

STAFF INFORMATION PACKET

NEW HAMPSHIRE DEPARTMENT OF SAFETY DIVISION OF FIRE STANDARDS & TRAINING AND EMERGENCY MEDICAL SERVICES

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INTRODUCTION

Congratulations on your acceptance as part of the New Hampshire Department of Safety, Division of Fire Standards & Training and Emergency Medical Services team!

This Staff Information Packet has been put together for your convenience. It contains information on the organization of the Division and how it functions, the payroll system and travel reimbursement, the Department and the Division policies and procedures, and general information on how classes are set up and supported. Please be sure to read it carefully and keep it within easy reach.

Not all the information in the packet will pertain to you; it depends on the position you've been hired for. Please keep that in mind when you are reviewing this material. Section 1 is for all staff members. Sections 2, 3, 4, and 5 are broken down into specific information for Staff Instructors (Probationary, Staff, Senior, and Specialty), Program Coordinators, Program Tech Support Assistants, and for Part-Time Secretarial Support.

Copies of forms and policies/procedures are printed in the appendices.

Thank you for agreeing to be part of our organization. If you have any questions or need any further information, please be sure to ask.

Welcome to the Richard M. Flynn Fire Academy!

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1. INFORMATION FOR ALL PART-TIME EMPLOYEES

1.1 ORGANIZATION OF THE DIVISION OF FIRE STANDARDS & TRAINING AND EMERGENCY MEDICAL SERVICES

1.1.1 STRUCTURE OF THE ORGANIZATION

The New Hampshire Department of Safety Division of Fire Standards & Training and Emergency Medical Services consists of the Director's Office and three Bureaus: Bureau of Emergency Medical Services, Bureau of Facilities and Support, and Bureau of Training and Certification. Listed below are the roles and responsibilities of the Division creating a unified structure.

1.1.2 DIRECTOR'S OFFICE AND DIVISION BUREAUS

- 1.1.2.1 Director's Office:
Planning, budget, legislation, and personnel.
- 1.1.2.2 Bureau of Emergency Medical Services:
Field services, educational services, trauma services coordination, EMS preparedness, advanced life support, and EMS research.
- 1.1.2.3 Bureau of Facilities and Support:
Purchasing, payroll, contracts and agreements, secretarial support, equipment control, facility and equipment scheduling, facility maintenance, training ground, fleet maintenance, accounts receivable, reception, and printing..
- 1.1.2.4 Bureau of Training and Certification:
Testing services, curriculum, reciprocity, field and academy programs, instructors, certification and accreditation, special hazards training, and special accommodations.

1.2 PERSONAL SERVICE REPORT (WEEKLY) (*Payroll*) AND MILEAGE REIMBURSEMENT (Form DSFS 18, Rev. 07/05)

In order for personnel to be paid in a timely fashion, the required paperwork must be completed. The following are appropriate paperwork procedures for reimbursement:

1.2.1 PAYROLL SUBMISSIONS

Complete and accurate payroll/mileage sheets shall be submitted according to schedule, once a week, on the *Personal Service Report (Weekly) and Mileage Reimbursement* form (DSFS 18). Please note that a separate form **MUST** be used for each workweek, which starts at 00:01 Friday and ends the following Thursday at 24:00.

The report **MUST** be received by the Administrative Secretary by 8:00 a.m. on the Friday following the workweek. If Friday is a holiday, information will be sent to you via the Staff Newsletter and/or email on changes to the schedule.

The following are acceptable methods to submit payroll in a timely manner:

- Call 1-800-371-4503 or 603-271-2661, extension 211. Voicemail is available.
- Email (see Division's procedure listed below).
- Fax to 603-271-1091.
- Mail to: NH Fire Academy, 33 Hazen Drive, Concord, NH 03305.
- Hand carry to the Fire Academy.

A sample of the form is available in *Appendix A* for your reference. Complete all areas indicated. Please remember to submit one Personal Service Report per work week.

If your Personal Service Report is submitted with incorrect or incomplete information, it may be returned to you or your supervisor for corrections, which will delay your paycheck.

Also, any forms turned in late ***must*** be accompanied with a written explanation as to why it is late.

1.2.2 EMAILING PAYROLL

The Division has created an Electronic Personal Service Report and Mileage Reimbursement form. This has been created for the convenience of part time employees when submitting payroll; it is not required to submit payroll in this manner.

