



BURBANK FIRE CORPS PROGRAM

Burbank Fire Department



NEW VOLUNTEER ORIENTATION

1. INTRODUCTION

Welcome to the Burbank Fire Corps!

The Fire Corps has roots that go back more than 60 years to the days of Civil Defense. With our local Disaster Council formed in 1946, volunteers have had a place in Burbank emergency services since the middle of the last century.

In that time, the character of emergency services volunteerism has evolved to fit the needs of the community. In the 1990's, Burbank had the BRACE program, integrating a local flavor of CERT into the operations. Through the 2000's, Burbank hosted the Community Disaster Volunteers (CDV), a program well regarded around the Los Angeles area.

In the late 2000's, growing liability concerns sparked a move to integrate new standards and accountability. To meet these challenges, Burbank adopted the NVFC Fire Corps philosophy of structured training and local certification. This has not only allowed us to continue our traditional missions, but to further expand our scope of operations in a fashion that both ensures volunteer safety and command confidence.

Even as we adopt the federal Fire Corps banner, we're maintaining our close relationship with the California Emergency Management Agency's Disaster Service Worker (DSW) Volunteer Program. Additionally, we maintain ties to Citizen Corps through the Community Emergency Response Team (CERT) program. The foundation of the Burbank Fire Corps, however, comes from the support of the Burbank Fire Department itself.

There are countless opportunities to learn, train, and serve in Fire Corps. We hope you'll explore the various missions we conduct and the associated training to accomplish them.

We're glad you could join us.

MISSION READY – MISSION CAPABLE

2. CITY ORGANIZATION

The City of Burbank is a vibrant community nestled into the eastern tip of the San Fernando Valley. With just over 108,000 residents, the city also boasts a strong commercial sector featuring media powerhouses such as Disney, NBC/Universal, and Warner Brothers.

The geography is as varied as the demographics. The city covers 17.155 square miles and elevations that range from 484 feet at the Los Angeles River to 957 feet in the foothills of the Verdugo Mountains. The Mountains are a result of active geology, especially the Verdugo fault line, a reverse type fault that runs close to the eastern border. The environment is semi-arid, averaging a little over 17 inches of rain per year. With a wildland interface on the eastern side, there is also a history and risk of wildfires.

The first to respond to those fires is the Burbank Fire Department. Burbank Fire is here to serve and protect our community by preventing and mitigating threats to people, property, and our environment through Fire Prevention, Public Education, and rapid emergency response.

The Fire Department consists of 5 divisions: Fire Prevention, Suppression, Emergency Medical Service (EMS), Emergency Services (formerly "Disaster Preparedness"), and Equipment Maintenance. These divisions function in a manner that allows the department to effectively serve the community in emergency and non-emergency situations. Fire Corps operates as a section of the Emergency Services Division.

The city is divided into 6 geographic districts, each having its own Fire Station. Deployment for each of these stations goes through Verdugo Dispatch, a cooperative mutual-aid system that also serves the cities of Glendale, Pasadena, and several others. In Burbank, response times are usually under 4 minutes

The Fire Department is organized on a Platoon System, with 3 overlapping shifts. In total, there are 124 sworn firefighters in the Department, excluding civilian staff, 36 of which are on duty at any given time. Given the spread of 17 square miles and 108,000+ residents, volunteers are a key auxiliary.

The Burbank Fire Corps Program operates as an auxiliary support function for the professional fire service and has several regular operational duties. In addition to maintaining readiness as a Disaster Service Worker, volunteers are encouraged to explore these functions and all training opportunities associated.

3. DISASTER SERVICE WORKER VOLUNTEER PROGRAM

The State of California Disaster Service Worker Volunteer Program (DSWVP) provides workers' compensation insurance coverage in the event a Disaster Service Worker (DSW) volunteer is injured while performing assigned disaster duties.

To assure maximum safety given already hazardous situations, the DSWVP relies on legal code and regulations to assure minimum standards and guidelines. This includes registration of a volunteer as a DSW prior to deployment, selection of an appropriate classification, training and the administration of a loyalty oath (Govt. Code. 3102 (c)). To learn more about the DSWVP, it's limitations and restrictions, visit the Burbank Fire Corps website recruitment page and click the DSW link.

