between two classes, use of the support vehicles will be determined on a first-come, first-served basis.

7/17/12

# Chief Officer Vehicle Policy

## Purpose

This policy applies to the Chief Officers who are provided with company owned emergency vehicles, and anyone else who may operate said vehicles.

It is the intent of the Company to provide the necessary equipment for members to perform their duties. Company vehicles are being provided to the Chief Officers to respond to calls and for other company business. It is expected that they will respond to all calls while using the vehicles. When not in use, the vehicle shall be parked at either station or the Chief Officer's home.

## Personal Use

Personal use of the vehicle is allowed, subject to the following:

1. Personal use is defined as any activity that is not directly related to the operation of the fire company. Examples of fire company activities include, but are not limited to, driving to or from an emergency, training, meetings/conferences, Pre-Planning, Public Relations events or lectures, or the performance of an administrative function or duty benefiting the fire company.
2. Performing personal obligations while operating the vehicle is permitted so long as the operator is available to respond to an emergency. If UCFC receives any call for service while the vehicle is being used for personal obligations, the Chief Officer MUST respond to the call, regardless of his or her current location.
3. The Chief Officer's vehicle shall not be used, under any circumstances, to transport the chief to and/or from his or her place of work, unless he or she is available to respond to ALL calls received. An exception shall be allowed if the Chief Officer will be conducting planned fire company business enroute to or returning home from his or her place of work.
4. If the Chief Officer fails to respond to a call during personal use of the vehicle, they shall notify the Board of Directors. Recurring instances of non-response during personal use of the vehicle may result in the removal of vehicle privileges.

## Operation of Vehicle

1. The vehicle shall only be driven by Union Center Fire Company members who have been qualified to do so in accordance with the driver training performance/evaluation BOG.
2. The Chief Officer's vehicle may be used to transport only UCFC members, or others performing or assisting in fire company business or operations.
3. The vehicle may not be operated at any time when the operator is in anyway mentally or physically impaired.
4. The operator must comply with all vehicle and traffic laws, except as permitted by Vehicle and Traffic Law Section 1104.
5. Seatbelts must be worn by the operator and passenger at all times when the vehicle is in motion.
6. No smoking is permitted in the vehicle.
7. If a Chief Officer shall be unavailable to respond to calls for more than 5 consecutive days, the vehicle shall either:
  - a. Be turned over to another officer of the fire company, for use by that officer, during the absence of the Chief Officer.
  - b. Be moved to either fire station to be used by company members for fire company business.
8. Any damage/accident or incident involving the vehicle shall be reported immediately to the Board of Directors.
9. The vehicle shall not be parked in any inappropriate place at any time. (i.e.: Bars, Strip Clubs, etc.)
10. The vehicle must be parked in a safe location and properly secured at all times.

## **Maintenance/Fuel**

1. The Fire Company will pay for all gasoline, maintenance, and insurance for the vehicle. The Chief Officers are responsible for scheduling all vehicle maintenance.
2. The vehicle shall be refueled at the Town of Union fuel farm (extenuating circumstances allow the vehicle to be refueled at any public gas station using the WEX card) as with other vehicles. The odometer reading is to be entered at the pump (Town of Union pump or WEX pump) when refueling.
3. The vehicle shall be kept clean presentable at all times (i.e. washed and vacuumed - weather permitting)

(Effective: xx/xx/xxxx) – when the two new chief vehicles are in service

# Financial Practices

## **Purchase Order Approval**

Purchase Orders (PO) shall be approved by the Account Owner as indicated in the UCFC Account Record/Monthly Budget. This approval is necessary to ensure that the Account Owner is cognizant of all expenditures made against their Account.

Account Owner approval is best granted by a signature on the Approval line of the PO form. When necessary, approval may be granted by an email message that can be printed and attached to the PO.

Account Owners will be named by the UCFC Board of Directors when the Budget is completed and may be changed at any time at the discretion of the Board. Account Owners will include those individuals, or groups of individuals most closely associated with the activities of that account. The Account Owners will be indicated by name on the UCFC Account Record/Monthly budget for the benefit of the Bookkeeper and Treasurer who must pay the bill.

Updated 11/7/2016

## **Check Signing Policy**

The President and Treasurer are the only Board Members with check signing privilege.

