



Mutual Aid

by VFIS

Every emergency service organization knows that there are times when the emergency is so large that they cannot handle it themselves or so technical that it requires a specialist. It is during those times they call for **Mutual Aid**. Perhaps your organization may also desire help with respect to certain operations. This pamphlet is designed to allow VFIS to provide your Emergency Service Organization with valuable safety, loss control, and training information. By providing the self surveys included, VFIS hopes to offer an abundance of resources to assist you with your risk control or training and education needs. Consider it our form of **Mutual Aid**.



Here's how the program works. Your organization completes the **Mutual Aid** by VFIS self survey forms. These are used to determine where your organization's strengths and weaknesses are in these areas. There is no need to return the survey forms to VFIS.

When you have completed the surveys, review the forms to see where you have checked a block with a  symbol. The  symbol is your indication that there is Technical **Mutual Aid** available from VFIS Risk Control Services or Educational **Mutual Aid** available from VFIS Education and Training Services. To receive your Mutual Aid materials, simply complete the order form and mail it to VFIS or you may contact either VFIS Risk Control Services or VFIS Education & Training directly by calling (800) 233-1957 or online at www.vfis.com.

VFIS will *respond to your request for assistance* in the form of technical support, materials, and/or educational programs. These resources will assist you in implementing measures to improve your organization's safety, loss control, and training programs.

By calling in our **Mutual Aid**, you will not only help in controlling insurance costs, but will, more importantly, reduce the risk of damage to your property and equipment and lessen your liability exposures.

Note: If you need personal or immediate assistance you may contact VFIS Risk Control Services at (800) 233-1957, your VFIS Regional Director, or your local insurance agent.

183 Leader Heights Road
York, PA 17402
(800) 233-1957
www.vfis.com



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C10:161 4/06

Section 1 - Evaluating Your Vehicle Operations






Having safe drivers and reliable vehicles is crucial to emergency service organizations. VFIS has found that specific driver selection and training practices, well planned maintenance, and comprehensive standard operating guidelines in the following areas are essential in operating a safe and effective emergency vehicle fleet.

1. Driver Selection Process

- | | | |
|--|------------------------------|-----------------------------|
| a) Do you have a written procedure for qualifying drivers? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Do you check the Motor Vehicle Report (MVR) for all drivers? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Do you have any written evaluation criteria for evaluating MVRs? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Do you have special restrictions for youthful or inexperienced members? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Do you obtain personal auto insurance verification? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |






2. Driver Training

Emergency vehicle drivers require special training to safely operate their vehicles. Your organization should have a formalized written program which addresses the special needs of emergency vehicle drivers.

- | | | |
|--|------------------------------|-----------------------------|
| a) Do you use a written driver training program?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Does the program include: | | |
| i) Classroom training? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii) Objective road test or obstacle course?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii) Rollover prevention practices?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iv) Written test? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Is the program delivered by a qualified instructor?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Do you have provisions for continuing and ongoing driver training?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

3. Administrative Controls


In order to ensure that administrative concerns about emergency vehicle response are addressed, understood, and carried out uniformly, written guidelines should be developed and distributed to all drivers and officers.

- | | | |
|--|------------------------------|-----------------------------|
| a) Are there written emergency response guidelines addressing:  <input type="checkbox"/> | | |
| i) Driver duties/responsibilities? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii) Maximum response speeds (specific e.g. 10 mph over posted speed)? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii) Proper use of warning devices? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iv) Intersection approach and crossing procedures?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1) Controlled intersection crossing? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2) Proceed one lane at a time? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3) Accounting for all visible traffic? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| v) Backing procedures? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vi) Railroad crossing procedures? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vii) Seat belt policy? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| viii) Privately owned vehicle (POV) response? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Do you have guidelines that address safe apparatus placement?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Do you have procedures to conduct an accident investigation?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Do you have a written progressive discipline policy?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

4. Vehicle Maintenance, Testing, and Design 

- a) Is there a routine maintenance program? (*weekly checks of fluid, tires, lights*) Yes No
 i) Is there a check list completed for each vehicle? Yes No
 ii) Are members trained on what to look for and how to report problems? Yes No
 b) Is there a scheduled maintenance program?
 (*manufacturer's timetable on critical parts*) Yes No
 c) How is maintenance frequency determined? Factory schedule Dept. has own schedule
 Diary system Local garage schedules Other describe _____
 d) Scheduled maintenance performed by: Engineer Factory trained mechanic
 Local mechanic member


All apparatus should be weighed upon delivery and after being put into service to assure that the front and rear axle weight, as well as the gross vehicle weight, does not exceed its rating.