One of the elements of DSW registry is choosing an appropriate classification. This classification allows faster deployment of volunteers into situations in which their training and experience could mitigate emergency situations. While the State of California has 13 categories, the City of Burbank is only able to accept the following classifications:

- **Communications:** Install, operate and maintain various communications systems and perform related service, to assist officials and individuals in the protection of life and property.
NOTE: The most common qualification for this category include the various classes of FCC ham licenses via ARRL training and certification.
- **Community Emergency Response Team (CERT):** Under the direction of emergency personnel or a designated team leader, assist emergency units within their block, neighborhood, or other area assignment; survey area conditions; disseminate information; secure data desirable for emergency preparedness planning; report incidents; and generally assist officials and individuals in the protection of life and property.
NOTE: CERT certification must meet the FEMA-approved, 17.5-hour minimum curricula (though programs that go beyond this are also welcome). The CERT certification may be in certificate or ID card form, but a copy must be submitted for review and approval.
- **Human Services:** Assist in providing food, clothing, bedding, shelter, and rehabilitation aid; register evacuees to promote reuniting families and to support the needs of special populations; compile authoritative lists of deceased and missing persons; and other phases of emergency human services, such as maintaining morale and administering to the mental health, religious or spiritual needs of persons suffering from the effects of the disaster.
NOTE: Accepted qualifications for this category include American Red Cross Mass Care and Sheltering, as well as certification in psychological

and psychiatric counseling. Certifications from faith-based organizations volunteering for disaster counseling roles may be accepted on a case-by-case basis.

- **Logistics:** Under the direction of the emergency organization, assist in procurement, warehousing, and release of supplies, equipment materials, or other resources. Assist in mobilization and utilization of public and private transportation resources required for the movement of persons, materials, and equipment.

NOTE: This is the default category for BFCP volunteers. The BFCP interpretation includes both the administrative and physical aspects, from coordination to transport.

- **Medical & Environmental Health:** Staff casualty stations, establish and operate medical and public health field units; assist in hospitals, outpatient clinics, and other medical and public health installations; maintain or restore environmental sanitation; assist in preserving the safety of food, milk, and water and preventing the spread of disease; perform laboratory analysis to detect the presence and minimize the effects of nuclear, chemical, biological, radiological or other hazardous agents.

NOTE: This category includes doctors, nurses, radiologists, pharmacists, Paramedics, laboratory technicians, EMTs, etc. However, you do not have to be a professional to request this category. If you have a current First Aid or CPR/AED certification, this may be a suitable category.

- **Safety Assessment:** Survey, evaluate and assess damaged facilities for continued occupancy or use; assist in emergency restoration of facilities for utilities, transportation, and other vital community services; and provide recommendations regarding shoring or stabilization of damaged or unsafe buildings or structures.

NOTE: The Safety Assessment Program (SAP) includes Evaluators, Coordinators and Assistants. Safety Assessment Evaluators must be professionally registered engineers, professionally licensed architects or certified building inspectors. Coordinators must have attended and completed the SAP Coordinator class. Non-qualified individuals who have gone through the SAP Evaluator class may note their availability as Assistant Safety Assessment Inspectors, and may, at the discretion of the City of Burbank, be utilized as SAP Evaluators within City limits. Individuals trained at any SAP level are encouraged to note this on their application.

- **Search & Rescue:** Under the direction of the appropriate authority, perform search and rescue operations in one or more of several areas including: search and rescue; urban search and rescue; or mine and confined space rescue.

NOTE: Accepted criteria includes certificates of completion of SAR courses from NASAR, TEEK or equivalent.

Please bring the appropriate the license or certificate to the Live Scan office for verification when submitting your application.

If none of these classifications is appropriate for you, don't worry! The default classification for volunteers is "Logistics". The logistics classification reflects the core of the auxiliary support role volunteers provide to the Fire Department and City of Burbank. However, during an emergency or disaster, volunteers may be assigned various roles and responsibilities based on their level of training, level of comfort and ability to perform the mission.

Whatever your classification, in the event of a disaster, whether you volunteer or not, be prepared for a high-stress environment. Long hours, intense situations and interruption of comfortable routines create a crucible of extreme emotion. While the exact nature of the stress will vary according to the type, intensity and duration of the disaster, the following guidelines are suggested to maintain physical and mental well-being:

- Eat a healthy diet.
- Sleep at least 8 hours.
- Exercise.
- Do not self-medicate.

In the wake of a disaster, your first steps should be to assure the safety of your family, home and immediate surroundings. It is recommended that you designate an out-of-state contact as a communications hub for local family as local phone lines, including mobile numbers, may be damaged or overwhelmed.

In the event of a disaster-related activation, DSW volunteers may receive additional training appropriate to the situation. This will include, but is not limited to, a briefing at the time of your deployment. The contents of this briefing will vary depending on the circumstance.

