



**WESTERN LANE FIRE AND EMS AUTHORITY
SIUSLAW VALLEY FIRE AND RESCUE
WESTERN LANE AMBULANCE DISTRICT
BOARD OF DIRECTORS**

“One Team, One Mission”

JOINT BOARD MEETING AGENDA

April 25, 2024, 6:00pm

2625 Highway 101 North, Florence

Zoom Meeting URL: <https://us02web.zoom.us/j/82683268796>

Or call 1-669-900-6833 and enter Meeting ID: 826 8326 8796

- I. **6:00pm Call to Order & Pledge of Allegiance**
- II. **Roll Call / Establishment of Quorum**
- III. **Presentation:** International Board of Specialty Certification: Wendy Sullivan, Certified Community Paramedic
- IV. **WLCR Presentation:** Melissa House and Camille Griswold
- V. **Public Comment:** *This is the opportunity for the public to speak to the Board of Directors. The maximum time for public comment will be 30 minutes and three minutes will be allotted for each speaker.*
- VI. **Consent Agenda**
Meeting Minutes: Regular Meeting February 22, 2024
Meeting Minutes: Regular Meeting March 28, 2024
Budget Workshop Minutes April 6, 2023
Budget Workshop Minutes April 4, 2024
Staff Reports
Correspondence
- VII. **Monthly Financials for SVFR, WLAD, WLFEA**
- VIII. **Old Business**
 - a. Building Update
 - b. Policies from March 29, 2024:
 - i. 209 – Annual Planning Master Calendar
 - ii. 210 – Solicitation of Funds
 - iii. 211 – Electronic Reader Board
 - iv. 212 – Use of SDAOs Pre-loss Legal Program

- v. 213 – WLAD Billing Policy
- vi. 214 – Petty Cash Management
- vii. 215 – Physical Asset Management

IX. New Business

- a. Spending Approval: Financial Software
- b. Health Insurance: Domestic Partner Coverage
- c. Employee Handbook
- d. MOU – PTO use by Probationary Members
- e. Policies for Review:
 - i. 216 – Purchasing and Procurement
 - ii. 217 – Annual Recognition Awards
 - iii. 218 - Americans with Disabilities Act
 - iv. 219 – Limited English Proficiency Services

X. Director Comments

This is an opportunity for Directors to comment on topics not on the agenda.

XI. **Future Business**: Joint Board Meeting Thursday, May 23, 2024, at 6:00pm.

XII. Adjournment

Western Lane Crisis Response

Serving Western Lane County,



WLCR

- Funded by Lane County & Grants. Operated under WLFEA
- 24/7 crisis intervention. Offering crisis de-escalation, peer support & resources.
- Started as a pilot program in 2019.
- Program growth and increase in call volume.

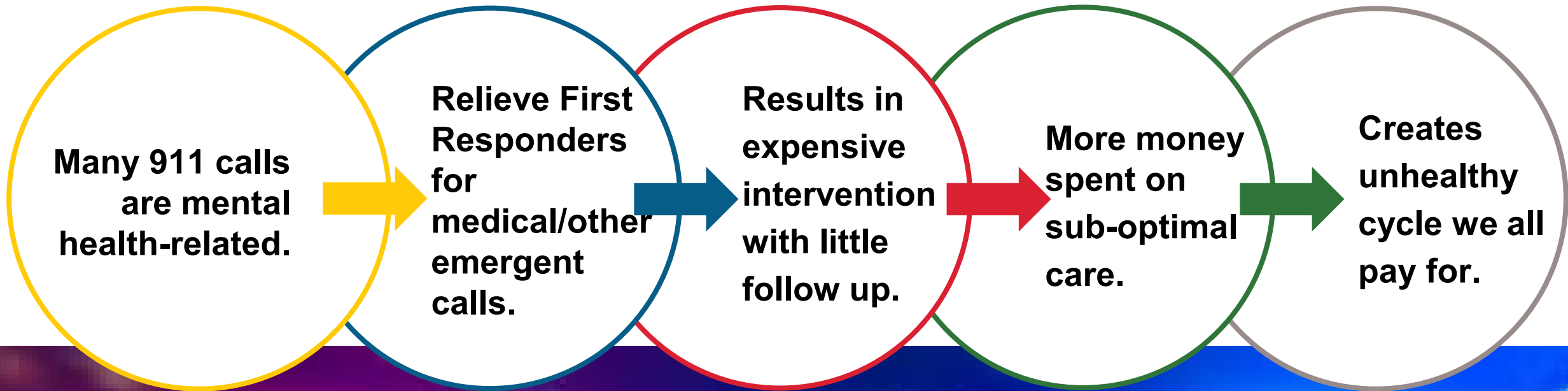


How Can We Support You?



We believe crises affect the community as a whole, not just individuals.