If a PO is signed by the President, then the Treasurer will sign the check. Likewise, if a PO is signed by the Treasurer, then the President will sign the check.

Exceptions to this policy are:

1. Recurring payments such as Gas, Electric, Phone/Internet Bookkeeper and Cleaning Service, etc.
2. Food bills for planned special events such as the Holiday party, Chicken BBQ, etc.

Updated 11/7/2016



## **Bank Statement Review**

The Treasurer or President must obtain electronic bank statements every month and provide read-only access to them for the Bookkeeper to produce account reconciliations.

All bank statements mailed to UCFC must be opened only by either the Treasurer or President.

The Treasurer or President must sign (or initial) and date the statements after review of the Bookkeeping reconciliation report.

Updated 4/24/20

## Personal Mileage

It is the policy of the Fire Company to establish travel expense limitations and guidelines as follows for personal mileage:

**Authorizations** – Approved individuals will be reimbursed for personal mileage within the limits approved in the annual budget. All company business shall be conducted through the use of company owned support vehicles as the primary option. For instances where a personal vehicle must be used (and mileage reimbursement will be requested), prior authorization from the Board of Directors shall be obtained before utilizing the personal vehicle to conduct company business.

**Personal Mileage** – Approved individuals will be reimbursed for use of their personal cars for Fire Company business at the prevailing government rate per mile as defined in <http://www.gsa.gov/portal/content/100715>. Commuting mileage are those miles driven to attend regularly scheduled meetings, trainings or other scheduled activities. Non commuting miles are those necessary to attend any emergency calls or unscheduled activities. Commuting miles will not be reimbursed while non-commuting miles will be reimbursed, with the following exceptions which can also be reimbursed miles:

- a. Attending Scheduled Regional Fire Service meetings or training.
- b. Maintaining field service capability while performing other Company service.

**Incidental Expenses** – This type of expense is for the reimbursement of gasoline while a personal vehicle is kept running at the site of the emergency call. The hourly rate will be 8x the personal mileage rate/hour.

**Reimbursement** – Individuals should submit the Monthly Expense Reimbursement Request each month until the annual budgeted personal mileage allowance is exhausted. Appropriate detail information needs to be listed as this program is administered on an accountable basis whereby eliminating the need for tax reporting for these disbursements.

**Approval** – Prior to payment each Monthly Expense Reimbursement Request must be approved by the President or Treasurer.

**Payment** – Travel expense reimbursements will be distributed or mailed within 30 days of receiving the properly approved request.

Updated 1/3/2022

# NIMS Courses

Each Auxiliary Member, EMS Member, and Fire Member must complete the IS-00100 (Introduction to the Incident Command System) and IS-00700 (An Introduction to the National Incident Management System) courses before responding to calls.

Effective: 08/01/2021

# OSHA Training

Each active member and each inactive member who is not on a leave of absence must complete annual OSHA training within the calendar year. The status of each member will be provided at the end of each quarter. New Members must complete OSHA training within 30 days of becoming a member. Members who are not current with their OSHA training cannot participate in training or calls.

Updated 10/09/2020

# Physicals

Each member in the following classifications must complete a firefighter physical and have the results reviewed by the company's designated medical service provider according to the time frame indicated. The capability determined on the report must be appropriate for the classification of the member. The physical will not be considered current until a written Report of Findings is received by the company.

**EMS (Emergency Medical Services), Firefighter and Fire Police:**

Must pass an annual physical. Annual physical must be completed within a year (365 days) of the prior physical.

Green Tag Firefighters must pass a fit test to be classified as Interior.  
Yellow Tag Firefighters may be fit tested, if desired.

**Auxiliary, Business Member:**

Must pass a biennial physical. Biennial physical must be completed within two years (730 days) of the prior physical. If desired, these members may get an annual physical.

**New Member:**

Must pass a physical within 30 days of becoming a member.

Members who do not have a current physical cannot participate in training or calls.

Follow the directions at the following link to get a physical.

<https://www.unioncenterfire.com/members/forms/PhysicalForms.pdf>

(Updated: 04/05/2021)

# Required Service

Each member must complete the following company required service per calendar year in order to retain the status, rights and privileges of a Full Active Member. Any member belonging to multiple classes of membership (i.e. Fire and EMS) must satisfy service requirements for **EACH** category. Quarters will be defined as January 1 – March 30, April 1 – June 30, July 1 – September 30 and October 1 – December 31. Year will be defined as calendar year, January 1 – December 31.