Finally, even if you learn that a disaster has been declared, do not self-activate. Until resources have been officially activated (to the point you've been assigned a mission), the DSW liability and Workers' Compensation are not active. There are several ways to receive word of activation:

- Check the Fire Corps website at burbankfirecorps.org.
- Call (800) 994-2872 (BURB) for pre-recorded emergency information.
- Tune in to BAM Radio, AM 1620.
- Include yourself on the Fire Corps active roster and you will be contacted via phone, pager or email.
- In the event the following forms of communication are rendered inoperable, volunteers may self-report to a volunteer staging location at Ralph Foy Park, across from the Burbank EOC (see map at the end of the orientation packet).

4. BURBANK EMERGENCY SERVICE WORKER VOLUNTEER

The Burbank Fire Corps Program is far more than a DSW group. Fire Corps executes several missions that serve the public good as well as give volunteers a chance to give back to their community in particularly rewarding ways. The following missions are the backbone of the program:

- **Auxiliary Communications Service (ACS):** The Fire Corps ACS is an adjunct and vital reserve for city communication. During activations, ACS-qualified members assist official communications by monitoring channels and alerting key EOC personnel when they're otherwise out of contact. ACS-qualified volunteers may also engage in field operations as communications specialists, whether for Arson Watch patrols, CERT team deployments or local command posts.
- **Arson Watch:** Arson Watch provides marked vehicle patrols, creating a presence in the Burbank hillside on days and times designated by the Burbank Fire Department (usually during "red flag" weather conditions). Arson Watch patrols locate and note vehicles, suspicious behavior and potentially dangerous activity in areas prone to fire. Patrol units continuously radio updates to the Arson Watch Command Post, which relays critical information to Burbank Police or Fire.
- **Emergency Operations Center (EOC) Support:** The EOC is the critical junction of command and coordination in the event of a major disaster in Burbank or the immediate surrounding area. The EOC is run by the Burbank Fire Emergency Services Division and volunteers are a critical component in bringing the EOC online. Unlike many that will be responding from other agencies, volunteers are predominantly local. Combined with a heightened state of readiness, volunteers are usually able to respond faster and have the system running, ready to plug in agency reps as they trickle in after an incident.
- **Public Outreach:** Fire Corps is a major component of the Burbank Fire Department's "Ready Burbank" campaign. Fire Corps members educate the public in aspects of disaster preparedness and readiness, helping citizens mitigate worst-case situations to minimize the personal impact.
- **Canteen:** In the event of a large local incident, volunteers will be activated through channels at the request of the Battalion Chief or Duty Captain. Volunteers use either a department vehicle or POV to provide water, electrolyte drinks and, potentially, food to Burbank and mutual-aid firefighters. Hydrated first responders are less likely to succumb to medical issues in the wake of a major incident.
- **Community Emergency Response Team (CERT):** CERT training creates a light Urban Search and Rescue team capable of general field duties in the wake of a disaster or major incident. The CERT component is not a distinct sub-program within the volunteer corps. Instead, when objectives arise that fall within the CERT scope, CERT-trained volunteers

follow an organizational protocol that creates CERT-capable teams. Those teams are then made available to the Incident Command structure to be deployed where they can do the most good. In Burbank, CERT opportunities include refresher training and exercises, as well the opportunity to get involved teaching CERT to the general public.

While these are the most regular, high-visibility missions, there are other missions that may be available once a volunteer has achieved certain requisite training and participation levels. Please inquire to learn more.

Training is a key element of the volunteer experience. Fire Corps uses a dual approach to training that creates general-purpose utility as well mission-specific skills. Volunteers are encouraged to approach the training at their own pace, but we recommend taking slow, deliberate steps to reduce burnout and increase retention.

The general-purpose utility skills are designed to bolster the understanding and awareness of volunteers in emergency and disaster situations. From the broadest view at the introductory levels to specialized leadership skills for the veteran volunteer, Fire Corps recognizes the members' training time with the chance to progress within several tiers of recognized levels.

Many of these classes are online, taken through the Independent Study Program (ISP) by FEMA's Emergency Management Institute (EMI). These classes are offered free of charge and can be taken at the member's own pace. Taking the class requires sign-in and will register you in a database of people qualified in that subject. Completion of a given class offers a certificate, of which a copy should be forwarded to the Fire Corps Training Coordinator for local records and the chance to advance your tier.

For a view of the training tiers and the requirements of each level, visit the Fire Corps website at burbankfirecorps.org and click on the "Training" link.

The mission-specific skills take a very hands-on approach. Each unit's curricula are based on solid precedent, setting objective, measurable standards to certify that volunteers can accomplish the mission with safety and confidence. Each unit meets the approval of the Burbank Fire Department standards of training.