- e) Is there a vehicle testing program?  Yes No
 i) Does the department weigh all vehicles before they are placed in service? Yes No
 ii) Are the front and rear axles weighed separately? Yes No
 iii) When the vehicles are weighed are they fully loaded? Yes No
 iv) Are manpower weights considered when weighing? Yes No
 v) Are any vehicles converted from their original design? Yes No


Water weighs 8.34 lbs/gal. or 62.40 lbs/cu ft. If not properly baffled, shifting water within the tank can cause the vehicle to become undriveable and can cause the vehicle to flip over, without other causes.

- f) Are all water tanks properly baffled?  Yes No

There are two primary causes for aerial device failures. First is metal fatigue due to age, misuse or undetected damage. The second is lack of proper maintenance. Both of these causes of loss are identifiable and the results are largely preventable.



- g) Does your organization have any aerial devices? Yes No
 i) Is someone responsible for regular maintenance of the aerial device? Yes No
 ii) Are aerial devices or elevated platforms load tested annually?  Yes No
 iii) Has a non-destructive test been performed in the last 5 years? Yes No

Hose loading operations can be very hazardous and have contributed to a number of deaths and serious injuries. The department should have a policy addressing hose loading operations which should also be enforced in training.

- h) Does the department have a written policy on hose loading which includes 
 i) Requirement for spotters? Yes No
 ii) Drivers may not back up to pick up hose? Yes No
 iii) No personnel permitted to stand on apparatus while in motion? Yes No
 iv) Maximum speed limit of not over 5 mph? Yes No

5. Privately Owned Vehicle (POV) 


Most volunteer emergency service departments rely heavily on the ability of their members to respond to calls, either to the scene or the station, in their personal vehicles. While this is essential to the organization's ability to react to emergencies in a timely manner, there are inherent risks.

- a) Do you have written policies for members answering calls in their POVs?  Yes No
- b) Do you provide driver training for members answering calls in their POVs? Yes No
- c) Do you verify proper installation of authorized courtesy lights? Yes No
- d) Do you provide a cursory safety inspection of members POVs?  Yes No

Section 2 - Evaluating Your Property

Fire stations and EMS buildings can catch fire like any other building. There are other hazards that your building is exposed to as well. Routine maintenance, inspection, and repair of key areas of concern will help reduce the possibility of damage occurring to your buildings and contents.

1. Utility Exposures

- a) Electrical
 - i) Is your electrical system inspected for hazards?  Yes No
 - 1) Extension cord use Yes No
 - 2) Open/exposed conductors (breaker panel/receptacles/switches) Yes No
 - ii) Does your building have ground fault interrupters where required? Yes No
 - iii) Are ground fault interrupters tested regularly? Yes No
 - iv) Do wet locations have appliances listed for proper use? Yes No
- b) HVAC
 - i) Do you have a service contract with an HVAC contractor? Yes No
 - ii) Are combustible/flammable materials stored away from the HVAC system? Yes No
 - iii) Are air filters changed routinely? Yes No

Improper run-off of rain water can cause damage to your building, ground erosion, flooding and can create icing problems in the winter.

- c) Storm Water
 - i) Are gutters and downspouts kept clean and in good condition? Yes No
 - ii) Do downspouts discharge rain water away from buildings? Yes No
 - iii) Are storm drains/ditches kept free of debris? Yes No

2. Internal Fire Protection

Providing adequate internal fire protection is as important to an emergency service organization as it is to any other business. Early detection and warning equipment as well as portable fire extinguishers are important to install and maintain.