Need for WLCR Services



Training

- ✓ OHA Peer Support Specialist, QMHA, Community Health Worker Specialist
- ✓ WLCR new staff training Orientation
- ✓ Ride-along and observation of a senior WLCR team members
- ✓ Additional training in Crisis Intervention, De-Escalation, Suicide Assessment, Trauma-Informed Care, Mental Health Assessment, Mental Illness, Drug & Alcohol, Death Notification, Risk Assessment, Mental Health First Aid, Lethal Means, Safety Planning and more.
- ✓ Lived Experiences



Contacting the WLCR Team

- Contact the Florence Police Department via 9-1-1 and ask for WLCR
- Call the FPD Dispatch back line at 541.997.3515 and request WLCR
- Request in-person or phone response (Law Enforcement is required to respond with WLCR to all calls outside city limits)
- Request for services can be made by **ANYONE!**
 - * Fire, EMS, Law Enforcement, community members, family and friends.

Geographical Coverage Area:

- Florence
- Mapleton
- Swiss Home
- Deadwood
- Dune City



**Thank
You!**



**WESTERN LANE CRISIS
Association**

**Western Lane Ambulance District
Siuslaw Valley Fire and Rescue
Western Lane Fire and EMS Authority
2625 Highway 101 North, Florence, OR 97439
Joint Board Meeting Minutes, February 22, 2024, 6:00 p.m.
The Zoom recording will be on the WLFEA Website**

SVFR & WLFEA BOARD MEMBERS PRESENT:

Director Jim Palisi, Director Laurie Heppel, and Director David Carrillo

Not Present: Director Tim Mendolia, and Director Keith Stanton (attended LCOG meeting)

WLAD & WLFEA BOARD MEMBERS PRESENT:

Director Mike Webb, Director Cindy Russell, Director Linda Stent, Director Vanessa Buss (via Zoom), and Director Adam Holbrook (arrived after roll call, 6:05 p.m.)

STAFF PRESENT:

Fire and EMS Chief Michael Schick, Office Manager Trish Lutgen, Training Chief Rob Chance (via Zoom), and Recording Secretary Holly Lais (via Zoom)

Chief Schick called the meeting to order at 6:00 p.m. Roll Call established a quorum for WLAD, SVFR, and WLFEA Directors.

PUBLIC COMMENT: None

PROMOTIONAL CEREMONY:

Ali Gharib was not available this evening for his promotion to was Lieutenant. It will occur at the March meeting.

CONSENT AGENDA:

- Meeting Minutes: Regular Meeting January 25, 2024
- Staff Reports – Chief Schick’s report was not in the board packet, but he will send his report out separately.
- Correspondence

REVIEW OF FINANCIALS – WLAD, SVFR, WLFEA:

Office Manager Lutgen reported that for the budget numbers to be on target they need to be roughly tracking at 58%. She said most capital items for SVFR have been purchased but we are still waiting for the Type VI. There were a few high line items on WLAD like Transfers Out to WLFEA at 66%. She explained that LifeMed renewals will start in June which is why the income is low and the expenditures are high. Staff have been gearing up for renewals to start. WLFEA Budget vs. Actuals was on target with a few high line items like pharmacy expenses, GEMT, community outreach, and emergency software services. Fire Prevention purchased new burn permit software. Workers Comp has doubled due to PTSD cases, retirements, and senior member back and shoulder injuries. Chief Schick added that this is a physical job, and even with safety equipment and a robust safety committee, injuries do occur.

Director Stent inquired if we could donate expired pharmaceuticals to the wildlife refuge. Chief Chance explained how we dispose of controlled substances and liquid waste. Chief Schick will look into it and she will continue to research.

OLD BUSINESS:

- a. Policies from January 25, 2024: Discussed
 - i. 200 Organizational Structure
 - ii. 201 Emergency Action Plan
 - iii. 202 Department/Agency Directives
 - iv. 1027 Personal Appearance Standards – this will be an extended topic as multiple policies will need to be developed for different staff.

NEW BUSINESS:

- a. Budget Committee Applications:

WLAD Budget Committee Member Patt Stewart would like to continue on the Budget Committee for another term, and Karen Guy has applied for the open positions.

WLAD Director Webb made a motion to accept this year's Budget Committee members. Seconded by Director Russell. Roll call vote, all in favor, and the motion carried.

SVFR Budget Committee Member Erin Huston has changed her last name to Looney and would like to continue on the budget committee for another term. The two open positions have received no applicants.

SVFR Director Carrillo made a motion to accept this year's Budget Committee members. Seconded by Director Heppel. Roll call vote, all in favor, and the motion carried.

- b. WLAD – Resolution: PERS Budget Adjustments:

The Western Lane Ambulance District (WLAD) had employees until the fiscal year 2022-23, and the Public Employees Retirement System (PERS) audited and adjusted employee accounts. Resolution 2024-01 will adjust the budget, moving \$1,469 from Operating Contingency to PERS Pension.

WLAD Director Holbrook made a motion to approve Resolution No. 2024-01 Resolution To Amend The FY2023-24 Budget. Seconded by Director Webb. Roll call vote, all in favor, and the motion carried.

- c. SVFR – Resolution: Transfer of Funds – Trust:

Siuslaw Valley Fire and Rescue received additional dollars from the donation from the Catherine Anne Administrative Trust. Resolution 2024-02 will transfer \$19,130 from SVFR's General Fund 4850 Other Income to the WLFEA General Fund Employee Recognition.