For any part-time staff member who would like to utilize this form, you must register an email address with the Division. To obtain authorization, contact the Administrative Secretary and return the authorization form. The Division must have an original signature on file before any staff member can utilize the electronic Personal Service Report. No faxed or scanned copies of the authorization form will be accepted. Once you have a registered email address, the Electronic Personal Service Report form will be sent to you.

1.2.3 QUESTIONS

If you have questions, be sure to ask *before* completing a form. Your supervisor, Course Coordinator or the Administrative Secretary would be happy to answer any questions.

1.3 PAYROLL CHECKS – EARLY RECEIPT

The Administrative Services Manual of Procedures, section ADM 311.02, (a), (3) provides that “The regularly scheduled payday for all state employees shall be on the Friday two weeks following the ending date of the payroll period for which the employee is being reimbursed. Payroll checks will not be distributed prior to 7:00 a.m. on the regularly scheduled payday.”

It is a privilege for Safety employees to receive paychecks prior to payday. However, every payday some individuals cash their checks prior to the date on the check. By doing this, the advantage of individuals receiving checks prior to payday Friday is in jeopardy.

All employees should be advised that the Commissioner of the Department of Safety is notified by Treasury when employees cash their checks early. Further, employees who violate this directive will not be able to obtain their checks prior to payday. Instead, their paychecks will be mailed Thursday assuring the employee will not have it in hand until Friday.

1.4 PAYCHECK AUTOMATIC DEPOSIT

The State offers direct deposit for the convenience of all employees. Currently your paycheck is received by the Division on a Wednesday, and mailed on Thursday. With automatic deposit, your check will be deposited by 8:00 a.m. on Fridays, and you will be sent an Advice of Deposit (which looks just like your paycheck except it is marked "Advice of Deposit").

If you are interested in direct deposit, please contact the Administrative Secretary to obtain the application form.

1.5 PAYMENT OF HOURLY COMPENSATION AND OTHER EXPENSES

The Division compensates part time employees following the guideline set in policy 5-4-1 titled "Part-Time Employment Salary Rates." Please refer to *Appendix B*. In order to set fair and predictable standards for payment of hourly compensation and other expenses, the following guidelines have been set:

1.5.1 HOURS

Part-time employees are paid for actual time worked with a few exceptions. Employees are not reimbursed for time involved in traveling to a location for instructional services or for travel time when hired as an evaluator or prop operator.

The Division has established guidelines for the number of hours a part-time employee can work. Please refer to the *Appendix C* for the policy titled "Part-time Staff Hours of Work."

1.5.2 LUNCH BREAKS

The Division does not pay employees for lunch breaks. If lunch was taken, it must be noted on the Personal Service Report. If no lunch was taken, please indicate "No lunch."

1.5.3 MILEAGE REIMBURSEMENT

Program Coordinators, Program Technical Support Assistants, and Part-Time Secretarial Support staff are not eligible for mileage reimbursement when traveling to and from their assigned headquarters. In-state mileage reimbursement is only allowed for instructional time or when functioning as a Prop Operator or Evaluator.

In order to determine payment for mileage reimbursement, the Division verifies mileage between your starting point and your work site by using "Yahoo Maps" as found on the internet, rounded up to the next full mile for fractions thereof. If you do not have this capability or seek clarification, please contact the Administrative Secretary for your particular mileage.

In-State Mileage:

In-state mileage reimbursements are mailed separately from payroll; they are no longer included in your payroll check. Use the *Personal Service Report (Weekly) and Mileage Reimbursement* form (DSFS 18) for reimbursement for in-state mileage and parking/tolls.

In-state reimbursement is allowed for tolls and parking. This is submitted on the *Personal Service Report (Weekly) and Mileage Reimbursement* form. If paying tolls by cash, original receipts must be attached to the Personal Service Report. If using the EZPass system, no receipts are necessary. Original receipts must be attached to the Personal Service Report if requesting reimbursement for parking.

The current standard mileage reimbursement rate for transportation expenses is set by calendar year by the Internal Revenue Service. Changes to the mileage rate

are announced by email and/or staff newsletter. Please contact the Administrative Secretary for the current rate.

Out of State:

All out-of-state travel expenses and some in-state travel expenses (not including mileage and tolls/parking) are submitted on a Form #A-4, Payment Voucher – Travel. These expenses require prior approval as there is a more formal approval process that must be completed prior to the event. Please contact the Administrative Secretary for instructions on completing this form.

