

***C.A.R.T.  
COMMUNITY ACTION RESPONSE TEAM  
TRAINING MANUAL***



***COLLEGE STATION FIRE DEPARTMENT  
&  
CITIZEN'S FIRE ACADEMY ALUMNI ASSOCIATION***

*January 2006*

***C.A.R.T. - The Community Action Response Team  
of the College Station Fire Department was created with  
generous support from the following:***

***Bedford, Texas Fire Department  
Denton, Texas Fire Department  
Duncanville, Texas Fire Department  
McKinney, Texas Fire Department  
Mesa, Arizona Fire Department  
Phoenix, Arizona Fire Department***

***Frank Hartman, College Station Medical Center, CFAAA President  
Barbara Williams, College Station Medical Center  
Melissa Breedlove, C.A.R.T. Coordinator and CFAAA Treasurer  
Cindy Hurt, C.A.R.T. Reporter and CFAAA Secretary  
Traci VanDyne, After the Fire Packages  
Diane Simpson, After The Fire Packages***

***Target – C.A.R.T. Toolkits  
Hampton Inn – C.A.R.T. complimentary hotel rooms  
Walmart – C.A.R.T. Gift Cards***

***Robert B. Alley, Fire Chief  
Eric Hurt, Fire Marshal  
Jon Mies, Assistant Fire Chief  
Cindy Giedraitis, Public Education Officer  
Melissa Breedlove, CFAAA Vice President***

***C.A.R.T. - COMMUNITY ACTION RESPONSE TEAM  
COLLEGE STATION FIRE DEPARTMENT  
CITIZEN'S FIRE ACADEMY ALUMNI ASSOCIATION***

**MISSION**

The Community Action Response Team provides customer assistance and emotional support to families who are dealing with stressful situations following a fire or other emergencies that require a resident to evacuate their home.

**DESCRIPTION OF THE TEAM**

The College Station Fire Department Community Action Response Team is staffed by Citizen's Fire Academy Alumni. The team provides customer service to victims of fire emergencies and evacuations. The Team provides them with ongoing assistance such as recovery information, shelter, packing boxes, clothes or any other needed items or services during and after an incident. It also locates and coordinates support from the community and other organizations and agencies to these victims.

**TEAM GOALS**

The Community Action Response Team's goals is simply to come along side our neighbors and hold their hands through bad times and get them on the road to recovery.

We identify their immediate needs.

We provide needed resources and services.

We provide the victim with the comfort of knowing that they have a place to stay.

We provide the connection to community wide social services and donations.

We strive to make them feel that we are there for them – not just for the emergency situation but compassionately and emotionally for them as well.

We provide ongoing information at the scene of the emergency.

We stand by victims for as long as necessary and follow up regularly.

## **PROCEDURES FOR INCIDENT COMMANDER**

The purpose of this procedure is to establish protocols for the Incident Commander, the Community Action Response Team and the "After the Fire" package. This new procedure is an effort by the College Station Fire Department to improve our customer service by providing rapid assistance to victims of fire.

The basic procedure of the Community Action Response Team is that a Battalion Chief responds to all structure fire and evacuation emergencies. This Battalion Chief determines if a Community Action Response Team is needed. For the purposes of the "C.A.R.T." and "After the Fire" package and policy, three levels of fires are outlined below. Depending on the scale of the fire, different College Station Fire Department actions will be taken.

### **Tier Levels of Fires**

- 1) **Small Fire** – No investigator is called.
- 2) **Medium Fire** – When a Fire Investigator is called.
- 3) **Large Fire** - When a general alarm is sounded, and or off duty personnel are recalled.

