

## **MANLIUS RECRUIT PROCESS**

The Manlius Fire Department began a recruitment campaign in April, 2005. Twenty-eight new volunteers were recruited. We also instituted a new orientation program that was designed to put new recruits through an intensive orientation program. Three volunteers did not complete the orientation program.

## **METHODS TO ATTRACT NEW MEMBERS**

- Posted over 250 lawn signs for one month throughout fire protection area
- Delivered 4 page letters and recruitment fliers to all residents in fire protection area.
  - Letter contained descriptions of all roles of fire departments
  - Contained hours required for training and drills to fulfill roles
  - Advertised recruitment days
- Posted numerous 4' x 10' banners throughout fire protection area
- Held 2 "Recruitment Days" where persons were able to try the following skills:
  - Wearing SCBA
  - Spraying a hose
  - Putting on turnout gear
  - Defibrillating a manikin

## **THEORIES BEHIND MESSAGES AND ADVERTISING**

A significant amount of time was spent reviewing the recruitment process and the retention process of new members. We reached the following conclusions:

- The public does not know that there were many roles to fulfill in the fire department other than interior firefighting (scene support, fire police, EMT, ambulance operator, truck operator).
- The public does not know that volunteers are needed.
- The public does not realize that we really want them as volunteers. We believe that the public would volunteer if they thought that they were "really" needed.
- The public does not know what it takes to become qualified for the different roles in the fire department.
- The public does not know what time is required to become qualified and remain as a member of the fire department

## **THEORY BEHIND RETENTION OF NEW MEMBERS AND ORIENTATION PROGRAM**

Occasionally, people join the department and quickly quit. We examined reasons for this frequent occurrence.

- New members feel "alone" when they join a fire department. People do not feel welcome or comfortable being the only new person.

- New members do not feel as if they are part of a structured program that will train them to do their job. As a result, they feel incompetent, intimidated and not useful.
- New members become overwhelmed by the activities of the fire department, including gossip, complaining and strong personalities.
- Persons were not getting gear, pagers, training or information in any timely manner, so they felt lost and unwanted.

## **CREATION OF ORIENTATION PROGRAM**

The orientation program addresses the four issues above. Additionally, the orientation program put new members through a time intensive program. Persons learned whether or not they could commit the time to the fire department. Few persons quit the department during this program. We believe that by giving these persons the chance to experience the time requirements of the fire department, we saved funds from being spent prematurely.

The orientation program required new members to complete a 20 hour series of courses, including:

- Introduction to the fire department (3 hours)
- Professional rescuer CPR
- First Aid (American Heart Association)
- Hazardous Material Awareness (3 hours)
- Scene Safety (1/2 hour)
- OSHA Bloodbourne training & fit testing (3 hours)

The new members believe that they are part of a group. There has been an obvious group bonding that has occurred. New members hang out with each other and train together.

## **\*COMPLETION OF ORIENTATION**

At the completion of the orientation program, a graduation ceremony was held for all new members. Parents, spouses, family members and friends of the graduates were invited. Local dignitaries, news media, and department members were asked to attend.

A few weeks prior to the ceremony, all graduates were fitted for Class B uniforms to be worn at the graduation ceremony, and anytime thereafter while on duty.

At the ceremony they were presented with a certificate of completion, their pager, and a key to the fire stations.

One of the biggest problems we seem to have with new members, is getting them the proper training in a timely manner. When that happens, we lose them between the cracks. Therefore, the orientation committee and membership committee scheduled all the training classes well in advance, so they would start within two weeks of the graduation.

