

Brenham Fire Department

101 N. Chappell Hill St.
Brenham, Texas 77833
(979)337-7300



TO ALL POTENTIAL CANDIDATES FOR ENTRANCE INTO THE

BRENHAM FIRE DEPARTMENT

The Brenham Fire Department is a combination fire department that currently has ten (14) career (paid) and is chartered for fifty (50) volunteer firefighters. We feel that we are an elite organization, with goals, policies, professional performance and a philosophy, that is a “cut” above other combination fire departments. As a Candidate, you must evaluate your commitment to this organization in terms of your dedication of time and performance, before taking the responsibility of membership to this organization.

Upon entrance into the department, you will be subject to rules, regulations, policies and procedures, which are followed by all firefighters. The term “social club”, which was once associated with fire departments, is not the scenario today. When the Brenham Fire Department is called, you as a member must be committed to use the training and knowledge of firefighting you will receive and perform the tasks you are assigned. Firefighting is not a game. It requires your commitment and dedication to learn, and train in all areas of the fire service to protect you, protect and save others and help defend against the loss of property. We as a department feel our citizens deserve nothing less.

To be a member you **MUST**: follow the rules, attend meetings and training sessions, and be available to respond to all emergency calls given to the Brenham Fire Department, when you are in town. A member will make, if at all possible, a priority to attend any special training sessions or courses offered by the Brenham Fire Department. A member will participate working the training center with your assigned crew; help with any special maintenance projects, and actively participate in any special or fund raising projects the department under takes.

Once an applicant is voted in as a member of the Brenham Fire Department, by the membership, the new recruit will have a probationary period, usually six (6) months. During this time, when you are called for a response, you are there to observe or perform tasks assigned by a chief officer. Our recruit class, sixty (60) hours of training, will qualify you to become a firefighter. This class is mandatory for all recruits to complete before they are allowed to be heavily involved in firefighting of a structure or major incident. If a recruit successfully completes their probationary period and have not successfully completed their recruit training they will still be considered a recruit. Probation can be extended, for any recruit or firefighter, if the Command Staff / Examination Committee deems necessary.

We have a substantial benefit package that includes accident insurance, workers compensation benefits, and a pension plan. These benefits are funded and made available because we believe you are our most important asset.

It is our desire that you join the Brenham Fire Department, but we will require *your commitment*. If you can handle all of the above, *welcome*, but if your time or commitment is limited, *please* do not submit the application. We guarantee that you will feel special for helping your neighbors and the community.

We will provide the training, motivation, protective gear and insurance. You provide your personal commitment to excellence.

Brenham Fire Department Application Guidelines

The Brenham Fire Department reserves the right to reject or accept any application. You should be aware that a criminal and legal background check and a drug screen will be conducted by our organization prior to your acceptance.

You will be required to attend training as per our requirements.

You will be expected to participate in monthly training.

You will be expected to respond to calls when dispatched.

You will be expected to participate in all BFD Training Center Activities.

The following are guidelines for completing the Brenham Fire Department Application:

1. Fill out all required information truthfully and completely. If you have questions, call our office, or ask an officer for clarification. We will gladly assist you in anyway we can.
2. **Keep the following:**
 - a. Potential Candidate Letter
 - b. How To Be A Great Brenham FD Member
 - c. BFD Statement of Safety Policy
 - d. General Safety Rules Sheet
3. **You will need to return the following:**
 - a. Your completed application
 - b. Your completed Pre-Acceptance Member Statement
 - c. The signature page of General Safety Rules Sheet
 - d. The Copy of Brenham Fire Department By-Laws
 - e. Photo copy of your driver's license
 - f. Certified Copy of Drivers License Records
 - g. Photo copy of your social security card
 - h. Photo copy of your automobile insurance policy declaration page
 - i. Any other items that have been noted.

A good rule of thumb, "If you had to fill it out or sign it, you need to return it."