If the Incident Commander determines that the fire is small, is under control and the C.A.R.T. is not needed, the Incident Commander will then proceed with the following steps:

### **SMALL FIRES – WHERE C.A.R.T IS NOT NEEDED**

*The Incident Commander will get an "After the Fire" package from the Battalion Chief's Suburban. The packages are glossy black file folders and contain the following: "After the Fire- Continuing to Serve You" Brochure, FEMA – After the Fire Brochure, Notepad and Pencil, and Receipt Envelope. Handout and explain the entire "After the Fire" package. Provide shelter where practical to do so ( i.e. engine company cab, neighbor's house, etc.) Get victims out of bad weather and at a single location.*

*The Incident Commander will explain to the responsible party of the victim's family what the Fire Department is doing and how long we expect it will take until the incident is under control. The Incident Commander can provide cellular telephone access to the victim. The Incident Commander will notify the Red Cross or other relief agencies if needed. To request services from the Red Cross, contact 979-776-8279. This is a 24-hour number and a representative will respond. If the victim(s) are Texas A&M students, then the Critical Incident Response Team (CIRT), coordinated by the Office of the Dean of Student Life should be contacted, as they assist students with medical or personal emergencies. To access these services, between the hours of 8:00 a.m. – 5:00 p.m., Mondays-Fridays, call 845-3111. With after hour emergencies contact University Police Department at 845-2345 and request that CIRT be contacted.*

*The Incident Commander will coordinate a walk-through of the structure for the responsible party of the victim's family. Help the victim to determine the location of valuables within the structure and notify the Incident Commander.*

*Provide ongoing support until the victim indicates our services are no longer needed. Leave your phone number with the victim and show where the Fire Administration phone number is located in Reference Directory section of the "After the Fire – Continuing to Serve You" Brochure. Also, on the back of the "After the Fire – Continuing to Serve You" Brochure, there is a Fire Record-Keeping page. Write in the name and phone number of the Battalion Chief and the Incident Report # in the appropriate spaces.*

### **MEDIUM TO LARGE FIRES – WHEN C.A.R.T. IS NEEDED**

1. If the Incident Commander determines that the scale of the fire is medium or large; or if an extremely large neighborhood evacuation must be implemented, then an Administration and General Alarm Page will be sent by Fire Dispatch. The C.A.R.T. receives both Administration and General Alarm Pages. When an Administration or General Alarm is received by C.A.R.T., the two C.A.R.T. members on call, will wait one minute. If there is not an “all clear message” from the Incident Commander within one minute, the C.A.R.T. members will call into the Fire Non-Emergency Dispatch phone number (764-3700) and ask the Dispatcher to contact the Incident Commander. The Dispatcher will ask the Incident Commander whether he would like the C.A.R.T. volunteers to proceed to the fire scene and to what location they should proceed to. Additionally, at this time, the Red Cross Team may be contacted by the Dispatcher.
2. If the C.A.R.T. volunteers are requested to go to the scene, they will travel immediately to the assigned location (wearing a Citizen’s Fire Academy shirt and the official City of College Station Fire Department Identification Badge.) This badge will have to be presented to any Police Officers at the scene to gain access to the site. Official C.A.R.T. vests will be given at the scene from the Battalion Chief’s Incident Command vehicle.

### **PRODECURES FOR COMMUNITY ACTION RESPONSE TEAM**

1. The pager goes off. Call Non-emergency Dispatch Phone # 764-3700, identify yourself, and ask the Fire Dispatcher if the Incident Commander would like a C.A.R.T.
2. If the C.A.R.T. is requested, report directly to the scene wearing appropriate clothing, including your Citizen’s Fire Academy T-shirt and official City of College Station Fire Department Identification Badge.
3. Bring C.A.R.T. tool kit which can include “After the Fire” packages, coffee, ice, water, and clothing package.
4. When you get to the fire, report to the Incident Commander, usually a Battalion Chief.
5. Provide the “After the Fire- Continuing to Serve You” Brochure, FEMA – After the Fire Brochure, Notepad and Pencil, and Receipt Envelope. Handout and explain the entire “After the Fire” package. Assist the victim in notifying insurance agents, security services, etc. Provide shelter where practical to do so (i.e. engine company cab, neighbor’s house, etc.) Get victims out of bad weather and at a single location.
6. The C.A.R.T. will explain to the responsible party of the victim’s family what the Fire Department is doing and how long we expect it will take until the incident is under control. The C.A.R.T. can provide cellular telephone access to the victim. The C.A.R.T. will make sure that the Red Cross or other relief agencies, have already been notified by the Incident Commander or Dispatch. To request services from the Red Cross, contact 979-776-8279. This is a 24-hour number and a representative will respond to you.