The classes are offered periodically based on demand and some may require completion of an ISP class before the local class can be taken. The local class must be taken, and the member certified, before they are deployed for that particular mission.

Fire Corps operates under any condition, from declared disasters to local emergencies to non-emergency situations. When deployed as a Fire Corps

volunteer, members are classed as unpaid city employees. This is the motivating factor for both the Live Scan background check and the strict adherence to training requirements.

Sometimes, no matter the level of training and certification, accidents happen. When authorized for operations in a non-disaster situation, volunteers are covered for liability by the City of Burbank. Any accident involving a volunteer should be reported immediately to their supervisor (the person that deployed them). In the event of an accident while performing an assigned duty, volunteers will be required to utilize their own personal insurance initially for treatment and care. The City of Burbank will review any costs associated with this injury that are beyond that of the volunteer's primary insurance coverage, and may consider reimbursement of justified and documented "out-of-pocket" expenses such as deductible and/or co-pays.

For volunteers, the key to this coverage is that element of deployment. Similar to disaster situations, volunteers *should not self-deploy* in a local emergency or even a non-emergency situation. Only after local activation and official deployment is City of Burbank coverage activated.

One of the key elements of being able to volunteer in the wake of a disaster or an impending local emergency is the resourcefulness to avoid being a victim. Falling under the category of "Disaster Preparedness", volunteers are strongly encouraged to familiarize themselves with the local environment, potential hazards, and be ready for most situations.

The preparation of a personal survival kit is strongly encouraged. While a number of qualified authorities have suggested kit manifests, there are a few common-denominator items:

- Sturdy, comfortable shoes
- Extra clothing
- Personal prescription medications (24 hour supply, minimum)
- Extra glasses/contacts/solution
- Comfort/personal hygiene kit
- Flashlight
- Battery-operated radio
- Small first-aid kit
- Printed contact list, including an out-of-state contact
- Two (2) liters of water
- Food, non-perishable (24 hour supply, minimum)

This list only scratches the surface. You are encouraged to enroll in a CERT class or check the Burbank Fire Corps website (click on the "Ready Burbank" link) for more detailed instructions on building a suitable disaster supply kit for you and your family.

5. FIRE CORPS ADMINISTRATION

The Burbank Fire Corps, unlike the Fire Department, has no formal rank structure. This is an all-volunteer organization. There is, however, a hierarchy of responsibility:

- General volunteers are the backbone and lifeblood of the organization.
- Program Coordinators have an organizational role.
- The Coordinator and Deputy Coordinator of Volunteer Operations are the formal liaison to the Burbank Fire Department.

The Fire Corps conducts itself according to a formalized Standard Operating Procedure, though this SOP is a living document, evolving and adapting as needed. This SOP is available online at burbankfirecorps.org.

The Fire Corps also operates under the policies of the City of Burbank. This includes a zero-tolerance policy against discrimination and harassment, including verbal, physical, visual or written and harassment based on retaliation or threats and demands. Suffering or witnessing such discrimination or harassment should be immediately reported to a Coordinator.

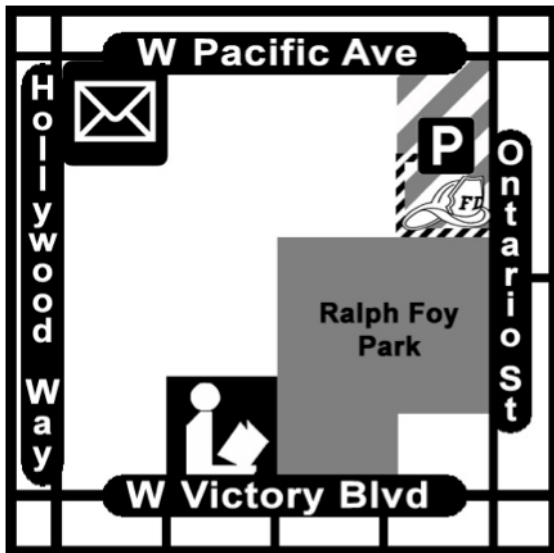
Similarly, volunteers will not be deployed in any fashion that violates Cal/OSHA law. This includes preventing any known exposures to harmful substances without providing adequate protection or allowing any untrained volunteer to perform hazardous work.

Attendance is not mandatory to be a part of the Burbank Fire Corps Program, though it is strongly encouraged. Once registered with the program, volunteer members are classed as Disaster Service Workers for the duration indicated on their ID card and will be able to immediately assist in the event of a disaster.