GENERAL SAFETY RULES

1. Whenever you are involved in any accident that results in personal injury or damage to property, no matter how minor, the accident must be reported immediately. First aid treatment must be sought promptly.
2. Report immediately any condition or practice you believe has the potential to cause injury or damage to personnel or equipment.
3. Do not operate any equipment that in your opinion is not safe.
4. All prescribed safety and personal protective equipment must be used when appropriate. All personal protective equipment must be maintained in safe working condition.
5. Obey all department rules, governmental regulations, signs, markings and instructions. Be particularly familiar with those that apply directly to you.
6. When involved in any lifting procedures, use the approved lifting technique, i.e., bend your knees, grasp the load firmly, and then raise the load, keeping your back as straight as possible. Obtain help from another member when lifting heavy loads. A generic single person lift load is 50 pounds.
7. Do not engage in horseplay. Do not distract others from performing their tasks.
8. Always use the right tools and equipment for the job. Use only those tools with which you are thoroughly familiar and have been trained to use.
9. Good housekeeping should always be practiced. Return all tools, equipment, materials, etc. to their proper places.
10. I will be provided with and I will attempt to understand the Brenham FD Policies and SOG's Manual once my membership is accepted.

BRENHAM FIRE DEPARTMENT STATEMENT OF SAFETY AND HEALTH POLICY

It is the Brenham Fire Department's policy to provide a safe and healthy environment for every member and employee, and to abide by the accident prevention regulations set forth by Federal, State and Local Governments. We are sincerely interested in the safety and welfare of our members and believe that accident prevention is essential in maintaining an efficient operation.

It is this organization's requirement that all safety rules be strictly observed at all times, although it is impossible to publish a rule to cover every circumstance. If a safety rule has been omitted or overlooked, it does not excuse carelessness or lack of common sense in the performance of job duties.

You are urged to cooperate fully. Abuse of, or a disregard for rules is a violation of Brenham FD policy and will be treated accordingly. Your help in preventing accidents benefits not only yourself, but also your fellow members and the public, and we should all strive to make this organization accident free.

Ricky Boeker

Chief
Brenham Fire Department

RETURN THIS WITH YOUR PACKAGE

I have received my copy of the General Safety Rules and Statement of Safety and Health Policy and a copy of the Brenham Fire Department By Laws. The rules have been explained to me, I am thoroughly familiar with them, and I will abide by them. I understand that violation of any of these rules can lead to dismissal.

Signed _____

Date _____

Print Name _____

Note: This will remain in your personal file.

Brenham Fire Department Membership Application

Date of Application: _____ Date accepted: _____

Interviewer: _____ Reviewed by: _____

Last Name: _____ First Name: _____ M.I.: _____

Your Address: _____ Apt. #: _____

City: _____ State: _____ Zip code: _____

Date of Birth: ____-____-____ S.S.N.: ____-____-____

Gender: (Male/Female) _____ Blood Type: _____

Your e-mail address: _____

Phone Numbers:

Home: (____)-____-____

Pager: (____)-____-____

Cell: (____)-____-____

Work: (____)-____-____

Ext.: _____

Emergency Contact(s): Name and their Relationship to you:

Contact numbers:

Home: (____)-____-____

Pager: (____)-____-____

Cell: (____)-____-____

Work: (____)-____-____

Ext.: _____

Age:	Height:	Weight:	Eyes:	Hair:	
TDL #:		State:	Exp. Date:	Class: A B C	

Family Information

Spouse	DOB	Wedding Anniversary	
Spouse Employment		Work Phone	Ext.
Child 1	DOB	Child 2	DOB
Child 3	DOB	Child 4	DOB
Child 5	DOB	Child 6	DOB

Personal Vehicle Information

Make:	Model:	Year:
Insurance Carrier:	Insurance Policy No.	

Provide a copy of your insurance verification: (ex: Insurance Policy Declaration Page)

Employment History

Current Employer

Co. Name:		
Address:		
Duties:	Length of Time:	yr mo
May we contact: <input type="checkbox"/> Y / <input type="checkbox"/> N	Supervisor:	
Contact No.:		

Previous Employer

Co. Name:		
Address:		
Duties:	Length of Time:	yr mo
May we contact: <input type="checkbox"/> Y / <input type="checkbox"/> N	Supervisor:	
Contact No.:		

Criminal Background Information

Have you ever been arrested? <input type="checkbox"/> Yes / <input type="checkbox"/> No If yes, explain:

Have you ever been convicted of any felony and/or misdemeanor offenses (to include probation or suspended sentences)? <input type="checkbox"/> Yes / <input type="checkbox"/> No
If yes, explain:

Within the past 5 years have you resigned (to avoid being discharged) or been discharged from a job (paid or vol.) as a result of misconduct? <input type="checkbox"/> Yes / <input type="checkbox"/> No If yes, explain:

Have you ever been arrested for DUI/DWI? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide detailed information below.