Fire Police Course will start August 20th

Firefighter one will start August 22

EMT will begin Sept. 7

We also meet with the new Superintendent of Schools, and have been given approval to initiate several programs within the district to enhance recruitment and public safety, such as:

# Proposed 2010 Recruitment Schedule

## **March 2010**

- Provide Orientation Classes to MTO Pinsky
- Approve Recruitment Budget
- Inventory Lawn Signs/Banners
- Inventory Brochures
- Finalize Draft of Recruitment Flyer

## **April 2010**

- Recruitment Drive Begins
  - Banners and Lawn Signs (4/5 – 4/30)
  - Recruitment Flyers
  - Eagle Bulletin Article Coordination
- Update Presentations
  - History of MFD (Lt Halliday)
  - Orientation Presentation
- Interviews Begin

## **May 2010**

- Open House(s) Coordinated with Onondaga County (5/1 &/or 5/2)
- Table Campaigns (if applicable)
- Interviews On Going

## **June 2010**

- Orientation Classes Begin and End
- Recruitment Closes 6/4/10
- Assign Mentors and Officers
- Members Officially Voted in 6/10/10
- Delivery of Equipment
  - Key Fob
  - Pager
  - Photo ID/IBM #
  - Turn-out Gear (if applicable)
  - Class B
  - T-Shirt

## **July 2010**

- July 4<sup>th</sup> Graduation

# Manlius Fire Department

NEIGHBORS HELPING NEIGHBORS



**Manlius Fire Department**  
4 Stickley Drive  
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Fax: 315-682-1103  
[www.manliusfire.com](http://www.manliusfire.com)



## *Our Organization... Who Are We*

The Manlius Fire Department covers approximately 27 square miles that consists of residential, commercial and agricultural properties. We serve the entire Village of Manlius as well as parts of the Town of Manlius and the Town of Pompey. We also provide mutual aid for surrounding fire departments as necessary.

The Manlius Fire Department was established in 1813 as a direct result of establishment of Manlius Village. The first Fire Station was original located on Seneca St. In 1968 Station 1 was built on Stickley Drive followed by the construction of Station 2 in 1987, which is located on Pompey Center Road.

## *Company/Department Structure*

The Manlius Fire Department is a combination department that is broken down into the following categories:

- EMS
- Manlius Professional Fire Fighters – Local 3316
- Volunteer Fire Company

## *Available Positions and Requirements*

### Fire Apparatus Operator

- ✓ Drive fire apparatus to emergency scene
- ✓ Provide water supply to/from water sources to fire hoses
- ✓ Control all aspects of the apparatus (i.e. rescue tools, scene lighting)

Interior Firefighter

- ✓ Perform fire extinguishment, interior search, vehicle extrication, alarm investigation, rope rescue, roof ventilation, ladder use, power & hydraulic tool operation and forcible entry

Scene Support

- ✓ Perform fire scene operations outside of structures
- ✓ Place water on fire from exterior, connect hoses to hydrants, place ladders & lighting and some rescue ops with additional training

Fire Police

- ✓ Ensure a safe scene for all personnel by controlling traffic
- ✓ Respond directly to scene utilizing your personal vehicle

Emergency Medical Technician (EMT)

- ✓ Provide direct medical care to patients and transport to hospital

Ambulance Operator

- ✓ Drive Ambulance in emergency mode to scene and hospitals
- ✓ Assist medical crew with lifting, loading & unloading of patients
- ✓ Obtain equipment and supplies for medical crew

## *Benefits as a Volunteer*

- **LOSAP** – \$700 contribution made by the Village of Manlius in to a pension for each year of credited service. Fully vested in 5 years
- **NYS Income Tax Credit** - \$200 workers' credit for active volunteer firefighters and ambulance workers
- **State/Federal Training** – With prior approval you have the opportunity to attend training at the NYS Fire Academy, Chief's Show and at various local seminars
- **Participation in Committees/Events** – There are various committees you may be able to participate in, which include but are not limited to; Membership, Recruitment, Retention, Goodwill & Parade, Historical, House, Truck, Banquets/Special Events and Community Activities (i.e. Heart walk, Scarecrow)



Currently there are 11 career employees, 61 volunteers and 8 auxiliary members

We have 13 active members from our 2008 class; here is what a few had to say;

“I suppose that someone might wonder why we participate in this work. My answer is a simple one. I can think of no more satisfying way to “give back” to my community. The work we do in the department is direct and immediate when people are at the greatest risk and are in the greatest need of prompt skilled help.

I have great respect for my fellow department members and am proud to be a fire police officer.”

David, Associate Dean (Retired) Syracuse University

“I decided to join the organization so I could be of service to my community. I have been able to use my abilities and talents as well as assist the MFD in their activities which make Manlius such a great place to live. I have been most impressed by the time, training, equipment and interest in my future that MFD has provided to me.”