- a) Are there adequate numbers of portable fire extinguishers in the building? Yes No
 - i) Are all extinguishers inspected and tagged at least annually? Yes No
 - ii) Are special hazard areas protected properly (cooking/computers)? Yes No
- b) Are there adequate smoke/heat detectors in your bldgs.? Yes No

3. Above Ground Fuel Tanks

- a) Are above ground tanks diked to 100% of the volume of the largest tank? Yes No
- b) Are the contents of the tank clearly posted? Yes No
- c) Are weeds, brush, and combustible storage clear for at least 25 feet of tank(s)? Yes No
- d) Is smoking restricted as necessary? Yes No
- e) Is there a physical barrier to protect the tank(s) subject to vehicle damage? Yes No


4. Lightning Protection

Communications equipment and computers are very susceptible to damage from lightning or power surges. Taking certain safeguards can reduce the risk of this damage from occurring.

- a) Are main power panels properly grounded? Yes No
- b) Is surge protection installed on computers and communications equipment? Yes No
- c) Are communications towers, antennas, and hose towers provided with a lightning protection system? Yes No
- d) Are all grounding connections properly maintained and routinely inspected? Yes No

5. Facilities

Because we see our buildings every day, damage and deterioration often goes unnoticed until it is major. Routine maintenance and upkeep can greatly extend the service life of your facility and reduce the costs for major repairs.

- a) Do you conduct an inspection of your building(s) at least annually?  Yes No
- b) Is your building(s) in need of any repairs? Yes No
- c) If your buildings have a metal roof structure, are there any signs of rust or deterioration on the underside? Yes No
- d) Mold can be very damaging to your building. Are there any signs of excess moisture or mold? Yes No
- e) Are all flammable and combustible liquids properly labeled and stored? Yes No
- f) Is there adequate exterior lighting to deter theft? Yes No

6. Commercial Cooking Equipment

Commercial cooking equipment may produce grease laden vapors which are a fire hazard. If you have equipment such as deep fat fryers or grills, your organization should take steps to reduce the fire hazard.

- a) Is there a minimum of 16" of clearance between fryers and any flames from other cooking equipment? Yes No
- b) Does the hood and duct system meet NFPA #96 standards? Yes No
- c) Is there a fixed extinguishing system protecting the hood and cooking equipment? Yes No
- d) Are there the proper type and number of portable fire extinguishers in the kitchen? Yes No
- e) Are hood, duct, and filters free of grease accumulations? Yes No

Section 3 - Evaluating Your Liability to Others

1. Life Safety

Areas of your buildings where the general public has access require greater attention and care than areas limited to your members. By providing adequate egress, emergency lighting and alarm and detection systems, persons at your facility will be safeguarded against injury in the event of an emergency.

- a) Have the maximum occupant loads of your public areas been determined? Yes No
- b) Are all exits properly designed for the occupant load permitted? Yes No
- c) Are all public areas protected with U.L. listed emergency lighting? Yes No
- d) Are areas such as engine rooms and kitchens properly separated from public areas? Yes No


2. Slip/Fall Control

Slips and falls are a leading cause of bodily injury. Quite often, an overlooked crack in a sidewalk, a small pot hole in a parking lot or a loose handrail can cause serious injuries. These may be hazards that members of your organization avoid every day because they are aware that they exist. However, an unsuspecting visitor or guest may not be so fortunate. Your organization should take time to routinely examine your building and grounds for any type of hazard which could cause someone to slip and/or fall.

- a) Do sidewalks and parking lots have a smooth and continuous walking surface? Yes No
- b) Are steps and stairs equipped with sufficient handrails? Yes No
- c) Are there adequate controls for visitors, keeping them from hazardous areas? Yes No
- d) Are yards and grounds free of holes and obstructions? Yes No
- e) Do you have provisions made for prompt snow and ice removal? Yes No
- f) Are there any unmarked hazards or obstructions:
- i) On the property or grounds? Yes No
- ii) Within or on the building? Yes No

3. Special Hazards

Organizations may have equipment or activities which are not directly related to the emergency services that they are in the business of providing. Whether as a fund raising activity or as a public service, these non-emergency services can lead to serious losses if safeguards are not in place.