Previous Experience

Have you ever been a member of this department? <input type="checkbox"/> Yes or <input type="checkbox"/> No, If yes, When?

Do you have previous fire department experience? Yes or No
 If yes, provide information requested:

Name of former department:
Name of supervising officer: Contact No.:
Length of time with that organization: Yrs. Mo.
Did you leave in good standings? <input type="checkbox"/> Yes / <input type="checkbox"/> No if no, explain:

Training

Please attach a copy of your training records and pertinent certifications. It is your responsibility to obtain from your previous department.

Educational History

High School Diploma <input type="checkbox"/> Y <input type="checkbox"/> N or GED <input type="checkbox"/> Y <input type="checkbox"/> N
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List of schools attended:

High School
College
Technical
Other

Brenham Fire Department

The Brenham Fire Department will provide quality fire protection and rescue services to the Community. Our qualified people demonstrate their professionalism through their training when called upon to execute their skills.

I hereby pledge my services to the Brenham Fire Department to protect the life and property of the citizens of this community to the best of my ability, so help me God.

Signed

Print Name

Date

Witness

Print Name

Date

Social Security Account Number: Notice to Member

The Privacy Act of 1974 (5 U.S.C. 552a) requires that any agency that request you to disclose your social security number (SSN) you must be advised whether that disclosure is mandatory or voluntary, by what statutory or other authority the number is solicited, and what use will be made of it.

Disclosure of your SSN is voluntary, but is requested in view of the practical difficulties to maintain adequate member records, especially related to Texas required SSN's for training records and potential benefits that may be accrued by the member. Authority for requesting disclosure of the SSN is grounded in Section 7(a)(2) of the Privacy Act. This disclosure is used strictly to assist with maintaining member records and other administrative requirements and will not be disclosed or used for any other reason.

I have read and understand this material and certify that the information provided by me is true and correct to the best of my knowledge. This document and other Brenham Fire Department documents requiring my SSN is signed in good faith.

Signature of participant

Date

Brenham Fire Department Pre-Acceptance Member Statement

I authorize the Brenham Fire Department to obtain information from previous employers, schools and other fire departments. I authorize my previous employers, schools, and departments to disclose to Brenham Fire Department such information about me as Brenham Fire Department may request.

_____ Initials

I verify that the statements I have made in this application and all other materials provided are true and complete. I understand that if my membership is granted, any false or incomplete statements in this application will be grounds for my immediate discharge.

_____ Initials

I understand that I may be requested to attend a recruit class as part of my acceptance into membership with the Brenham Fire Department. I further understand that my membership may be terminated if I refuse to attend or do not attend.

_____ Initials

I authorize Brenham Fire Department to do a criminal background check including a check of my driving record through the Texas Department of Public Safety.

_____ Initials

Applicant's Signature

Date

Applicant's Printed Name

*Failure to agree with any of the above statements is ground for rejection of your application.

***A copy of your driver's License, Social Security Card, and vehicle insurance verification is required upon return of this application.**

HOW TO BE A GREAT BRENHAM FIRE DEPARTMENT MEMBER

ORGANIZATION

Fire departments are organized under a paramilitary type organization. There is a hierarchy of rank using the paramilitary style of organization. This department is organized similarly. A new member starts out as a Probationary Firefighter candidate, and then can progress through the ranks to Fire fighter, Apparatus Operator, Captain, Deputy Chief, District Chief, Asst. Chief and the Fire Chief. With each succeeding rank additional responsibility and authority are advanced. If a fire department is to be successful a system of ranking along with the proper authority and responsibility delegated to those with rank must be established and maintained.

Disciplined fire fighters and officers are important to the success of our organization. Discipline is a system of standards and rules that set parameters for operations.

WHAT IF EVERYBODY DID IT?

Rules are established to determine acceptable actions, and provide guidance and direction to all members. Rules are not established to punish, restrict or stop someone from doing something that is a benefit to the department or to the entire membership but are general guidelines for behavior.