When contacting the Red Cross, provide the following information:

- Address of the incident
- Address of where the victims can be contacted.
- Phone number of contact location.
- Number of displaced persons with information on age, sex, etc.
- Fire Department Incident Number.

The Red Cross can provide the following resources: temporary housing, emergency shelters for large disasters, food, eyeglass and medication replacement, furniture, mental health assistance and (sometimes) courtesy food and beverage for workers. Red Cross responds to all requests for assistance within 2 hours of a phone call request.

If the victim(s) are Texas A&M students, then the Critical Incident Response Team (CIRT), coordinated by the Office of the Dean of Student Life should be contacted, as they assist students with medical or personal emergencies. To access these services, between the hours of 8:00 a.m. – 5:00 p.m., Mondays-Fridays, call 845-3111. With after hour emergencies contact University Police Department at 845-2345 and request that CIRT be contacted.

7. Provide blankets, and a shelter, where practical to do so, neighbor's house, etc. Or get occupants out of the weather and at a single location. Here is some appropriate wording: "Can you please stay over in this area until the Fire Department can get you back into your home." Communicate this location to which the evacuees have been sent with Incident Command and Investigators.
8. Obtain from occupant/responsible party any significant information regarding the structure and /or its contents that might assist Incident Command with the operation. Inform Incident Command of this information.
9. Identify any mental health needs of the occupants, as well as any spectators.
10. Provide cellular telephone access.
11. Communicate with Incident Commander about the coordination of Salvage efforts.
12. Where safe to do so, and after approval from Incident Commander or Investigator, coordinate a walk-through" of the structure with the responsible party. (Do not participate in this walk-through or enter any fire scene structure.) Determine the location of valuables in the structure and notify Command. Work with Incident Command and appropriate Utility Services to restore power, gas, and water, as quickly as possible to reduce additional losses through a loss of business to affected occupants.
13. Assist with coordinating transportation as necessary by speaking with on duty police officers.
14. Assist with coordinating Site Security by speaking with the Fire Inspector/Battalion Chief to include:  
Private Security Company  
Necessary Insurance Services  
Any services identified as necessary and possible.
15. Assist the Victim in notifying insurance agents, security services, restoration companies, etc.
16. Provide ongoing support until any "connecting services" like the Red Cross or the TAMU C.I.R.T. has arrived or until the victim indicates our services are no longer needed. Leave your phone number with the victim and show where the Fire Administration phone number is located in Reference Directory section of the "After the Fire – Continuing to Serve You" Brochure. Also, on the back of the "After the Fire – Continuing to Serve You" Brochure, there is a Fire Record-Keeping page. Write in the name and phone number (764-3600) of the Battalion Chief for the incident.

These services should be provided as early in the incident as possible. Simple acts such as explaining what is happening to their property, providing shelter and providing access to a telephone will go a long way toward leaving the citizen with a positive impression of the way we handle an incident.

Other types of assistance can include the following: gathering donations for families, giving transportation to family members, notifying friends and family, moving victims to other locations, providing a telephone and a quiet place during the emergency, keeping victims advised of what's going on, and even arranging psychological counseling.

### **MENTAL HEALTH NEEDS**

Occasionally, the public and our own Community Action Response Team is witness to a critical life-threatening event that can have substantial psychological impacts on them. These persons may be survivors of a critical event or a witness to a mass casualty, or a parent of a severely injured child, or a witness to the death of a family member, etc.