Michael, Chiropractor

“As a retired FBI agent, I know the excitement and camaraderie an organization such as a fire department can offer. The MFD is made up of dedicated and professional men and women who are eager to help others. I found that there are a number of roles open to people of all ages and experience. As a new member I have learned a great deal in six months and look forward to continued training and service opportunities.”

John, Security Manager, Pharmaceutical Facility

“I never committed to any long term volunteer projects because I thought I was always to busy. After meeting the members of the department I was excited about the chance to serve. The training is hands-on and interesting. The members are welcoming and always willing to instruct and provide guidance to someone new to the fire service. And to my surprise, the time commitment isn't an issue because I am having fun as I serve the community.”

Mark, Executive Officer New York Farm Service Agency

“My future career will be in healthcare and couldn't think of a better way to learn and better serve my community. I have been surprised by the genuine sense of welcome and open arms from the department.”

Lauren, College Student

## *Expectations of Our Volunteers*

1. Always prioritize your family first, your employment second and the fire department third
2. Meet the minimum first year training requirements and seek out additional training as appropriate
3. Take your training seriously and represent the department well
4. Sign on the appropriate schedule for the necessary time each week and respond to emergency calls
5. Attend meetings to be current on department/company issues
6. Enjoy the fellowship and rewards that come from serving your community

2010 MFD Recruitment Budget					
Item	Description	Estimated Costs	Actual Costs	Actual Detail	Variance
Referral Program Incentives	Phase I: Initial Referral and application completed = \$20 gas card, estimate 20 applications.	\$400.00	\$0.00		\$400.00
	Phase II: Applicant remains in department. Six (6) month milestone = golf shirt (\$25 x 10)	\$250.00	\$0.00		\$250.00
Signs and Banner	Replace 5 8'x5' banners (grommets, tape & windlifts) = \$1,000	\$1,000.00	\$0.00		\$1,000.00
	No costs	\$0.00	\$0.00		\$0.00
Table Campaign	Additional Copies	\$300.00	\$0.00		\$300.00
Recruitment Brochure	Print and Postage Costs	\$2,000.00			
Recruitment Flyers					
Open House	Budget for snacks, beverages and purchase of fire extinguishers and/or smoke detectors. Estimate of \$10-\$12 per extinguisher/detector times 25 = \$300	\$600.00	\$0.00		\$600.00
Orientation	Lunch for new recruits, members, trainers	\$100.00			
<b>Total Proposal</b>		<b>\$4,650.00</b>	<b>\$0.00</b>		<b>\$4,650.00</b>
<b>Approved Budget</b>	(2009 budget amount was \$3,700)	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>

Budget History  
2008 - \$3,300  
2009 - \$3,700

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# Manlius Fire Department

## 2010 Orientation & Training Checklist

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**Orientation Classes: 6/1/10 - 6/30/10**

Training Session Description	Time Needed	Facilitator
Welcome & Introductions (Chiefs, Officers, Mentors) Distribution of SOPS/Bylaws	30 min	Adam
Orientation Presentation	45 min	TBD
Station 1 Tour	1 hour	TBD
LOSAP/VFBL Overview	1 hour	Dave Haase
History of the Fire Service	1 hour	Lt. Halliday
OSHA Night 1 (Bloodborne pathogens, Lockout/Tagout, Right-to-Know)	2 ½ hours	TBD
OSHA Night 2 (Respiratory Protection)	2 hours	TBD
Introduction to Critical Incident Stress Management	45 min	Capt. Buskey
First Aid	2 hours	TBD
CPR	3 hours	TBD
HAZMAT Awareness	2 ½ hours	TBD
Sexual Harassment Prevention	1 hour	TBD
Equipment Distribution, Expectations, Now What	1 hour	TBD

 **Brad to Schedule Courses**

 **Recruitment Committee To Schedule**

**Candidates Complete Prior To Last Day:**

IS-100, (ICS-100) Introduction to the Incident Command System  
IS-700, National Incident Management System (NIMS), An Introduction  
<http://training.fema.gov/NIMS/>

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