SVFR Director Heppel made a motion to approve Resolution No. 2024-02 Resolution To Move Funds To The Western Lane Fire And Ems Authority. Seconded by Director Palisi. Roll call vote, all in favor, and the motion carried.

- d. SDAO Conference Review:

Director Stent shared her experience at this year's SDAO conference. One of her big takeaways was from a Vendor who explained the State Narcan Program to her. She inquired if we and the schools utilized that program. Director Heppel shared her experience, and Director Russell shared what she learned regarding AI and websites.

- e. Strategic Plan Review Budget Calendar/Appoint Budget Officer:

Chief Schick provided a PowerPoint Presentation explaining why certain goals were behind schedule in the Strategic Plan for years 2023-24. The group discussed some ideas to meet those goals like getting more volunteers by participating in high school job fairs and revisiting the Explorers Program. The Consolidation and Merger face challenges since one is a health and the other a fire district, instead of two similar districts. Chief Schick is optimistic and still would like to see the consolidation happen. He noted that goals can be prioritized, and resources dedicated to meet those goals.

f. Staff Complaint on Ride Along:

Multiple staff complaints regarding Director Stanton's ride-along on February 2, 2024, went up the chain of command to Chief Schick and both SVFR and WLAD Board Presidents. Director Stanton had serious accusations brought up against him that were presented for the record by Director Palisi. Such accusations included HIPAA and OSHA violations. He also read Director Stanton's response to Chief Schick's email addressing the complaints. Director Palisi asked for feedback, concerns, and discussion from the directors. Chief Schick suggested no more ride-a-longs, and Director Heppel inquired if Director Stanton had taken any HIPAA classes and what options SDAO could provide.

Director Palisi made a motion to involve a third-party investigator. Seconded by Director Russel. Roll call vote, all in favor, and the motion carried.

g. Committee Review:

Directors received a lot of good data and input from the Safety and Feasibility Committee. The committee can now be temporarily removed, and decisions made at the Board Level.

h. Policies for Review: Discussed

- i. 203 - Training Policy
- ii. 204 – Liability Claims
- iii. 205 – Electronic Mail
- iv. 206 – Minimum Staffing Levels
- v. 207 – Administrative Communications
- vi. 208 – Post-incident Analysis

DIRECTOR COMMENTS:

None

Directors will not readjourn after the executive session. The Regular meeting adjourned at 7:52 p.m.

Directors went into Executive Session: Per ORS 192.660(2)(e) to conduct deliberations with persons designated by the governing body to negotiate real property transactions.

The Executive Session ORS 192.660(2)(b) was not read on the Zoom recording. The recording was not restarted due to the back-to-back Executive Sessions. Written minutes were taken at this point.

Directors went into Executive Session: Per ORS 192.660(2)(b) to consider the dismissal or disciplining of, or to hear complaints or charges brought against, a public officer, employee, staff member, or individual agent who does not request an open hearing.

FUTURE BUSINESS:

The next scheduled Joint Board Meeting is Thursday, March 28, 2024, at 6:00 p.m.

Respectfully submitted,
Holly Lais, Recording Secretary

**Western Lane Ambulance District
Siuslaw Valley Fire and Rescue
Western Lane Fire and EMS Authority
2625 Highway 101 North, Florence, OR 97439
Joint Board Meeting Minutes, March 28, 2024, 6:00 p.m.
The Zoom recording will be on the WLFEA Website**

SVFR & WLFEA BOARD MEMBERS PRESENT:

Director Jim Palisi, Director Keith Stanton, Director Laurie Heppel (via Zoom), and Director David Carrillo (via Zoom)

Not Present: Director Tim Mendolia

WLAD & WLFEA BOARD MEMBERS PRESENT:

Director Cindy Russell, Director Vanessa Buss, and Director Mike Webb (via Zoom)

Not Present: Director Adam Holbrook and Director Linda Stent

STAFF PRESENT:

Fire and EMS Chief Michael Schick, Deputy Chief Matt House, Office Manager Trish Lutgen, Training Division Chief Rob Chance, and Recording Secretary Holly Lais (via Zoom)

Chief Schick called the meeting to order at 6:00 p.m. Roll Call established a quorum for WLAD, SVFR, and WLFEA Directors.

PUBLIC COMMENT: None

PROMOTIONAL CEREMONY:

Ali Gharib was recognized for his promotion to Lieutenant with a pinning ceremony.

CONSENT AGENDA:

- Meeting Minutes
- Staff Reports
- Correspondence

Director Stanton asked to review the Regular Meeting Minutes from February 22, 2024. Staff will confirm if one or two executive sessions were announced in the minutes.

REVIEW OF FINANCIALS – WLAD, SVFR, WLFEA:

Office Manager Lutgen reported the budgets are on target and tracking around 66.72%. SVFR and WLAD are still working on purchasing capital items. The budget workshops and committee meetings are coming up in April.