1.5.4 PAYROLL INCREMENTS FOR PART-TIME EMPLOYEES

The basis for a part-time staff to receive their step increment will be based on several factors. Listed below are the categories in which part-time staff will be evaluated.

- Performance
- Number of hours worked
- Student Evaluations (Instructors)
- Written Evaluations (Program Coordinators & Equipment Techs)
- Supervising Bureau Chief's approval

There are different criteria for step increments for the higher levels of Senior Staff Instructors.

The Division has adopted Policy 5-4-2 titled "Part Time Staff Step Increments" regarding raises for part time employees. See *Appendix D*.

1.6 RESIDENT ASSISTANT

1.6.1 COMPENSATION

Reimbursements are processed differently when functioning as a Resident Assistant (RA). RA's are reimbursed the stipend amount of \$80.50 per night. This is submitted on a separate *Personal Service Report (Weekly) and Mileage Reimbursement* form. For example, if an instructor teaches and functions as an

R.A. during the same work week, the instructor must submit two Personal Service Reports.

1.6.2 MILEAGE REIMBURSEMENT

Resident Assistants are not eligible for mileage reimbursement.

1.7 INFORMATION FOR FIRE ACADEMY CLASSES

1.7.1 CLASSES

Evening classes usually run from 18:30-22:30. Daytime and weekend classes usually run 08:30-17:00.

1.7.2 EQUIPMENT

The Lead Instructor is responsible to meet with the Equipment Tech to sign for necessary classroom and practical equipment. Equipment lists have been created for each class to assist the instructor in preparation for teaching. If extra equipment is necessary, contact the Equipment Tech for assistance. They can be reached as O-51 on the radio.

Audio Visual (AV) equipment is located in the Auditorium, the Dry Lab, and Classrooms 1 and 2. Instructors may need to set up equipment if going to another classroom. Equipment Techs (O-51) are responsible for delivery of kits and AV equipment. For other necessary equipment needed, see the Equipment Techs (O-51).

If equipment breaks or needs repair, Instructors or users should complete an Out-of-Service Repair Tag and leave it with the Equipment Tech (O-51). The Lead Instructor is also responsible for notifying the Course Coordinator or Equipment Supervisor. The Out-of-Service Repair Tag must be fully completed, which includes the name of the equipment, the specific deficiency or problem, and the name of the user. Listing "broken" is not specific enough to identify the problem.

1.7.3 KEYS AND SECURITY

During evening classes, students should enter through the Dry Lab door. The keys to the Administration Building, fire station, and drill yard are located in the key box on the loading dock. The lead instructor is responsible for making sure all doors are locked when leaving. Only students and instructors with state identification badges are allowed in the building at night. The keys to the dormitory are located in the key box at the entry of the dormitory. These keys will let you in the dormitory only.

1.7.4 PARKING

All students, employees, and instructors must park in the main parking area. No personal vehicles are allowed on the drill yard. The loading area and the fire station should only be used to unload and load equipment. Please observe the "Authorized Vehicles Only" signs at side entrances.

1.7.5 FIRE HYDRANTS

No use of hydrants outside drill yard is allowed. The Academy has six drill yard hydrants. The Lead Instructor is responsible for pumping out the hydrants used between November 1 and April 1. The hydrant pumps are located in Rescue 1 and the Tug.

NOTE: The maximum GPM for hydrant system is 500. If exceeding 500 GPM, you must use pump house and/or pond.

1.7.6 LIGHTS

It is the responsibility of the Drill Yard Supervisor or the Lead Instructor to assure that all lights in the Administration Building, the drill yard, and the fire station are turned off prior to leaving at night.

1.7.7 PORTABLE RADIOS

Instructors requiring radios can sign them out with the Equipment Tech (0-51). The following is a list of channels:

- Channel 1 is “Fire Academy primary” and used for primary staff and routine operations for Academy operations.
- Channels 2 through 5 are “fire ground” channels and utilized for training grounds and/or classes.
- Channel 6 is “statewide fire ground” used for overflow or communications with outside agencies on a fire ground frequency.

See the Division policy 4-1-1 regarding radio procedures. See *Appendix E*.

1.7.8 TELEPHONES

All classroom and drillyard telephones will accept outgoing calls. To dial, hit the ML button, then 9, then the seven-digit number. The incoming emergency telephone number is 271-5296. This number will ring on all phones that do not have voicemail, and will ring until the phone is answered or until the caller disconnects. To transfer a call, push the hold button, dial the three-digit extension number, and hang up.