Additionally, witnesses may have misunderstanding of fire department operations that cause a delay in removal of the patient. Addressing these issues early, on-site, or as soon as possible following the event can minimize these misunderstandings, and reduce psychological effects and produce improved relations with the public.

The Community Action Response Team should consider additional help for these needs. Assistance and advice on availability of mental health services can be obtained through the City of College Station's Police Department - Chaplain Program or Victim Assistance Program. Kendra Watson, the Victim Assistance Coordinator can be reached through Police Department dispatch at 764-3600.

## **SUPPORTIVE BEHAVIORS**

- 1) **Active-Empathetic Listening:** This skill is not so much a skill of doing as a skill of being. Being with a person who is expressing strong feeling can sometimes feel like a crisis and the “urge to do” can tempt us into rushing to “make it better” with a platitude or other unhelpful response. Remember, it is not action but reception which comforts. “When we are able to listen openly to another person and to enter their world without judgement, and with acute sensitivity to their experiences and feelings, then we could be said to be offering empathetic listening.

Never reassure or cheer up! Cheering up or reassuring absolutely invalidates the person’s real emotions – which in grief are strong, raw and negative. Cheering up is the ultimate brush-off; you not only invalidate the victim’s emotions, but you send the judgmental message that he/she is selfish or wrong to have those feelings. Reassuring is just arrogant; you cannot guarantee that things will be better, can you? Don’t say it.

- 2) **Reflecting:** This skill means to restate in your own words the literal meaning, as you understand it, of what the person has just said. At first, this may seem artificial. It may also seem very difficult when trying to understand what the victim is saying and then finding the right response. A good reflection does not mean just the mechanical repetition of the words you have heard, but it does mean finding your own words to reflect back to the person, the sense of what they have said. “Reflecting is helping to give words to the sorrow.”

In order to feel at home in the language of feelings, you need a large range of feeling words at your disposal. The following list is just a beginning:

|            |           |           |           |            |
|------------|-----------|-----------|-----------|------------|
| Angry      | Fearful   | Excited   | Frantic   | Lonely     |
| Sad        | Happy     | Loving    | Helpless  | Frustrated |
| Furious    | Warm      | Desperate | Hurt      | Listless   |
| Anxious    | Tense     | Hating    | Numb      | Injured    |
| Frightened | Terrified | Cold      | Tentative | Battered   |
| Resentful  | Annoyed   | Icy       | Accused   | Pierced    |
| Hopeless   | Cross     | Valued    | Guilty    | Despairing |

## **DO’S AND DON’TS SUGGESTIONS FOR HELPING VICTIMS**

|  |   |
|--|---|
| Listen more than you talk.               | Don’t Dominant Conversation.  |
| Allow for silence.                       | Don’t reinforce grieving person’s denials   |
| Refer to the victim by name.             | Don’t use cliches: “I know just how you feel.” Or “this will bring your family closer.” |
| Be genuine and caring                    | Don’t avoid them because you are uncomfortable.   |
| Give permission to cry or express anger. | Don’t answer questions you don’t have the answer to.                                    |
| Do ask about other family members        | Don’t give advice, particularly medical or legal.                                       |



