



**Bethany Fire Department**  
6052 NC Highway 65 Reidsville, North Carolina 27320  
Telephone (336) 951-2155

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# Support Operations Program

Approved and Adopted by: Board of Directors

A large, 3D-rendered blue geometric graphic consisting of several overlapping rectangular and trapezoidal shapes, creating a sense of depth and perspective. It is positioned at the bottom of the page, partially overlapping the footer.

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## Fire Department Support Operations Overview

This fire department recognizes the benefits arising from a group of community members helping and supporting our firefighters, whether it be on or off an emergency scene. This group (the "Support Operations") will promote the spirit of friendship and understanding between and among the firefighters, the fire department, and members of the community.

## Core Values

Recognizing the dedication, skill and value of all volunteers of the fire department, including all volunteers of the Support Operations, we will continue to create and maintain an environment of individual safety, well-being and trust. We are guided by; service to others, teamwork, compassion, integrity, safety, honesty, accountability, professionalism and respect.

## Management Control

The Board of Directors is the highest level of leadership within this fire department and is recognized by the laws of the State of North Carolina as such. It is among the important duties and responsibilities of the Board of Directors to have management control and financial oversight of all personnel, buildings and funds related to the fire department.

With that being said, the Board of Directors has voted to allow the formation of the Support Operations and has adopted this Support Operations for the Support Operations' guidance. If at any time, the Board of Directors should perceive, in its sole discretion, that the Support Operations is not in compliance with both the letter and spirit of this program or is otherwise not serving the best interests of the fire department, the Board of Directors shall direct the Team Leader of the Support Operations Group to make all changes to return the Support Operations to strict adherence to its Core Values. If the Support Operations does not affect those changes immediately and without delay, the Board of Directors may, among all other remedial actions at its disposal, remove the Support Operations' Team Leader, disband the Support Operations Group, and/or undertake other remedial actions deemed prudent by the Board.



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## Financial Oversight

With the Board of Directors being required by law to have financial oversight over the fire department and all funds in, or otherwise held for the benefit of the corporation, the Board of Directors has agreed by vote to allow the Support Operations Group to raise funds by way of holding fundraisers and by way of accepting donations. With the fire department having an IRS 501 (c) (3) status (e.g. a “non-profit corporation” status), the fire department may lawfully receive donations from the public. All fundraisers shall be first approved by the Fire Chief, and Board of Directors. The fundraiser approved by the Fire Chief, and Board of Directors shall be done exclusively in the name of the fire department.

For Example: All donation checks must be made out to: Bethany Fire Department. All fundraising postings may say “Fire Department Support Operations”, but the legal name of the Fire Department should be very prominent on the posting.

The Board of Directors has voted to allow the Support Operations to maintain for the fire department’s sole benefit a line-item account referred to as the “The Support Operations Fund” to house fire department funds to help the mission of the Support Operations. The Board of Directors imposes the following General Requirements:

## Other General Requirements

- **Monthly Financial Statements:** (1) The Treasurer of the Board of Directors shall provide the Board of Directors with a monthly financial statement from the Support Operations-related line-item within the fire departments budget and bank account showing all incoming and outgoing funds to and from their line-item.
- **Purchases / Spending:** The Fire Chief shall approve all purchases, and spending of the Support Operations Group over \$250.00, that was not budgeted, and already approved by the Fire Chief, and Board of Directors in the annual budget.

## Program Amendments

The Board of Director may amend this Support Operations document at any meeting of the Board of Directors with a majority vote of the Board present at the meeting. Should



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the Support Operations itself desire to implement any amendment(s) to this program, the Team Leader of the Support Operations shall be required by this program to present the desired amendment(s) in written format and provide any proposed amendment to the Board of Directors at a board meeting for the Board's review and potential adoption. All amendments made to this program shall be first approved by the Board of Directors.

## Support Operations Management

The Support Operations may have the following officers: Team Leader, Vice Team Leader, Secretary, and Treasurer. The Support Operations Team Leader may also appoint other persons to ensure day-to-day affairs of the Support Operations. The Team Leader of the Support Operations shall answer to, and in all respects, be accountable to the Fire Chief of the fire department. The following are the primary duties of Officers of the Support Operations:

- **Team Leader**- To exercise general supervision over all the affairs and activities of the Support Operations.
- **Vice Team Leader**- To have co-responsibility with the Team Leader for the complete development of the Support Operations Program and Support Operations events, and further, shall assume the duties of the Team Leader in his or her absence and/or inability or refusal to carry out the Core Values of the Support Operations and/or otherwise fail or refuse to act in the best interests of the fire department.
- **Secretary**- To generate and retain a complete record of all substantive discussions and/or decisions of the Support Operations, to handle correspondence of and for the Support Operations, and to keep up-to-date records of all volunteers of the Support Operations, complete with addresses and telephone numbers.
- **Treasurer**- To maintain a record of, monitor, and fully account for all the money of the Support Operations, to collect and keep an accounting of all funds and keep a record of all funds that are collected and/or dispensed by the Support Operations or any person or entity acting on the Support Operations' behalf.