When confronted with a situation or action that you must take where you believe the rules provide no guidance the member should ask "what if everybody did it?" If the answer to the question gives the member an uneasy feeling, then don't do it. When supervision is not available and a member is confronted with a situation where no supervisor can be confronted ask the question to yourself. When all else fails, common sense prevails.

1. ALL PERSONNEL - These rules and regulations apply to all members unless otherwise stated.
2. STANDARD OF CONDUCT - Members and officers shall conduct their personal and professional lives in such a manner as to avoid bringing discredit to the department or its members.
3. GENERAL RESPONSIBILITIES - At all times, fire fighters shall take appropriate action to protect the life and property of our citizens and seek compliance with laws and ordinances within the jurisdiction of the department.
4. DUTY RESPONSIBILITIES - Officers and fire fighters shall perform all duties delegated to them in the manner prescribed by their superiors. Officers and fire fighters under the direction of their superior officers, shall maintain apparatus, tools, and equipment (in their care or possession) in a clean condition and in readiness for operation at all times. Officers and fire fighters shall observe and study the principles of modern fire fighting, fire prevention, emergency medical, fire, rescue, ventilation and salvage operations.
5. PERFORMANCE OF DUTY - All officers and fire fighters shall perform their duties as required or directed by law, department rules, policy or order, or by order of a superior officer. All duties required by competent authority shall be performed promptly as directed.
6. OBEDIENCE TO LAWS AND REGULATIONS - Officers and fire fighters shall observe and obey all laws, standard operating procedures, rules and regulations and general or special order of the department.
7. ADDRESS AND TELEPHONE NUMBERS - Immediately upon being accepted by the department fire fighters shall inform the department of their correct address and telephone number. Changes in address or telephone number shall be reported within seven (7) days to the Administrative Assistant.
8. COOPERATION - Cooperation between officers and fire fighters is essential for effective fire department organization and operations. Therefore, every member is expected to cooperate with officers and fellow fire fighters in accomplishing the goals and objectives of the organization.
9. ASSISTANCE - All members are required to aid a fellow fire fighter exposed to danger.

10. **INSUBORDINATION** - Failure or deliberate refusal of any officer, fire fighter or member to obey a reasonable request/order given by a superior shall be grounds for insubordination.
11. **QUESTIONS REGARDING ASSIGNMENTS** - Members in doubt as to the nature or detail of their assignment shall seek such information from their superior officers by going through the chain of command.
12. **COMMUNICATIONS EQUIPMENT** - All department members issued personal radio receivers shall maintain the radio in operating condition. Any problem with the operation of the radio shall be reported immediately to the communications coordinator.
13. **KNOWLEDGE OF LAWS AND REGULATIONS** - Every officer and member is required to establish and maintain a working knowledge of laws and ordinances in force within the State and County, the rules, regulations and policies of the department and the standard operating procedures of the department. In the event of improper action or breach of discipline, it will be presumed that the officer or member was familiar with the law, rule, or policy in question.
14. **CONDUCT TOWARD SUPERIOR AND SUBORDINATE OFFICERS AND ASSOCIATES** -
 Officers and fire fighters shall treat superior officers and subordinates and associates with respect. They shall be courteous and civil at all times in their relationship with one another.
15. **CRITICISM OF ORDERS** - Officers and fire fighters shall not publicly criticize instructions or orders they have received.
16. **MANNER OF ISSUING ORDERS** - Orders from a superior to a subordinate shall be in clear and understandable language civil in tone, and issued in pursuit of departmental business.
17. **CHAIN OF COMMAND** - If a fire department is to operate effectively a method of determining responsibility is established. The Chain of Command for this department starts with the Fire Chief, Deputy Chief, Assistant Chiefs, District Chiefs, Captains, Apparatus Operator and ends with the fire fighter. Each member has a responsibility to insure that as situations arise the proper person responsible for the situation is informed immediately upon notification.
18. **OBEDIENCE TO UNJUST OR IMPROPER ORDERS** - Officers and fire fighters who are given orders they feel to be unjust or contrary to rules and regulations, must first obey the order to the best of their ability and then may proceed to appeal through the proper channels.
19. **REPORTS AND APPEALS** - An officer or member receiving an order he/she feels unjust or improper, shall at first opportunity, report in writing to the Fire Chief. This report shall contain the facts of the incident and the action taken. Appeals for relief from the Fire Chief's decision shall be made to the Examination Committee.
20. **SMOKING** - Smokers shall extinguish smoking material prior to arriving at the scene of an incident. Refrain from smoking while at emergency incident. Smoking detracts from a professional image while at the scene. It also indicates to anyone at the scene that we really don't have anything to do.
21. **EMERGENCY RESPONSE CONDUCT** - all members when performing emergency response work must realize that the department provides a service and that the customer is the person who receives that service. The customer has the right to expect prompt, courteous and professional service. All fire fighters shall conduct themselves in such a manner that instills public confidence in the fire fighter and the fire department.