## **ADDITIONAL C.A.R.T. RULES**

- 1) Please do not enter any victim houses or apartments. This protects you from both physical dangers, but also it prevents you from becoming involved in unknown victim circumstances (i.e. police investigations, etc.)
- 2) In our most recent fire, a victim told a C.A.R.T. Member that he was missing personal property, after his fire had been extinguished and both the fire and police crews have left the scene. The C.A.R.T. Member immediately contacted Police Dispatch. This is exactly the right action to take with any other related incidents.
- 3) In the event of multi-family structure fires, (i.e. apartments); it is very helpful to relocate all victims to a leasing office or apartment meeting room etc, as soon as most of the fire has been extinguished. A quiet and calming atmosphere really helps to speed up the victim relocation and counseling process. While victims are still observing the fire suppression process, your job as a C.A.R.T. member is to keep track of the location of all victims or just to keep them nearby.
- 4) In addition to contacting the C.I.R.T. (Critical Incident Response Team), or the Red Cross for Victim Services, victims now have access to "211" United Ways First Call for Help line. This number should be contacted 24 hours a day, but most of their services are available during daytime hours. United Way's First Call for Help provides access to all United Way funded social service agencies including: Brazos County Health and Dental Clinic, Salvation Army, Brazos Church Pantry and many more.
- 5) 5) If you notice any strange people at any fires or citizens that you see repeatedly at more than one fire, please report a description of this person to a Battalion Chief or to Cindy.

Lastly, when arriving at a Fire Scene, and establishing who the victims are, here are 3 basic actions that you need to implement first:

- a) Are any of the victims Texas A&M Students? If yes, please get their correct registered name. We do not take social security numbers due to new HIPAA requirements. Then call Texas A&M University Police at 845-2345 and tell them that you need the C.I.R.T. team dispatched.
- b) Will they victims most likely be displaced out of their homes? If so, contact the Red Cross at 776-8279. If the Red Cross does not answer or cannot respond to the incident, please use the Hampton Inn Hotel Room vouchers. If there are no vouchers, please feel free to call the Hampton Inn at 846-0184 and request a room.
- c) At some point, when the fire is extinguished and a fire inspector seems to be available, you can try to ask whether and when the victims might be able to get back into their home (either to observe damage or to retrieve personal items) Again, it is best for the victim to be accompanied by a Fire Inspector or Battalion Chief into their home until it is formally released.
- d) All questions about whether a smoke alarm was available and whether it sounded should be requested by the Fire Inspector. You may direct these questions (for your CART report) to the Fire Inspector. All questions about how a fire happened or was caused should be asked by a fire inspector. Please do not allude to these questions, but do listen if someone starts to bring these items up to you. When you are away from the victim, please notify the Inspector about these comments.

## **C.A.R.T. TOOLKIT CONTENTS**

*Rolling Suitcase*

*A copy of the C.A.R.T. Training Manual*

*(5) After the Fire Folders – After the Fire Brochures, Receipt Envelopes, Contact Information*

*Digital Pager – 696-9249 ext. CRT 1 (2781) and 696-9249 ext. CRT 2 (2782)*

*Digital Pager – Operations Manual*

*Cellular Phone and Recharger*

*Hampton Inn – complimentary hotel rooms vouchers*

*Walmart – Gift Cards*

*Water Bottles*

*(2) Flashlights*

*C.A.R.T. Clipboard*

*C.A.R.T. Blank Incident Reports*

*College Station Street Map*

*(2) Blankets*

*(2) T-shirts*

*(AA) Batteries for Digital Pager*

*(D) Batteries for Flashlights*

*Kleenex Packages*

*C.A.R.T. Contact Phone List*

**COLLEGE STATION COMMUNITY ACTION RESPONSE  
TEAM  
(C.A.R.T.) INCIDENT REPORT**

Each CART Member should write their own account of the incident to which they responded.  
Print and use ink to complete this report.

Date: \_\_\_\_\_ Time Dispatched: \_\_\_\_\_ Time On Scene: \_\_\_\_\_

Cart Member Responding: \_\_\_\_\_

Incident Commander on Scene: \_\_\_\_\_

Address of Scene: \_\_\_\_\_

Number of Individuals needing assistance: \_\_\_\_\_

Name(s) & Age(s) of Victim(s): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Type of Incident: \_\_\_\_\_

Contact Information (needed for follow up)

Other Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

**Resources Used at Scene:**

*After The Fire Folder(s)* \_\_\_\_\_ *C.A.R.T. Business Card(s)* \_\_\_\_\_ *Blanket(s)* \_\_\_\_\_