OLD BUSINESS:

- a. Policies from February 22, 2024: Discussed
 - I. 203 - Training Policy
 - II. 204 – Liability Claims
 - III. 205 – Electronic Mail
 - IV. 206 – Minimum Staffing Levels
 - V. 207 – Administrative Communications
 - VI. 208 – Post-incident Analysis

- b. Policy: 1027 Personal Appearance Standards: Discussed
- I. First Responders
 - II. Administration Staff

NEW BUSINESS:

- a. Policies for Review: Discussed
- I. 209 – Annual Planning Master Calendar
 - II. 210 – Solicitation of Funds
 - III. 211 – Electronic Reader Board
 - IV. 212 – Use of SDAOs Pre-Loss Legal Program
 - V. 213 – WLAD Billing Policy
 - VI. 214 – Petty Cash Management
 - VII. 215 – Physical Asset Management
- b. Best Practices: The Best Practices program provides the district with up to 10% discount on insurance contributions. Each category's completed such as public meeting policy, SDAO Board of Directors training, and public meeting checklist, provide the district's with a 2% credit on the insurance. Office Manager Lutgen will review the district's public meeting policies to ensure they meet SDAO's sample policy. The training that the Board of Directors must complete is open and available on Vector Solutions.
- c. Supplemental Budget: SVFR Resolution 2024-03:
SVFR Director Stanton made a motion to adopt SVFR Resolution 2024-03 Supplemental Budget Correction. Seconded by Director Palisi. Roll call vote, all in favor, and the motion carried.
- d. Supplemental Budget: WLAD Resolution 2024-02:
WLAD Director Webb made a motion to adopt WLAD Resolution 2024-02 Supplemental Budget Correction. Seconded by Director Buss. Roll call vote, all in favor, and the motion carried.

DIRECTOR COMMENTS:

- Director Palisi reviewed complaints regarding Director Stanton's ambulance ride-a-long from last month. The board agreed no more ride-a-longs would be permitted, and the matter is considered closed.
- Director Russell recognized all the candidates who applied for the Captain's assessment. Chief Schick was pleased with the quality of the applicants and still needs to interview three candidates. He will announce the final candidates in the next few weeks. Captain David Rossi is anticipated to retire later this fiscal year.
- Chief Schick announced that WLFEA will participate in Family Feud held at the Casino on April 5. Funds from ticket sales will go to the Florence Food Share.

The Regular meeting adjourned at 6:23 p.m.

FUTURE BUSINESS:

- April 4, 2024, at 5:30 p.m. WLFEA Budget Committee Meeting
- April 11, 2024, at 5:30 p.m. SVFR Budget Committee Meeting
- April 18, 2024, at 5:30 p.m. WLAD Budget Committee Meeting
- April 25, 2024, at 6:00 p.m. Regular Joint Board Meeting

Respectfully submitted,
 Holly Lais, Recording Secretary

**Western Lane Fire and Ems Authority
Siuslaw Valley Fire and Rescue
Western Lane Ambulance District
2625 Highway 101 North, Florence, OR 97439**

WLFEA Budget Workshop, April 6, 2023, at 5:30 pm.

This was an in-person and teleconference through Zoom meeting
The Zoom recording will be posted on the WLAD and SVFR Websites

SVFR and WLFEA BOARD MEMBERS PRESENT: Directors Laurie Heppel and Jim Palisi

Not Present: Directors Alan Burns, Tim Mendolia, and Sam Spayd

WLAD and WLFEA BOARD MEMBERS PRESENT: Directors Cindy Russell and Vanessa Buss

Not Present: Directors Mike Webb, Rick Yecny, and Adam Holbrook

Staff Present: Chief Schick, Dina McClure, Matt House, Holly Lais

Chief Schick called the meeting to order at 5:30 p.m. Roll Call, no quorums established.

New Business:

WLAD Action Item: Appoint Budget Committee Member – Business was postponed due to no quorum.

Provide Input for the organization of the FY23-24 WLFEA Budget: Chief Schick provided the boards with a preview of the budgets and explained what to expect during the upcoming budget committee meetings. He said his PowerPoint had not yet been published and reviewed the previous year's budgets. He informed this year the Capital would stay in the SVFR and WLAD budgets and the Personnel Services, Materials and Services, and Resources would move to WLFEA's budget. He said this would help allow for more transparency and less confusion. Chief Schick discussed any questions and input the board had.

The meeting adjourned at 6:15 pm.

FUTURE BUSINESS:

The WLAD Budget Committee Meeting will be held Thursday, April 13, 2023, at 5:30 pm.

The SVFR Budget Committee Meeting will be held Thursday, April 20, 2023, at 5:30 pm.

The next scheduled Joint Board Meeting is Thursday, April 27, 2023, at 6:00 pm.

Respectfully submitted,
Holly Lais
Recording Secretary

**Western Lane Fire and Ems Authority
Siuslaw Valley Fire and Rescue
Western Lane Ambulance District
2625 Highway 101 North, Florence, OR 97439**

WLFEA Budget Workshop, April 4, 2024, at 5:30 pm.

This was an in-person and teleconference through Zoom meeting.

SVFR and WLFEA BOARD MEMBERS PRESENT: Directors Laurie Heppel, Jim Palisi, and Keith Stanton

Not Present: Directors Tim Mendolia and David Carrillo

WLAD and WLFEA BOARD MEMBERS PRESENT: Directors Mike Webb and Vanessa Buss (arrived late)

Not Present: Directors Cindy Russell, Linda Stent, and Adam Holbrook

Staff Present: Chief Schick and Office Manager Trish Lutgen

Chief Schick called the meeting to order at 5:41 p.m. Roll Call, no quorum established.