- a) Are there any playgrounds or athletic fields? 
- i) Any bleachers are in good condition and have adequate railings? Yes No
- ii) Any playground equipment in good condition and routinely maintained? Yes No
- iii) Are grounds around playground equipment smooth and rock free? Yes No
- iv) Any open water features (ponds, pools, streams) adequately protected? Yes No

- b) Do you have a social hall or club room/bar? Yes No
- c) Do you rent out your social hall? Yes No
- i) Do you have a written rental agreement with a hold harmless clause? Yes No
- ii) Do you permit catering? Yes No
- 1) If yes, do you have a written agreement with the caterer? Yes No
- 2) If yes, do you obtain Certificates of Insurance from the caterer? Yes No
- iii) Are tables and chairs used in the social hall inspected for damage? Yes No
- d) Do you hire independent contractors for services (janitorial, lawn service, etc.)? Yes No
- i) If yes, do you obtain Certificates of Insurance? Yes No

Serving or managing alcoholic beverages presents a serious exposure to your organization. If an under-aged person is served or permitted to consume an alcoholic beverage or if someone of any age becomes intoxicated you could be held liable if they injure themselves or someone else.

- e) Are alcoholic beverages sold or served? Yes No
- i) Do you control/manage/sell or distribute the alcoholic beverages? Yes No
- ii) Do you have the required license/permit? Yes No
- iii) Do you have a written alcoholic beverage management policy? Yes No
- iv) Bartenders and servers trained in server management? Yes No
- v) Do you have a posting notice? Yes No
- vi) Do you have an age verification policy? Yes No
- vii) Do you provide alternate transportation for intoxicated patrons? Yes No

4. Non-Emergency Operations

Non-emergency activities that are related to your operations cannot be overlooked. If not adequately addressed by management, these exposures can lead to liability claims in a wide range of categories, ranging from failure to respond to emergencies, to property damage and personal injuries.

- a) Do you provide walk-in health services (i.e. BP checks)? Yes No
- b) Do you haul water for the public (fee or free)? Yes No
- i) Do you have a safety check list for water delivery service? Yes No
- ii) Do you have a health safety check list for potable water? Yes No
- c) Do you have an active safety committee? Yes No
- d) Do you fill SCBA bottles? Yes No
- i) Do you have the air supply source tested to meet NFPA 1500 standards? Yes No
- ii) If you fill SCUBA tanks, do you have the air supply source tested to meet the Compressed Gas Association's standard for Grade "E" air? Yes No

Encouraging participation in emergency services by young people can be an excellent way to stimulate interest and is an effective recruitment tool. However, having minors participate in an emergency service organization places a significant burden on your organization and the adult advisors.

- e) Do you have an Explorer or junior member program? Yes No
- i) Are there written policies for the following:
- 1) Do you conduct background checks on adult advisors? Yes No
 - 2) Rules of conduct for minors? Yes No
 - 3) Rules of conduct for adult members and advisors? Yes No
 - 4) Rules governing permitted activities? Yes No
 - 5) Rules addressing hours (time of day) of participation? Yes No
 - 6) Rules addressing participation in emergency activities? Yes No

Section 4 - Evaluating Your Management Liability

Even the smallest organizations, whether paid or volunteer, need to have some form of written management policies. This is the only way to have everyone in the organization both know and understand what the organization's policies are. Failure to uniformly communicate and enforce management policies and philosophies can lead to poor morale, conflict and inappropriate behavior. This will also increase the potential for allegations of harassment and discrimination.

1. Personnel Policies

- a) Are there written job/position descriptions? Yes No
- b) Are there written personnel policies addressing:
- i) Conduct, dress and grooming? Yes No
 - ii) Complaints and grievances? Yes No
 - iii) Promotion and demotion? Yes No
 - iv) Motor Vehicle Records (MVR) and criminal background check guidelines? Yes No
 - v) Progressive discipline policy? Yes No
 - vi) Drug and alcohol use? Yes No
 - vii) Discrimination? Yes No
 - viii) Sexual harassment? Yes No


Every organization has the need to both manage and protect its finances. Having well written and tightly followed financial procedures is crucial in protecting your organization from fraud and embezzlement. Organizations of every size need these procedures, but organizations that have a large influx of cash from fund raising and social events have an even more critical need for them.