- Auxiliary Member – 10 hours of “Auxiliary Related Functions” each **quarter**.
- Business Member – 10 hours of “Business Related Functions” each **quarter**.
- EMS Member – 10% “Call Attendance” **yearly** average.
- Fire Member – 10% “Call Attendance” **yearly** average.

## 1. Auxiliary Requirements

All Auxiliary members are required to engage in a minimum of 10 hours per quarter of Auxiliary Related Functions, which are defined as follows:

- a. Time spent at stations or in scene when called to assist Fire or EMS.
- b. Attendance at Auxiliary meetings or Company meetings and/or training.
- c. Any task performed as an Auxiliary function such as, but not limited to, shopping for supplies, station duties, public relation events or planning of any company functions.
- d. Station duties.
- e. Work performed on any company related project/task that is assigned.
- f. A training sheet must be completed and submitted for hours to be credited.

## 2. Business Requirements

All Business members are required to engage in a minimum of 10 hours per quarter of Business Related Functions, which are defined as follows:

- a. Attendance at company meetings.
- b. Station duties.
- c. Work performed on any company related project/task that is assigned.
- d. A training sheet must be completed and submitted for hours to be credited.

### 3. EMS Requirements

All EMS members are required to average 10% Call Attendance per year. Call Attendance occurs when:

- a. EMS members utilize "I Am Responding" in order to be credited with attendance at a call.
- b. An equivalent of attendance at one call may also be credited for each hour of leading a training, at the discretion of the training officer.
- c. A member's Call Attendance percentage will be calculated based on the number of EMS calls (or equivalent) the member attends as compared to all EMS calls received by the Company for the year (including MVA's with injury).

### 4. Fire Requirements

All Fire members are required to average 10% Call Attendance per year. Call Attendance occurs when:

- a. Fire members utilize "I Am Responding" in order to be credited with attendance at a call.
- b. An equivalent of attendance at one call may also be credited for each hour of leading a training, at the discretion of the training officer.
- c. A member's Call Attendance percentage will be calculated based on the number of Fire calls (or equivalent) the member attends as compared to all Fire calls received by the Company for the year (including standby's). EMS calls are excluded when calculating percentages.

### 5. Membership Status

Full Active Members who fail to meet requirements for all of their classes of membership will result in the below membership status changes. New members shall be granted a 90 day "grace period", beginning at the time their membership has been accepted by the company, before being held accountable for Required Service requirements. Any calls attended or related functions performed within the first 90 days of membership shall be counted towards their Required Service credit, but are not required when determining their status at the end of the year.

#### Partial Active Member

- Auxiliary: failing to meet Auxiliary Related Functions requirements for more than 2 quarters in a year.
- Business: failing to meet Business Related Functions requirements for more than 2 quarters in a year.

- EMS: yearly (Jan 1 – Dec 31) average Call Attendance greater than or equal to 5% but less than 10%.
- Fire: yearly (Jan 1 – Dec 31) average Call Attendance greater than or equal to 5% but less than 10%.

#### Removed from Membership in the Company

- Auxiliary: failing to meet Auxiliary Related Functions requirements for more than 3 quarters in a year.
- Business: failing to meet Business Related Functions requirements for more than 3 quarters in a year.
- EMS: yearly (Jan 1 – Dec 31) average Call Attendance less than 5%.
- Fire: yearly (Jan 1 – Dec 31) average Call Attendance less than 5%.

Multiple class members who fail to meet the required service for any one of their membership classes shall be moved to Partial Active Member status. Multiple class members who fail to meet the Partial Active Status requirements for any of their membership classes shall be removed from the applicable membership classes. Multiple class members who fail to meet the Partial Active Status requirements for all of their membership classes shall be removed from membership in the Company.

Life members who would otherwise be removed from membership in the Company based on required service shall be moved to Inactive Life Member status.

In all cases, any time spent on a Leave of Absence (LOA) shall be discounted when determining member status at the end of the year. For example, a Fire member on a LOA for 6 months of the year would only be required to cover 10% of the calls that occur during the 6 months they were not on the LOA.

(Effective: 04/01/2021)

(Updated: 12/05/2021)