Chief Schick reviewed the budget process and the agenda for the evening. He provided an overview of each entity and informed the board that capitol items stay with Siuslaw Valley Fire and Rescue (SVFR) and Western Lane Ambulance District (WLAD). The WLFEA budget was discussed.

Director Webb asked if staff could carve out some funds for joint trainings with our neighboring districts. Chief Schick stated staff could and that staff are currently assisting some of the neighboring districts with the HOPE grant.

Director Webb asked what a psychological evaluation entails during the hiring process. Chief Schick explained that they help to determine an applicant's behavior, values, etc. It can be important to know how a person would handle certain calls.

Chief Schick showed the projected capital needs for the entities. Director Heppel asked if there were any grants for the SCBAs. Chief Schick responded that there are grants but we received one recently. Director Palisi asked if there was a decision on what was going to be purchased. Chief Schick informed the group that no decision had been made at this time. A discussion around grant funding occurred.

Director Heppel asked about the gym equipment that was being considered for the staff. Chief Schick informed the group that staff was together putting a list of equipment, and he had not yet received that list.

Director Stanton asked where the building items were addressed in the budget and Chief Schick presented the building options. In order for the remodel of station 1 to occur, administration would need to do the following:

1. Move to a new facility utilizing the land across the street or purchasing elsewhere.
2. Move to the OPB building either purchasing or leasing the property.
3. Peace Health Medical Center property – Chief informed everyone that PHMC had plans for the property in question.

Director Buss arrived at 6:46 p.m.

Discussion around building on the lot currently owned by the district occurred. Director Stanton was concerned about Admin being separate from the station. Chief Schick stated that he has had both, Admin in the same building and Admin in a separate building, and it did not see a problem either way.

Director Webb asked about financing options. Chief Schick talked about the different options. He will be looking at the Oregon Fire Chief's conference as they usually have vendors with a variety of financing options. Chief Schick informed the board that we would put the building on the April agenda for a consensus on building options and financing.

The workshop adjourned at 7:00 pm.

FUTURE BUSINESS:

The SVFR Budget Committee Meeting will be held Thursday, April 11, 2024, at 5:30 pm.

The WLAD Budget Committee Meeting will be held Thursday, April 18, 2024, at 5:30 pm.

The next scheduled Joint Board Meeting is Thursday, April 25, 2024, at 6:00 pm.

Respectfully submitted,
Trish Lutgen
Recording Secretary

DRAFT



Memorandum

To: WLFEA Board of Directors
From: Fire and EMS Chief Michael Schick
CC: Trish Lutgen, Dep Chief House, Div. Chief Chance
RE: Chief's Board Report April 25th

1. Life Safety and Fire Hazard inspections

In order to complete an annual inspection on all relevant occupancies in our district we will need to complete approximately 30 per month. We now have the program to a point where we can easily accommodate that number.

January	4 inspections completed
February	17 inspections completed
March	28 inspections completed
April	16 inspections completed, 24 inspections scheduled

Top Deficiencies found

- Address identification not present
- Extension cords improperly used
- Unobstructed and unobscured fire extinguishers
- Dead bolts on exit doors

2. Merger update

I've been working with a group representing Lane County Elections, Counsel, Land Management, Assessors Office and a representative from the Oregon State Department of Revenue. The consensus of the group is that we will need to dissolve

both parent districts and form a new district. This confirms what we thought was the approach to take. The board will need to decide if the tax rate for the new district would simply be an addition of the current tax rates or if some other number would be proposed. If the new district is formed with the same footprint as the current fire district and we simply add all existing levies together there would be a slight loss in revenue.

3. Administration building

We have asked our architects to prepare one more proposal which would place a new two story administration building directly connected to the west end of Station 1. I hope to have a preliminary drawing for the board at the April board meeting. If we take this path we would need to either acquire the property to the west of the Station lot to replace the parking spots lost or use the vacant lot across from Station 1 for parking. If the board selects this new approach we would not need to find vacant office space for admin personnel while the building is under construction.

4. Joint Labor Management Relations Committee

Two requests for modification of the current collective bargaining agreement were submitted to the Union. The first was to change the date at which probationary member may use their accrued vacation time from 12 months to 3 months. This was accepted by the Union and will be brought to the WLFEA board at the April meeting. The second request was to allow monthly funding of employee's HRA-VEBA accounts instead of the annual funding on July 1 each year. This request was denied by the Union with a suggestion that it be brought up during labor negotiations for the next contract.

5. Captain's Assessment Center

Testing for the establishment of a new promotional list is complete. Six internal candidates went through the process with three reaching a minimum score of 70%. One of the three passing candidates has subsequently withdrawn from the process. We anticipate Civil Service approval of the list on April 23rd and an announcement of the list following that meeting.

6. Hiring and promotional timelines

We are planning on an assessment center to establish a list for FF/EMT, FF/Medic, and Paramedic positions in May followed by an assessment center to establish a new list for Lieutenant in June. Captain David Rossi has submitted a letter to us indicating that he will be retiring on Aug 1. At that time we will promote from the Captains list which will lead to an opening for a Lieutenant which will also be filled at that time.