1.7.9 ACADEMY VEHICLES

Any Instructor or Program Tech may use Tug with trailers and golf carts. Seatbelts must be worn. Only approved operators may drive the Ladder, the Engine, the ARFF truck, and the Rescue & Haul truck. No staff member shall ride outside any vehicle.

Smoking inside any state vehicle issued by the Department of Safety is prohibited.

1.7.10 FIRST AID EQUIPMENT

The emergency medical kits are located in the following locations:

- ARFF 1st floor office;
- fire station gear room;
- dormitory lobby behind the desk;
- drill yard IOS building;
- first floor hallway in the administration building; and
- Rescue 1 on the driver's side in the first compartment.

The AED is located in the first floor hallway in the Administration Building.

During normal business hours, if a person needs medical attention, notify Academy Base to initiate the NHFA EMS response team. If a person needs transporting, contact Concord Fire via 911.

Should an emergency occur outside of normal business hours, contact Concord Fire via 911. If calling from a 271 exchange, you must dial 9-911.

1.7.11 ACCIDENT REPORTS

1.7.11.1 Students:

Accident reports need to be completed for all injuries, no matter how minor. Contact the Course Coordinator to obtain an accident report form. Reports should be brought to the Course Coordinator's attention as soon as possible.

1.7.11.2 Instructors/Prop Operators:

Worker Compensation Claim forms must be completed for all injuries within 24 hours of the accident.

- 1.7.11.3 Patient Care Record:
For anyone requiring treatment, complete a form using TEMSIS. The form must be completed by a licensed provider. It is used for any student who requires BLS or ALS, and must be used if a student is treated. Print off the pre-hospital care report for our records.

1.8 DISCIPLINE

Working in an environment of this size, unfortunately there are times when disciplining an employee is needed. Discipline is normally issued in a progressive manner. However, disciplinary action can start at any level depending upon the severity of the transgression.

Discipline shall be used to correct an employee's unsatisfactory work performance for offenses including, but not limited to:

- Failing to meet the work standards;
- Arriving late for work or leaving work early;
- Being absent without approved leave or proper notification;
- Excessive unscheduled absences;
- Using obscene language;
- Exhibiting uncooperative or disruptive behavior;
- Sexual harassment;
- Exhibiting physically or verbally abusive behavior in the workplace. An employee who injures or attempts to injure any person in the workplace, and who is the demonstrated aggressor in such instance, shall be subject to immediate dismissal.
- Lack of dependability;
- Working unauthorized overtime;
- Failure to immediately report to the appointing authority the expiration of a license or certificate required by the class specification or job description for performance of the duties of a position.

1.9 SEXUAL HARASSMENT

The Division follows the New Hampshire State Policy regarding sexual harassment in the work place. Harassment and discrimination in employment based on sex are illegal under federal and state law, and shall not be tolerated in state government. For more information on this, please refer to the State of New Hampshire Policy on Sexual Harassment found on the State's Human Resources website.

1.10 PHYSICAL CONTACT/VERBAL COMMENTS

Physical contact is not allowable for any inappropriate physical contact between employees, employees and students, or students and students unless such contact is directly related to the training topic being presented at that time (i.e., medical training with a student/employee victim, etc.). Any non-consensual physical contact is per se inappropriate.

Verbal comments are not allowed by employees if it is discriminatory, has sexual connotations or innuendoes, or topics that relate to race/ethnic origin/color, gender, age, handicaps, or religion.

Violations will be in accordance with the disciplinary rules established by the Division of Personnel or the discipline procedure for non-full-time employees. The level of discipline shall be dictated by the severity of the offense.

1.11 ALCOHOL AND DRUGS

All employees shall notify their immediate supervisor as soon as practical whenever they have been convicted of any criminal or serious motor vehicle or watercraft offense by a court of competent jurisdiction in or outside the State of New Hampshire ("serious motor vehicle or watercraft offense" is defined as any offense which carries a mandatory loss of license as a result of conviction.)

Any employee, whether on or off duty, on or off state premises, is subject to disciplinary action if convicted of the offense of Driving While Intoxicated or other alcohol-related offense as well as any offense involving a controlled substance (s).

The Department of Safety, Richard M. Flynn Fire Academy campus is an alcohol free zone. No alcohol is permitted on campus.

1.12 AFTER PROGRAM CLEAN-UP PROCEDURE (Division Policy 3-1-3)

See the Division policy 3-1-3 regarding after program clean up procedures. See *Appendix F*.