- c) Do you have written financial procedures? Yes No
- i) Do you require dual signatures on all checks? Yes No
 - ii) Are different individual(s) from those who sign checks required to reconcile books? Yes No
 - iii) Do you prohibit multiple family members from having financial responsibilities? Yes No
 - iv) Do you have cash handling procedures? Yes No
 - v) Do you require routine third party audits? Yes No


Section 5 - Evaluating Your EMS Practices

1. Specific Training Evaluations

Patient drops as a result of improper patient handling techniques are a frequent occurrence. Sprain and strain injuries during patient handling are all too common as well. Training in proper lifting techniques and scene hazard assessment should occur before new volunteers and employees are permitted to begin activities. All volunteers and employees should receive routine refresher training and skill evaluations.

- a) Do you have patient lifting and moving training which includes: 
- | | | |
|--|------------------------------|-----------------------------|
| i) patient packaging? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii) use and misuse of lifting/carrying devices? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii) partner pairing and limitation recognition? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iv) scene hazard recognition? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| v) patient handling equipment maintenance? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vi) criteria for requesting assistance? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Training in the proper completion of patient care reports is very critical. The patient care report is one of the few pieces of defense evidence an EMS provider will have in the event of a lawsuit. There are specific items beyond just protocol compliance that need to be constantly reinforced in training and in quality assurance reviews.


- b) Do you conduct patient care report writing training which covers the following: 
- | | | |
|---|------------------------------|-----------------------------|
| i) patient assessment vs. patient care? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii) legibility? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii) medical protocols? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iv) scene re-creation? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| v) vital signs? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vi) transfer of care? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vii) unusual events? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

2. Medical Equipment

The reliability of electronically operated medical equipment is greatly dependent upon the maintenance and upkeep of the equipment and its power supplies. Each manufacturer and model has different maintenance and testing requirements. To ensure that this equipment is available when needed, proper procedures should be followed.

- a) Does your ESO have monitor/defibrillators or AEDs? Yes No
- | | | |
|--|------------------------------|-----------------------------|
| i) Do you have a formal, documented battery maintenance program? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii) If you use subcontractors to maintain your equipment, do you obtain Certificates of Insurance? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii) Is the equipment checked for calibration according to the manufacturer's specifications? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Since the department's emergency response personnel have the potential to be exposed to blood and body fluids, an infection control program should be developed, implemented and enforced. The goal of the infection control program should be to continually identify and limit or prevent the exposure of members to infectious or contagious diseases in the performance of their assigned duties.







- b) Infection control program includes: 
- | | | |
|--|------------------------------|-----------------------------|
| i) written infection control program | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii) selection and use of protective clothing and equipment | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii) proper handling of sharps | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iv) CPR and rescue breathing | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| v) hand washing procedures | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vi) decontamination of clothing and equipment | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| vii) disposal/clean-up of medical waste | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| viii) reporting of exposures | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ix) notification of exposures | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| x) record keeping | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| xi) work restrictions for infected and pregnant workers | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| xii) designated infection control officer | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Section 6 - Evaluating Your Organizational Programs

1. Specific Organizational Programs

In recent years, there have been a number of program-oriented activities or “best practices” instituted in the fire service. These programs generally are driven by local needs and the ability to implement them. They are offered within this document to help you with your long term planning and to prioritize the development of necessary programs to better manage emergency, non-emergency and organizational situations.

VFIS can provide MUTUAL AID on the following subjects:

- | | | |
|--|------------------------------|-----------------------------|
| a) Do you have a strategic plan developed for your organization?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Standard Operating Guidelines developed and in place? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Do you have a Personnel Accountability program in place?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Do you have a personnel safety program in place?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) NFPA 1720/1710 evaluation conducted?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| f) Terrorism/weapons of mass destruction threats analyzed?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| g) Do you have a plan in place to develop public support?  <input type="checkbox"/> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Return to:
 Sales Support Department
 Fax (717) 747-7028
 Phone (800) 233-1957



Mutual Aid Response Form

Date:			
SHIPPING INFORMATION			
Organization Name:			
Attention:			
Shipping Address: (Use UPS Street Address Only--No P.O. Boxes)			
City:	State:	Zip:	
Date Supplies Needed:			
Daytime Telephone: ()		Evening Telephone: ()	

Review the self survey forms to see where there were areas checked next to the ☎ symbol. To request Mutual Aid by VFIS check the corresponding blocks below and return the Mutual Aid Response Form to VFIS. VFIS will *respond* to your request by furnishing you with the requested forms, information or training program.