7. Recent incidents

WLFEA responded to two structure fires in the last month. On March 30th we were notified of a fire in a manufactured home south of the bridge on Grand Avenue. The home was not occupied and was only used for storage by the owner. The lot had been cleared of trees and there were no exposures at risk . A second fire in a manufactured home on North Lane (north of Florence) was reported on April 19th at approximately 1030. The home was unoccupied at the time of the fire. Crews had a difficult time extinguishing the fire due to the presence of four roofs on the structure. Multiple rekindles necessitated additional fire responses over the weekend. Causes could not be determined for either fire.

Grand Avenue



North Lane





Western Lane Fire and EMS

"Stronger as one"

April 24, 2023

District Board Meeting

Prepared by: Deputy Chief Matt House

Key information:

Apologies for not attending this Board meeting as I'm conducting the Western Lane / Western Douglas Fire Defense Board meeting.

1. We had one call that required a critical stress incident debriefing. Crews from the call appear to be managing after the event and periodic check-ins are occurring with Peer-Support. Routine call volume observed through the month of March. Call volumes slightly below last year averages year-to-date and to March totals.
2. Type-III engine is in service and running 1st out on routine calls. Crews adjusting to the change of a more versatile apparatus for our response.
3. Oregon State Fire Marshall grant Type VI apparatus is schedule to be delivered between June and July 2024. We've received all the equipment for when the build is completed. We had our first pre-construction meeting with Rebel and have begun the build process. It is anticipated that the completion of this Type VI Brush apparatus in late May or early June. Rebel manufacturing keeps having supply chain issues getting the necessary parts for completion.
4. New Ford Interceptor support vehicle uplift process underway. Scheduled to go to Bend for the uplift process.
5. Portable radios have been issued to full-time staff. Next batch will be arrive before end of fiscal year.
6. Station 1 had a roof leak repaired which is a temporary fix on the membrane portion of the roof. We are in the process of getting three quotes for repairs to this.
7. Been very busy working on numerous capital improvement projects such as above and order of Ventilators to replace aging ventilator equipment, Dual complaint PPE, Lucas compression device, Station 2 outside building addition, and flooring for Station 1 upstairs. All these expenses are outlined in the capital outlay of this fiscal year's budget.

1. Mobile Integrated Healthcare

Mobile Integrated Healthcare program has had a decrease from PeaceHealth in referrals. We are continuing to work with PHH on increasing numbers. Wendy is also enrolled into an eight-week MIH class that will be nationally certified after completion. This will help obtain grant funding to continue the program.



Western Lane Fire and EMS

"Stronger as one"

2. Logistics report

See Operation - Logistic report for more detail report, here are some highlights:

- i. Assist with annual career fair at Siuslaw High School.
- ii. Continuing annual heavy and lightweight apparatus inspections ongoing.
- iii. E621 Radiator needs replaced.
- iv. Annual apparatus inspections and service ongoing.
- v. Inservice training on Type III.
- vi. Annual uniforms distributed along with Class B and badges. Dual compliant PPE has been sized and ordered.
- vii. Extrication gloves ordered and distributed.
- viii. Annual fire extinguisher inspections completed.

Call summary:

1. Call summary comparison for monthly and fiscal year.
 - a. Starting fiscal year 2023-2024, the reporting way of call volumes has been changed to reflect our total call volume for Western Lane Fire and EMS Authority.

WLFEA March 2023 Responses	2023	2024	Difference
911 Response, transports	157	150	-7
Interfacility Transfers	46	40	-6
Specialty Care Transfer	19	8	-11
911 Response, no patient transport	143	114	-29
Mobile Integrated Healthcare Visits	20	26	6
Fire	5	3	-2
Rescue / EMS	88	79	-9
Other (Service calls, good intent, false alarms)	30	34	4
Overall call volume	508	454	-54
WLFEA responses through FY 2023-24	FY 22-23	FY 23-24	
911 Response, transports	1435	1463	28
Interfacility Transfers	425	310	-115
Specialty Care Transfer	178	124	-54
911 Response, no patient transport	1202	1184	-18
Mobile Integrated Healthcare	327	220	-107
Fire	62	78	16
Rescue / EMS	871	848	-23
Other (Service calls, good intent, false alarms)	337	318	-19
Fiscal year total call volume comparison	4837	4545	-292

March Numbers and Patient Care notes

Total visits, 16, total patient care days, 9, so about 1.8 pts/day, or nearly fully scheduled given that I am still making my own scheduling calls.

Two of the visits were no-shows, meaning I went to the patient's home, made one or more phone calls trying to locate the patient, but was unable to make contact.

(As an aside – I find that if I schedule a patient for a week or more in advance, I get a lot more no-shows. Therefore, I will schedule none, or only a well-known patient, for the day I return to the office which can create extra unfilled slots. For my trip to Maryland, I expect that my colleagues at WLFEA will be able to check on a few patients and do one or two Fall Assessments while I am gone. That way a few recently referred patients will have a check in, but I will only see one patient on the day I return to the office.)