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## Election of Support Operations Officers

All Officers of the Support Operations shall be approved annually by the Board of Directors at the annual meeting of the fire department by a majority vote of the directors present at the meeting.

## Removal of a Support Operations Officer and/or Volunteer

The Team Leader of the Support Operations, any Officer of the Support Operations, or any volunteer of the Support Operations Group may be removed by a majority vote of the Board of Directors at any time it is deemed, in the sole discretion of the fire department's Board, which such action is in the better interest(s) of the fire department. In the event the Board of Directors removes any officer of the Support Operations Group, the Board of Directors by majority vote shall replace the removed officer of the Support Operations.

## Fire Department Handbook

The Support Operations shall conform to and comply with the administrative policies contained in the fire department handbook.

## Requirements for Support Operations Volunteers

Listed below are the requirements for volunteer status of the Support Operations with this Fire Department:

- Shall be at least eighteen (18) years of age.
- Each Support Operations candidate will be subjected to a criminal history check and review in accordance with Fire Department policy to identify criminal history and/or undue risk and may be declined their volunteer status if it is determined that the volunteer candidate places an undue risk on the Fire Department. This also covers the active and inactive Support Operations volunteers.
- Each Support Operations candidate shall complete a Fire Department application for volunteer status. The Fire Chief and Team Leader of the Support Operations shall obtain a Background Check, administer a Drug Test and receive a "Negative" result to the Drug Test before allowing the Support Operations applicant to start participating in any Support Operations-related or fire department-related activity. The Fire Chief holds the final authority with regard to allowing any person to join the department in any capacity and such authority always shall be most reasonably exercised.



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## Introductory Period

Please see the Introductory Period Policy in the Fire Department Handbook.

## Training Requirements

Support Operations Volunteers will be expected to complete a basic training program before being allowed to ride on fire department apparatus and/or in fire department vehicles and/or otherwise be present within the perimeter of any emergency scene, as determined by the ranking fire department employee or volunteer at such emergency scene.

It is required that the all Support Operations Volunteer receive the following training:

- Blood Borne Pathogens class annually; and
- Cardio-Pulmonary Resuscitation (CPR) class.

In addition to the basic training program requirements detailed above, Support Operations Volunteers are required to attend regular training events and business meetings of the Support Operations Group. Support Operations volunteers are expected to attend fifty percent (50%) of all combined meetings, training classes, and fundraisers.

## Support Operations Volunteer Meetings

This Support Operations holds business meetings on the first (1<sup>st</sup>) Monday of the month at 7:00pm at the fire station. This meeting acts as an informational session for Support Operations Volunteers to make sure that communication is flowing and also as a question and answer session for Support Operations Volunteers. If at any time, the Team Leader of the Support Operations Group and the Fire Chief determine, in their joint discretion, that any Support Operations volunteer has become inactive, the Fire Chief can, provide that volunteer with a plan of improvement, or terminate that volunteer's status with the Support Operations and Fire Department.

A "Special Meeting" of the Support Operations may be called upon reasonable notice by the Team Leader of the Support Operations, or the Fire Chief and the reason for the special meeting shall be given when contacted by the Team Leader or representative of the Team Leader of the Support Operations.



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## Other Information

If there is needed information that is not found within this Support Operations policy, please refer next to the Fire Department Handbook. If you cannot find the needed information there, please contact the Team Leader of the Support Operations Group. If the Team Leader of the Support Operations Group does not or cannot answer your questions, please see the Fire Chief.

Please remember, this fire department has an Open-Door Policy.

### Fire Department Support Operations Volunteer Program

I sign the below acknowledging that I have read this document in its entirety and I understand the document. I also and further understand that nothing contained in this Program, the Fire Department handbook, or any other writing or communication made to me or presented to me by the Fire Department or by the Support Operations is and/or can be considered by me to be contractually binding in any way, shape or form. I also acknowledge that if at any time I have any questions, I can contact the Team Leader of the Support Operations Group, or the Fire Chief.

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Support Operations Volunteer  
(Print Name)

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Support Operations Volunteer  
(Signature)

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Date