What Is Going On!

There are several methods the department uses to keep members informed. The first priority is your department issued minitor. This minitor will inform you of emergency calls as well as other problems at the department. All members with Email accounts will have pertinent information sent to them via email. It is your responsibility to make sure that the Administrative Assistant has your current email address. The alphanumeric pagers are another method of keeping you informed of Department announcements. You will be issued an alphanumeric pager for daily information that needs to be disseminated to the members. Bulletin boards at the station are another regular method used to provide written documentation on activities of the department. Talking with other members is another method of keeping abreast of activities. Attending all training sessions is a regular method of explaining activities about the department.

All communications is relative and is usually given and received through filters. Each of us has biases that may not allow us to hear what is actually being said. In any case, members should ASK questions about activities or actions.

Department Membership Privileges

All members are allowed to:

1. View videotapes - video tapes may be taken home for viewing as long as they are signed out by the training officer or the designee.
3. Use of computers. Courtesy shall be extended to other members who are at the station to accomplish FD business. Personal software is not to be added to FD computers.
4. Attend any Staff meeting, general membership and/or special committee meetings. An exception is when an executive session is called.
5. Sleeping overnight at the fire stations is encouraged. There is a nighttime staffing guideline in effect.

Members are not allowed to:

1. Remove any property owned by the fire department for personal use.
2. Use fire department gasoline or diesel fuel for personal use.
3. Use fire department tax exempt number for personal purchases.
4. Take apparatus or equipment home with the intention of using for personal use.
5. Bring items on fire department property for fire department use without prior approval of a Chief Officer.
6. Discuss with the news media fire department business without prior discussion with the senior officer present.
7. Take something that does not belong to them.
8. Gossip, berate or bring discredit to the fire department or its members.
9. Bring X-rated videos, movies or pornographic paraphernalia on fire department property, including internet related issues.
10. Report for duty under the influence of alcohol, prescriptive or illegal drugs.

Thinking and Acting like a Member of Brenham Fire Department!

1. **Always** be prepared for an emergency response:

- Carry your pager - Number 1 on your list should be "how will I know there is a run" via the PAGER.

Wear it at all times you are awake. Don't turn it down; put it on alert if you are some where it might be a distraction. You can't do your job on the Fire Department if your PAGER is at home while you are away, or in your car while you're in the store, or when it is turned off.

- Park your car in such a manner that you can immediately respond – When responding to runs from home you must PARK so that at any time day or night with family and friends vehicles around, you can always get out of your parked area without having to move other vehicles. It is recommended that you back in so that in a time of rush you do not have your vision blocked by the back of your vehicle when you try to exit. This means possibly backing over someone, or something, or backing out onto a busy roadway, plus turning a vehicle can be time consuming.

- Keep your gear with you at all times - Should you change vehicles take your gear along with you. Carry your GEAR at all times. GEAR means radios, pager, and jump suit, full fire fighting protective clothing (boots, pants, coat, gloves, hood, and helmet). You can't do your job without having the proper GEAR; your GEAR means the difference of being a doer or being a watcher.

- Lay your clothes in the same location at night for quick and easy access -

Basically LAYING YOUR CLOTHES OUT means having your gear or clothing ready to put on before leaving your home to go on a "run" after being awakened by your pager for the nighttime incident. After the alert you do not need to bathe, brush your teeth, comb or brush your hair. The only things you must do are to dress appropriately for the "run" take your gear, and respond to the call. The caller really doesn't

care what you look like for the 3:00am call, just that you are trained and PREPARED to handle there crisis. Learn to leave your keys in the same spot all the time.