Section 1 – Evaluating Your Vehicle Operations			
<i>Selections from Mutual Aid Audit</i>	<i>VFIS Mutual Aid Material</i>	<i>VFIS Use Only.</i>	<i>Mutual Aid Requested</i>
1. Driver Selection Process	Communiqué: Emergency Vehicle Driver Operator Requirements	C10:335	☎ <input type="checkbox"/>
2.(a) Driver training program	Emergency Vehicle Driver Training Kit (EVDT)	C10:049	☎ <input type="checkbox"/>
2.(b)(ii) Objective road test	Safety Kit: Street/Highway/Off Road Driving Evaluation	C10:008	☎ <input type="checkbox"/>
2.(b)(iii) Rollover prevention practices	Rollover Prevention Video	C10:174	☎ <input type="checkbox"/>
	Communiqué: Rollover Prevention Practices	C10:320	☎ <input type="checkbox"/>
2.(c) Driver training instructor	EVDT Train the Trainer - Workshop	ETS	☎ <input type="checkbox"/>
2.(d) Ongoing training	Emergency Vehicle Response Safety Kit (EVRS)	C08:099	☎ <input type="checkbox"/>
	Dynamics of Emergency Vehicle Response Kit (DEVRS)	C10:015C	☎ <input type="checkbox"/>
3.(a) Emergency response guidelines	Communiqué: EVRS Guidelines	C10:305	☎ <input type="checkbox"/>
3.(a)(iv) Intersection procedures	Intersection Video	C10:189	☎ <input type="checkbox"/>
	Communiqué: Intersection Practices	C10:310	☎ <input type="checkbox"/>
3.(b) Safe apparatus placement	Highway Safety for Emergency Services Kit	C10:183	☎ <input type="checkbox"/>
3.(c) Accident investigation	Accident Investigation Form	C10:004	☎ <input type="checkbox"/>
3.(d) Progressive Discipline	Communiqué: Progressive Discipline and Terminations	C10:316	☎ <input type="checkbox"/>
4. Vehicle maintenance	Preventive Maintenance for Emergency Vehicles Video	C10:182	☎ <input type="checkbox"/>
	Safety Kit - Maintenance Record	C10:005	☎ <input type="checkbox"/>
	Safety Kit - Vehicle driver's Safety Check	C10:006	☎ <input type="checkbox"/>
4.(e) Vehicle testing	Vehicle Weight Compliance Form	C10:230	☎ <input type="checkbox"/>
4.(f) Water tanks baffled	Communiqué: Vehicle Selection and Design	C10:321	☎ <input type="checkbox"/>
4.(g)(ii) Aerial devices tested	Communiqué: Aerial Inspection Practices	C10:325	☎ <input type="checkbox"/>
4.(h) Hose loading policy	Communiqué: Hose Loading Practices	C10:318	☎ <input type="checkbox"/>
5. Privately Owned Vehicle (POV)	Privately Owned Vehicle Video	C10:190	☎ <input type="checkbox"/>
5. (a) Written Policies	Communiqué: Personal Vehicle Response	C10:314	☎ <input type="checkbox"/>
5. (b) Safety Inspection	Safety Kit – Personal Vehicle Safety Checklist	C10:193	☎ <input type="checkbox"/>