The Data:

One comment about the referral sources and one question: At least one patient I saw had multiple referrals, from the ED and EMS. Question: In the past, the fall referrals came from the Emergency Department Community Coordinator and were marked as ED referrals. Should they be a separate category now?

I hope to begin including PCP location (PHMC, PH, Outside) and if EMS was used by each patient in relation to the current referral in my spreadsheet, but an after-the fact count for March:

15/16 visits scheduled were for patient with a PHMC PCP. 1 patient had a non-local PH PCP.

14/16 visits scheduled were for patients who used WLFEA for transport and/or lift assist in relation to the current referral.

By comparison, last year in March I saw a total of 36 patients, or about 2.5 patients per working day.

In 10 days on which I saw patients there were 20 patient visits, or 2 patients a day, which represents fully scheduled, given that I am still doing my own scheduling.

I was able to complete 2 Fall Assessments this month.

Because there were no hospital referrals during the bulk of February I was able to leave for the final part of my CP-C course with no outstanding hospital/ED patients who were not enrolled in Home Health.

For comparison, there were about a dozen new hospital and ED referrals during the week I spent in Ashland preparing for and taking my CP-C exam. I'm not sure if this was a natural fluctuation in the number of patients, or a result of different hospitalists.

Numbers are shown below.

Years 2024		
Visit date Feb		
	Number of Visits	% of total Visits
ED	7	35%
Hospital	6	30%
PCP	5	25%
EMS	2	10%
Grand Total	20	100%

DC = Discharge Coord (Hospital)
 ED = Emergency Dept
 EMS = EMS
 PCinHome = Primary Care in Home
 PAL = Palliative Care

Years 2023	
Visit date Feb	

Referral	Visits	Percent
DC	6	23.1%
PCP	6	23.1%
PAL	6	23.1%
EMS	6	23.1%
ED	2	7.7%
Grand Total	26	100.0%

Operations – Logistics

March

- Assisted with annual Career Fair at Siuslaw High School
- Annual duty uniforms issued to staff
- New class B uniforms and badges ordered

Apparatus

- WT-638: Annual inspection, testing, service, repairs
- E-622: Annual inspection, testing, service, repairs
- M-614: Service, electrical repair
- WT-631: Rear brake cans replaced
- BR-651: Warranty repairs
- T-641: Electrical cord repair, hydraulic leak repair
- R-661: Transmission service,
- WT-634: Annual inspection, testing, service, repairs
- WT-631: Annual inspection, testing, service, repairs
- M-611: Radio repair
- C-600: Ford recall repair
-

Equipment

- New Dual compliant tech rescue/wildland PPE sizing for staff
- New extrication gloves received and issued to line staff
- Annual inspection and service of all fire extinguishers

Facilities

- Station 1: Working with contractors for estimates on replacing the membrane roof, Backup generator cooling system service and repair, Annual fire sprinkler riser inspection and testing, Annual back flow testing, Water main vault sump pump replaced
- Station 7: Apron light switch installed, new man door installed

Report submitted by:
Andy Gray
Logistics Captain



Western Lane Fire and EMS Authority

2625 Highway 101
Florence, OR 97439-9702
(541) 997-3212

Training Report April 2024

Target Solutions topics for the month are CAPCE Traumatic Head and Brain Injuries, CAPCE Gunshot Wound and Bomb Blast Injuries, NFPA 1021 Pre-Incident Planning, and NFPA 1021 Company Level Training.

The drill schedule for April is fire simulator on 4/2 and drafting and water streams with E628 on 4/16, and rope rescue drill on 4/29. We have also been doing holdover training to get some of our newer drivers out on the sand dunes as the weather gets nicer.

Monthly officer development includes reading chapter 7 from *First In, Last Out* and answering assigned questions for discussion at the next officer meeting.

The monthly CPR class had 7 students. Rob also recertified a couple of Peace Harbor providers in BLS and ACLS.

The training division met on 4/17 and discussed annual skills proficiency and apparatus operator training. Rob is also looking into resources to coordinate a regional extrication course.

We had a product representative do an in-service training for the new Slishman traction splints. We will be receiving over twenty of these new devices to replace many missing Sager splints. Dustin Pearson has also been doing ventilator training on the new Zoll ventilators along with an operational checkoff.

We had an Emergency Vehicle Operator Course (EVO) on 4/6 for WLCR and new operations responders. We utilized both WLCR vehicles, M617, and BR651.

The Southwest Oregon Fire Instructor Association will be holding a pumper/operator class at the beginning of June, and a truck operations course to follow. Rob is coordinating the evolutions and apparatus for the class being held at Marshfield High School. Rob, Ronnie, Ali, and Andy will be attending a rural water supply class at Lane Fire Authority on May 3-4. This class was coordinated through the Region 5 Training Association.

New DPSST certifications for April are Randy Thomas Apparatus Driver/Operator and Sky Cedarleaf-Grey Rope Rescue Technician. We successfully recertified everyone that was due for NREMT. We had one audit that has been resolved.