- LAYING YOUR CLOTHES OUT means before you climb into bed to sleep you pick out your clothing you are going to wear if you get a run. Summer time jeans or a nice pair of shorts with your pockets pre-loaded (pre-loading means putting your driver's license, keys, spare change for soft drinks, etc. in your pockets unless you carry a purse then have it along the exit route).

- Winter-time be PREPARED for cold weather you might add your winter coat somewhere along the path from your bedroom to your vehicle or maybe bring your gear in and dress before you go outside. Practice putting on your clothes in the dark so you don't disturb your spouse by turning on and off the bedroom lights.

P.S. if you wear eyeglasses have those nearby if you need them to drive, or if you wear contacts and you chose not to put them in for the run.

- Respond to as many calls you are dispatched to as possible - Making yourself AVAILABLE to make the runs, doing your duties and responsibilities to remain an active member is very IMPORTANT in being a member of this Fire Department. Yes, it does mean you might have to leave your family and friends during a meal.

- Yes, it does mean you have go on a "run" while you're having a Birthday party, or during the time you are opening your Christmas gifts or having a Thanksgiving feast with your family. Yes, it also means getting out of your cozy bed in the middle of the night during inclement weather. It is your duty to make yourself AVAILABLE to help those in need of your/our services. Remember the Fire fighter oath you took? In short, this is what it means you pledged- "you will be there for others no matter what circumstances in their time of need".

- RESPONDING ON RUNS - Simple rules when RESPONDING ON RUNS - leave from home go to scene. Listen to dispatch for staging instructions or other important information about the call or unless told otherwise by a Command officer

- GETTING CREDIT FOR THE RUN –

After all runs where apparatus has responded, the run is not over when you leave the scene, go to the station to clean equipment that was used. You will get credit for attending runs if you participate in clean up duties, and it is your responsibility to assure you have been accounted for. If you were responding to a call and it is canceled en-route you will need to go to the station to get credit for the call, calling the station will not give you credit.

2. How to think when a call comes in:

- No matter what type of emergency it is, always try to visualize the scene
- It will allow you to prepare for tasks that may be assigned to you once you arrive
- Prepare yourself for the worst; this enables you to learn something new
- Always respond to the address dispatched first
- Know where you are going: - Know major streets and subdivision names
- At night when you are close to the address observe for the building or house with outside lights on.
- The first truck dispatched is usually the closest to the scene. This gives you some idea on the general area.

3. Treat the customer and the customer's property with respect.

- Wipe your feet when entering their homes especially on investigation calls.
- Take your shoes/boots off if necessary.
- Protect their personal property as if it was your own.
- What you see and your opinion of what you see in someone's home or business is to be kept to yourself.
- No horseplay, smoking, etc. on emergency scene.
- Our essential mission and #1 Priority is to deliver the best possible service to our customers.
- Listen carefully to understand the customer's position, perspective and needs.
- Give the customer your exclusive attention.

- Be careful of what you say and how you say it – practice verbal etiquette.
- Say Thank You.
- Use a positive, friendly tone of voice and body language.
- Use supportive and encouraging language that the customer understands.
- Indicate you understand and care.
- Reflect professional concern and guide the customer through the problem-solving process.
- Be courteous and polite - be a sweetheart.
- Be gentle with the customer.
- Ask the customer about their needs.
- Try to make the customer as comfortable as possible.
- Take whatever time is required to establish positive interpersonal contact.
- Explain what happened, what you are doing, and what you think the outcome will be in clear, plain language.
- Spend extra time with the customer/family.
- Don't use excessively technical language.
- Avoid value judgments that reflect your personal perspective/ opinion.
- Whenever possible, ask the customer how you can construct a response to fit their needs.
- Ask them what is important to them.
- Ask them what will make them feel better.
- Design and extend the service in your professional terms.
- Be careful of the customer's property and possessions.

4. Meetings

- There are two types of meetings;
- Staff meetings are where policy and personnel decisions are discussed.
- Business meetings are for the general membership to have input into the budget, by-laws, and policy and personnel issues.
- It is important that members attend Business meetings.
- Your input is considered in the decision making process because you are part of an important team.
- Meetings are a place where team members communicate among each other, so the team can improve itself for the future.

5. Work details

- Work detail is a great training device.
- You are able to perform tasks that aren't usually done on a regular basis.
- On occasion you are asked to report to the station or Training Center to help with a special detail.
- Work details are usually not planned.
- The more that show up, the sooner the task can be completed.