1.13 SCBA FACEPIECE TO FACE SEAL

Individuals participating in training evolutions that require the use of Self-Contained Breathing Apparatus will be in compliance of the hair and grooming standards at all times.

Specifically, there is no facial hair allowed below the earlobes or below the corners of the mouth. Two days of growth constitutes a beard.

Decisions regarding noncompliance with the policy will be determined by the Course Coordinator, the Program Coordinator, and the Drillmaster or Lead Instructor.

1.14 APPEARANCE POLICY

The New Hampshire Department of Safety is committed to serving its public in a professional, business-like manner. Therefore, employees must dress as such. The following is a list of acceptable and unacceptable guidelines to follow:

Acceptable:

Dresses and suits, dress slacks, loose-fitting knit pants, culottes/skorts, loose fitting dress shorts, skirts, blouses, sweaters, dress shirts, sport coats, and ties. Hemlines can be no shorter than four inches above the knee. Hosiery is to be worn at all times.

Unacceptable:

Clothing with holes or tears. Jeans, workpants, cutoffs, sweatpants, form fitting pants and recreational shorts. Flannel shirts, sweatshirts, fishnet shirts, tee shirts, tank tops without a jacket, halter tops, tube tops, non-shouldered tops and "spaghetti strap" tops. Low cut necklines and bare midriffs are not acceptable. Sneakers and recreational sandals (i.e., Dr. Scholls and Birkenstocks), thongs, flip-

flops, clogs and shoes of questionable safety are not acceptable footwear.

Should you have any questions regarding appropriate attire, please consult your supervisor.

1.17 DRESS CODE FOR PART-TIME STAFF INVOLVED WITH TRAINING (Division Policy 9-6-3)

See the Division policy 9-6-3 regarding the dress code for part-time employees involved with training. See *Appendix G*.

1.18 DEPARTMENT OF SAFETY IDENTIFICATION BADGES

For security purposes, when in a Department of Safety building, an Identification Badge **must be worn at all times**. This would include while working, when instructing for the Division either at the Fire Academy or in the field, dropping off equipment, or attending a meeting in a Department of Safety building. If an employee is wearing a uniform with a name badge affixed to it, the Department of Safety Identification Badge is not necessary.

The Identification Badge is the property of the Department of Safety. There is no expiration date on the badge; however, if an employee is suspended or leaves employment, the badge will need to be returned to the Division to the Director or a Bureau Chief.

2. INFORMATION SPECIFIC TO STAFF INSTRUCTORS

2.1 COURSE PREPARATION

The State will compensate Lead Staff Instructors for one hour per four-hour block of instruction for preparation time. Time sheets shall designate preparation time separate from instruction, and must list the actual hours worked. For example: 8 hours instruction would be entered on one line, and 2 hours preparation on the next line.

2.2 MINIMUM PERIODS OF INSTRUCTION

Instructors shall be compensated a minimum of four hours for any instructional assignment or when hired as an evaluator. Instructors are paid actual time worked if over the four hours.

2.3 MAXIMUM PERIODS OF INSTRUCTION

Instructors shall be compensated for instructional hours agreed to by the Division when they are assigned. Travel time and any noncontact time will not be compensated.

2.4 INSTRUCTOR SELECTION SYSTEM

A system of Instructor selection has been adopted for Division sponsored programs. The system of selection supports a philosophy of fairness consistent with the continuing initiatives to improve instructor and program delivery.

2.5 CONTINUING EDUCATION COMPLIANCE

Staff Instructors are required to successfully complete eight hours of approved continuing education per year. Refer to your State Instructor Handbook for more information.

2.6 DOCUMENTATION OF INSTRUCTION ACTIVITY

All Staff Instructors are required to instruct for a minimum of eight hours per year for a Division sponsored program. Refer to your Staff Instructor Handbook for more information.

2.7 TRAIN-THE-TRAINERS

Some modules and/or props require additional training to operate over and beyond the 4th Edition T-t-T. Some examples would include but not be limited to the Flashover Prop, the Flammable Liquids Props, the ARFF site, etc.

In order to operate the props at the Fire Academy, you will be required to attend a Train-the-Trainer specific to that Prop. These programs are held on a regular basis at the Academy and are generally four hours in length. Attending these programs will earn Continuing Education time but the Division is not able to pay you to be at these classes. However, attending T-t-T's will provide you with more opportunities to teach or operate props at the Academy.