*Water* \_\_\_\_\_ *Cell Phone* \_\_\_\_\_

*(Contact Cindy Giedraitis to replenish these items if supply was depleted at the scene.)*

Additional Resources Needed: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**COLLEGE STATION C.A.R.T. INCIDENT REPORT  
(COMMUNITY ACTION RESPONSE TEAM)**

**Narrative of Incident:** \_\_\_\_\_  
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To the best of my knowledge and recollection, I have accounted for the incident to which I responded as a C.A.R.T. Member.

\_\_\_\_\_  
**C.A.R.T. Member's Signature**

**A copy of this report will be filed as a permanent C.A.R.T. record as well as copies forwarded to:**

**Cindy Giedraitis, Public Education Officer  
Incident Commander on duty during incident**

(completed sample report – names have been changed)

**COLLEGE STATION COMMUNITY ACTION RESPONSE  
TEAM  
(C.A.R.T.) INCIDENT REPORT**

**Each CART Member should write their own account of the incident to which they responded.  
Print and use ink to complete this report.**

**Date:** 6/24/03      **Time Dispatched:** 8:20      **Time On Scene:** 8:48

**Cart Member Responding:** Traci Smith and Mary Jo Smith

**Incident Commander on Scene:** George Spain

**Address of Scene:** 1412 Smith

**Number of Individuals needing assistance:** 6

**Name(s) & Age(s) of Victim(s):** Daniel Howards, Jessica Howards, D.J. Howards, Alexa Howards,  
Jasmine Howards, Jacob Howards

**Type of Incident:** Structural House Fire

**Contact Information (needed for follow up)**

**Other Address:** Jessica's Parents – 1501 Smith

**Phone Number:** Jessica's Parents – 693-0000

**Cell Phone:** 575-0000

**Resources Used at Scene:**

*Information Packet(s)    ) 1                      C.A.R.T. Business Card(s) 1                      Blanket(s) \_\_\_\_\_*

*Water    3                      Cell Phone-Mary Jo Smith's phone*

*(Contact Cindy Giedraitis to replenish these items if supply was depleted at the scene.)*

**Additional Resources Needed:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**COLLEGE STATION C.A.R.T. INCIDENT REPORT  
(COMMUNITY ACTION RESPONSE TEAM)**

**Narrative of Incident:** Paged at 8:17 PM. I called dispatch and asked for them to contact the incident commander. They did and called me back in a couple of minutes and said to respond. Upon arrival, I met Battalion Chief George Spain, who directed me to the victims of the house fire. I introduced myself to Daniel and Jessica Howards, and Jessica's father, and explained that I was there to assist them and to follow up if needed. I went to my car to get some water for them. Mary Jo had arrived by the time I walked back. Mr. Howards, Jessica's father is the rental agent for the house. Mrs. Howards contacted the owner by email, as he lives in Monterrey, Mexico.

Mary Jo and I visited with them while the fire department was still working. The Howards have four children, and there were several cousin's also at the house when the fire started. The oldest cousin, saw the fire, woke Jessica and they got all of the children out of the house. No one was injured.

Mary Jo called Cindy to confirm on calling the Red Cross and also to confirm about the Hampton Inn voucher. I reviewed the contents of the After The Fire package. Mary Jo called the Red Cross. We had walked around the corner to the Sr. Howard's house to have a place to sit down and visit. The Red Cross called and talked to Mr. Howards about coming down on Wednesday morning for assistance. Mary Jo also called the Hampton Inn and made a room reservation for the Howards family.

The Howards were told that they would not be able to get back in the house that evening. Mrs. Howards realized that her purse was in the bedroom. I asked one of the firefighters if they could retrieve it for her and they did so. Mr. Howards asked if we were able to help with getting the kids some shoes that evening. After checking with Cindy, we told them that the Red Cross would be the one to help them on that.