6. What does customer service do for us?

- Secures and maintains adequate resources and benefits.
- Happy customers, bosses, voters and workers
- Brings out the best in us - provides positive job satisfaction
- It's the right thing to do
- Places us in the best position to compete
- Completes our basic customer promise
- It's fun to be good and to do well
- Doing it right the first time eliminates bad press, liability, lawyers, lots of meetings, and extra paperwork.
- It saves lives and lots of stuff that is really important to our customers

7. Protect Our Image and Reputation

IMAGE IS EVERYTHING WE ARE WHAT WE ARE PERCEIVED PERCEPTION IS REALITY!

- When you display our identification on your vehicle you are on duty.
 - When you display our identification you are a representative of this fire department and all of its members.
 - When you wear any part of our fire department uniform you are on duty.
 - When you wear any part of our fire department uniform you are a representative of this fire department and all of its members.
 - When you are away from home you may wear Brenham Fire Department clothing that is clean, free of holes, and approved by the officers.
 - Regardless of what you think, the public is watching. Make sure you do not represent Brenham Fire Department in any form if you are going out drinking, partying, or some form of adult entertainment. Don't be doing something that embarrasses the fire department while wearing Brenham Fire Department identification.
 - Your personal appearance reflects on the fire department. Sloppy looks and poor personal hygiene gives the public a poor impression of the fire department. Clean clothes, clean shaven and a neat appearance give the public a good impression of the fire department.
 - Drive respectfully in your personal vehicle if it in any way symbolizes the fire department (i.e. lights, stickers, license plate, etc.) Speeding, honking, reckless driving, and destruction of property, (i.e. yards, ditches, driveways, etc.) is not tolerated.
 - At all times be aware of how your image and actions in the public is not only closely watched by the public, but also a direct reflection of the fire department.
8. Know what to do on an emergency response, how to do it, and where equipment is on apparatus.
 9. Training sessions are not usually conducted on an emergency scene.
 10. Become familiar with and competent in operating equipment.
 - 11. USE YOUR COMMON SENSE!**
 - 12. THINK BEFORE YOU ACT!**
 13. If you see a problem, a mess, or something broken and you pass it by without acting, you are just as responsible as the person who did it and left it there.
 14. Full trash cans, dirty dishes, messy or dirty floors, or trash in the parking lot is EVERYONE's responsibility. Every member of the fire department should take care of the taxpayer's property.
 15. Trucks should be washed when they are dirty. The officer in charge of the run may elect to not wash trucks.
 16. Don't assume that "it's someone else's job" or "someone else will do it". Everyone is responsible for the upkeep and appearance of the fire department.
 17. Don't wait to tell someone. If you see anything wrong, act immediately. Correct the situation if you are able or contact someone who can. Big problems usually started as small ones nobody took the time to mention to someone.

HOW TO USE BRENHAM FIRE DEPARTMENT'S BUILDINGS

During your stay at a fire station:

- Turn off unnecessary lights/equipment
- Leave the radios set the way they are...or return them to such after using them.
- Sit on chairs instead of the tables, countertops or windowsills.
- Keep food and drinks away from computers.
- If there are people working on a computer or telephone, be courteous and take your conversation to another room
- If you use the last of something or notice supplies getting low, please note it on the "Supplies Needed" list
- Flush the toilet after use; refill the toilet paper dispenser when it is empty
- Clean up after yourself (wash your dishes, throw away your trash, etc. unfortunately we can't afford a maid service)
- Even if you didn't make the mess take pride in the building and clean it up.

PROPER USE OF BRENHAM FIRE DEPARTMENT'S PHONES

It is sometimes hard to remember that we are a business that provides service to customers. So we need to be professional when answering the phone. Even if you think you know who may be calling, answer each phone call professionally. An example would be "Brenham Fire Department, (name) speaking" or even include your rank with your name (Chief, Asst. Chief, District Chief, Captain, Apparatus Operator, Fire fighter). Be proud of yourself and the department that you represent! The phone calls that we answer are our links to the public....we do not want a bad public image!

If you take a message, be thorough. Get their name, their phone number, what they want and make sure the message is relayed to the proper person.

Do not use the telephone for excessive use for personal reasons.

Do not make long distance calls

Always use a phone directory versus 1-4-1-1.