Volunteer members who can't regularly attend or participate have a basic training classification by default. With increased attendance at the regular monthly meetings or participation in missions or training exercises, members' training classification may increase and new opportunities will be available.

There are 11 monthly meetings open to the general public. These occur regularly on the 3rd Wednesday of every month, January – November. Anybody can come to the meetings and we encourage volunteer members to bring their friends and family.

Beyond the monthly meetings, there are opportunities for volunteers to participate in Fire Corps missions, as well as additional training exercises. These additional opportunities are limited to members and various training prerequisites will be required, depending on the event.



Burbank Fire Training Center (FTC)
1845 N. Ontario Street

The regular monthly meetings are most often held at the FTC, near the Bob Hope Airport. Similarly, most training, including the CERT classes hosted by the Burbank Fire Department, are also held at the FTC.

Parking is usually available in the back, though on some occasions, the lot may be closed for training purposes. In those cases, signs will be posted and parking is along the Ralph Foy Park lot.



Burbank Fire Station 11
311 East Orange Grove Avenue

On occasion, meetings or events may be at or based out of Station 11. This is the Fire headquarters for the City of Burbank and shares the building with the Burbank Police Department, as well as a local Emergency Services museum.

Parking is usually available in the back of the building, kiddy-corner behind City Hall, or just down the block at any number of public parking structures.

The city is divided into 6 response districts, any of which may be used as a staging location for Fire Corps operations, especially in a disaster. It is suggested that volunteers familiarize themselves with the location of all stations.



Fire Station 13
2713 Thornton Ave.
Burbank CA 91505

Fire Station 14
2305 W. Burbank Blvd.
Burbank CA 91506

Fire Station 12
644 N. Hollywood Way
Burbank CA 91505

Fire Station 16
1600 N. Bel Aire Drive
Burbank CA 91504

Fire Station 11
311 East Orange Grove Ave
Burbank CA 91502

Fire Station 15
1420 W. Verdugo Ave.
Burbank CA 91506

BURBANK FIRE CORPS PROGRAM

Burbank Fire Department

NEW VOLUNTEER ORIENTATION

Instructions: Please review the orientation packet. Initial each section to certify you've read and understand it, then sign it at the completion. You must detach the signed document and return it to the Live Scan office prior to being issued your Fire Corps ID.

A. INTRODUCTION

B. CITY ORGANIZATION

- Burbank geography and demographics
- Burbank Fire Department size and organization
- Fire Corps – Fire Department relationship

C. DISASTER SERVICE WORKER VOLUNTEER PROGRAM

- Coverage in case of accident
- DSW categories and picking one
- Operations in a disaster
- DSW Training
- DSW Deployment

D. BURBANK EMERGENCY SERVICE WORKER VOLUNTEER

- Emergency Services Missions
- Fire Corps Training
- Volunteer Coverage
- City Deployment
- Disaster Preparedness

E. FIRE CORPS ADMINISTRATION

- Policies and Procedures
- Attendance
- Additional Training
- Meetings and Locations

Print Name

Signature

Date

BURBANK FIRE CORPS PROGRAM

Burbank Fire Department

INTERNAL DATABASE FORM

Instructions: Complete this form and return it to the Live Scan office.

PERSONAL INFORMATION

Last Name:	First Name:	Middle Name:
Address, Number & Street:		
City:	State:	Zip Code:

CONTACT INFORMATION

Home Phone: (primary contact # <input type="checkbox"/>)	Cell Phone: (primary contact # <input type="checkbox"/>)	Alt Phone: (primary contact # <input type="checkbox"/>)
Primary E-Mail: (add to e-mail distribution list <input type="checkbox"/> YES)	Alt E-Mail: (add to e-mail distribution list <input type="checkbox"/> YES)	

Your e-mail information will NOT be shared with any other organization and will strictly be used for official e-mail notifications from www.burbankfirecorps.org. You will receive updates regarding monthly meetings (topics, times & locations), upcoming events and special announcements. You may add one or both e-mail addresses to the distribution list.

EMERGENCY CONTACT

Name: (last, first)	Phone:	Relationship:
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AMATEUR RADIO INFORMATION

Amateur Radio Classification Level:	FCC License Call Sign:
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Q: I just filled out the application... why do I need to fill this out, too?

A: For your privacy and protection, your personal data is compartmentalized between different divisions. The application information is stored on a City server, similar to the employment information of City employees, while the Internal Database information is retained by the Burbank Fire Department's Fire Corps Program.

DO NOT WRITE BELOW THIS LINE

IDENTIFICATION CARD INFORMATION

I.D. Card #:	I.D. Expiration Date:	Official D.S.W. Classification Listed on I.D. Card:
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