I left my phone number with the Howard's to reach us in case they had any more questions. I left the scene at 11:00pm.

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To the best of my knowledge and recollection, I have accounted for the incident to which I responded as a C.A.R.T. Member.

**Traci Smith  
C.A.R.T. Member's Signature**

**A copy of this report will be filed as a permanent C.A.R.T. record as well as a copies forwarded to:**

**Cindy Giedraitis, Public Education Officer  
Incident Commander on duty during incident**

# **COMMUNITY ACTION RESPONSE TEAM APPLICATION TO JOIN TEAM**

**NAME:**

**ADDRESS:**

**CITY/STATE:**

**HOME PHONE:**

**WORK PHONE:**

**CELL PHONE:**

**EMERGENCY CONTACT PERSON:**

**EMERGENCY CONTACT PHONE NUMBER:**

**DRIVERS LICENSE STATE AND NUMBER:**

**PLEASE ITEMIZE ANY TRAFFIC OR CRIMINAL VIOLATIONS  
WITHIN THE PAST 5 YEARS. PLEASE INCLUDE DATE,  
COUNTY, AND DISPENSATION OF VIOLATION: (We will perform  
a Drivers License Check to verify violations.)**

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## COMMUNITY ACTION RESPONSE TEAM (C.A.R.T.) - LETTER OF AGREEMENT

The following list of rules represents the personal conduct standards of the College Station Fire Department. The basis for these regulations on the Fire Department's policy: "Each CART member is a representative of the College Station Fire Department and is expected to conduct themselves in a highly self-disciplined manner and is responsible for his/her conduct in a positive, productive and mature way".

I agree to the following rules:

All Volunteers will:

- 1) Follow all written directives of both the College Station Fire Department and the City of College Station.
- 2) Treat with respect the public and department employees regardless of race, sex, religion, color, national origin, age, marital status, or disability.
- 3) Work competently in their positions to cause all department programs to operate effectively.
- 4) Always conduct their actions in a manner to reflect credit on themselves and the department.
- 5) If serving, or acting in a supervisory capacity, manage in an effective and considerate manner.
- 6) Be concerned and protective of each member's welfare.
- 7) Observe the work hours of their position.
- 8) Wear the appropriate uniform, (as outlined for your program), only while on duty, or when representing the College Station Fire Department in an official capacity. The uniform, when worn, must be complete and never mixed with other articles of clothing.
- 9) Not smoke within City public buildings or vehicles at any time, they are designated smoke free.
- 10) When not on call, do not respond to emergencies in a volunteer capacity, unless requested by the Incident Commander.
- 11) Volunteers will not speed or drive recklessly to an emergency and will obey all traffic laws.

Community Action Response Team Response Procedures:

- 1) Attend all training sessions.
- 2) Turn in all availability schedules to the CART Coordinator and/or the CART Reporter or by 15<sup>th</sup> of each month.
- 3) Assigned monthly schedules will begin on the first day of the month and run through the end of that particular month.
- 4) If you cannot work a scheduled shift, it is your responsibility to find a replacement and contact the CART Coordinator and/or the CART Reporter to confirm schedule changes.
- 5) On the last day of the month, arrangements need to be made between scheduled teams to coordinate delivery and pick up of the pagers and the CART toolkit. Transfer of this equipment may be done on the day before or a day after the preferred date if needed.
- 6) Volunteers must respond to a page immediately when the original call is paged out. The CART member(s) must arrive on scene within 30 minutes or less.
- 7) Contact College Station Fire Department Dispatch to confirm receipt of all pages and expected arrival time.
- 8) If your arrival time extends past 30 minutes, notify your team member of your delay.
- 9) Remember foremost, you are volunteering to help others and you need to respond to the scene in a safe manner. Once on the scene it is important to never put yourself at risk of harm or injury.

Signature: \_\_\_\_\_  
Community Action Response Team Member