Section 2 – Evaluating Your Property			
<i>Selections from Mutual Aid Audit</i>	<i>VFIS Mutual Aid Material</i>	<i>VFIS Use Only.</i>	<i>Mutual Aid Requested</i>
1.(a)(i) Electrical inspection	Safety Kit Self Inspection Form	C10:010	<input type="checkbox"/>
4. Lightning protection	Communiqué: Lighting Protection	C10:326	<input type="checkbox"/>
5.(a) Building inspection	Safety Kit Self Inspection Form	C10:010	<input type="checkbox"/>
Section 3 – Evaluating Your Liability to Others			
<i>Selections from Mutual Aid Audit</i>	<i>VFIS Mutual Aid Material</i>	<i>VFIS Use Only.</i>	<i>Mutual Aid Requested</i>
2. Slip/Fall Control	Safety Kit Self Inspection Form	C10:010	<input type="checkbox"/>
3.(a) Playgrounds or athletic fields	Communiqué: Playground Safety	C10:327	<input type="checkbox"/>
3.(c)(i) Rental agreement	Communiqué: Sample Rental Agreement	C10:339	<input type="checkbox"/>
3.(e) Alcoholic beverages served	TIPS (Training for Intervention Procedures by Servers of Alcohol)	RCS/ETS	<input type="checkbox"/>
	Liquor Liability Kit	C08:033	<input type="checkbox"/>
	Communiqué: Liquor Liability	C10:312	<input type="checkbox"/>
4.(b) Hauling water for the public	Communiqué: Safe Practices for Tanker Services	C10:329	<input type="checkbox"/>
4.(c) Safety committee	Communiqué: Safety Committee By-laws	C10:300	<input type="checkbox"/>
4.(e) Explorer or junior programs	Guidelines for Junior Member Programs – Download	C10:151*	<input type="checkbox"/>
Section 4 – Evaluating Your Management Liability			
<i>Selections from Mutual Aid Audit</i>	<i>VFIS Mutual Aid Material</i>	<i>VFIS Use Only.</i>	<i>Mutual Aid Requested</i>
1.(a) Written job/position descriptions	Communiqué: Job Descriptions	C10:311	<input type="checkbox"/>
1.(b) Personnel policies	Communiqué: Determining Discipline & Termination	C10:302	<input type="checkbox"/>
	Communiqué: Workplace Violence	C10:322	<input type="checkbox"/>
	Communiqué: Exit Interview Procedures	C10:306	<input type="checkbox"/>
	Communiqué: Hiring/Applying for Membership	C10:309	<input type="checkbox"/>
	Communiqué: Conducting Internal Investigations	C10:301	<input type="checkbox"/>
	Communiqué: Sexual Harassment	C10:324	<input type="checkbox"/>
	Communiqué: Progressive Discipline & Terminations	C10:316	<input type="checkbox"/>
1.(c) Financial procedures	Employment Practices Resource Manual	C10:241	<input type="checkbox"/>
	Communiqué: Fidelity Practices	C10:307	<input type="checkbox"/>
Section 5 – Evaluating Your EMS Practices			
<i>Selections from Mutual Aid Audit</i>	<i>VFIS Mutual Aid Material</i>	<i>VFIS Use Only.</i>	<i>Mutual Aid Requested</i>
1.(a) Patient lifting & moving training	Patient Handling Training Kit	C10:025	<input type="checkbox"/>
1.(b) Patient care report writing	Patient Care Documentation Kit	C10:044	<input type="checkbox"/>
2.(b) Infection control program	Bloodborne Pathogens & Infectious Diseases Kit	C10:043	<input type="checkbox"/>
Section 6 – Evaluating Your Organization Programs			
<i>Selections from Mutual Aid Audit</i>	<i>VFIS Mutual Aid Material</i>	<i>VFIS Use Only.</i>	<i>Mutual Aid Requested</i>
1.(a) Strategic Plan	Volunteer Fire Company Planning Processes – Download Only	C10:334*	<input type="checkbox"/>
1.(c) Accountability program	Accountability: Are Our Firefighters Safe?	C10:223	<input type="checkbox"/>
1.(d) Safety Program	NFPA 1500 Checklist	C10:085	<input type="checkbox"/>
1.(e) NFPA 1720	Download Only	C10:331*	<input type="checkbox"/>
1.(f) Terrorism Preparedness	Download Only	C10:332*	<input type="checkbox"/>
1.(g) Plan for public support	Building Blocks Program Booklet – Download Only	C10:129*	<input type="checkbox"/>

*These items can only be found on the VFIS website at www.vfis.com