Western Lane Crisis Response

WLFEA

2625 Highway 101 North
Florence, OR 97439-9702
(541) 997-3212

April 2024

Western Lane Crisis Response (WLCR) Manager's Board Report Prepared by Melissa House, QMHA-I

General STATS for the month of March

Total of **54** calls of those **15** were phone contacts

Average amount of time spent per call: **1.2** hours

WLCR prevented **22** individuals from being arrested or seen in the hospital

5 individuals were taken to Peace Harbor Hospital

The Justice Department requested WLCR **4** time and the Hospital Requested WLCR **2** time/Clinic **0**

8 Mental Health calls

7 Suicidal Ideations

10 Homelessness

3 Family Disputes

7 Youth

3 Veteran

8 Acute Trauma/Sudden Death

0 Drug/Alcohol

0 Structure Fire

3 Cancelled Enroute

8 Other calls

Program Update:

Bags of Love donated 25 bags for youth in our community. Bags of Love provides necessities and comfort items to children who are in crisis due to neglect, abuse, poverty, homelessness, or disasters.

Camille and Melissa will provide an in-person presentation about the WLCR program.

Budget:

Lane County is in the process of working on a new contract for WLCR for Jan 1st through June 30th 2024. Most recent update stated that they have to present the budget to the OHA board again in April before we receive a new contract.

TO THE DIRECTORS AND CHIEF SCHAACK,
A BIG THANK YOU TO THOSE OF YOU
WHO DONATED TO MY RETIREMENT
GIFT CERTHATES. IT WAS GREAT
WORKING WITH YOU AND BEING A PART
OF SEEING THE DISRUPTS COME TOGETHER
TO CREATE THE AUTHORITY. I WISH YOU
ALL THE BEST AND APPRECIATE ALL OF
THE WORK YOU DO.
Dina Meeuw

Siuslaw Valley Fire and Rescue

Balance Sheet

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PY)
ASSETS		
Current Assets		
Bank Accounts		
1001 Checking 1151	58,515.99	7,031.01
1002 Money Market 0832	50,497.60	1,397,695.90
1003 SVFR LGIP 6355	1,751,750.14	1,025,498.46
1013 Debit/Visa 2876	0.00	496.95
1050 PERS UAL 6512	151,377.83	150,452.63
1052 Capital Replace Savings 7216	500,682.43	496,944.26
1054 Capital Improve Savings 7224	462,953.10	459,341.08
Total Bank Accounts	\$2,975,777.09	\$3,537,460.29
Accounts Receivable	\$0.00	\$0.00
Other Current Assets		
1205 Undeposited Funds	0.00	0.00
1208 Employee Advances	0.00	0.00
1230 Other Receivables	0.00	0.00
1236 Prepaid Expense	0.00	19,281.50
1240 Property Tax Receivable	98,361.69	108,825.05
1245 Cash with County	7,242.00	7,242.00
1305 Prepaid Health Insurance	0.00	0.00
1320 Grant Receivables	0.00	0.00
1351 Conflag Receivable	0.00	0.00
Total Other Current Assets	\$105,603.69	\$135,348.55
Total Current Assets	\$3,081,380.78	\$3,672,808.84
Fixed Assets	\$0.00	\$0.00
TOTAL ASSETS	\$3,081,380.78	\$3,672,808.84
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
2000 Accounts Payable	49,167.35	310,737.15
Total Accounts Payable	\$49,167.35	\$310,737.15
Credit Cards	\$0.00	\$2,808.38
Other Current Liabilities		
2010 Other Payables	0.00	0.00
2050 Deferred Revenue	87,281.31	86,577.22
2100 Payroll Liabilities	0.00	0.00
Total Other Current Liabilities	\$87,281.31	\$86,577.22
Total Current Liabilities	\$136,448.66	\$400,122.75
Long-Term Liabilities	\$0.00	\$0.00
Total Liabilities	\$136,448.66	\$400,122.75
Equity		

Siuslaw Valley Fire and Rescue

Balance Sheet

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PY)
3100 Capital Reserve	963,635.53	956,001.16
3200 Investment in Capital and Land	0.00	0.00
3500 Fund Balance Unrestricted	1,691,756.79	1,863,544.95
Net Income	289,539.80	453,139.98
Total Equity	\$2,944,932.12	\$3,272,686.09
TOTAL LIABILITIES AND EQUITY	\$3,081,380.78	\$3,672,808.84

Siuslaw Valley Fire and Rescue

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	TOTAL		
	ACTUAL	BUDGET	% OF BUDGET
Income			
4100 Property Tax			
4111 Lane County	3,043,097.74	3,046,205.00	99.90 %
4114 Douglas County	4,206.16	4,718.00	89.15 %
4117 Prior Year Tax Revenue	27,291.77	30,000.00	90.97 %
Total 4100 Property Tax	3,074,595.67	3,080,923.00	99.79 %
4125 Other County Tax Revenue	3,925.33		
4303 Three Rivers Casino	61,688.76	61,689.00	100.00 %
4800 Conflag Reimbursements		50,000.00	
4810 Other Fire Reimbursements	720.20		
4850 Other Income	34,130.00		
4859 Miscellaneous Income	275.00		
4860 Reimbursements and Refunds		15,000.00	
4890 Interest Income GF	44,513.40	12,000.00	370.95 %
4895 Interest Income - Capital 7216	2,835.65	1,000.00	283.57 %
4896 Interest Income - Capital 7224	2,777.79		
Total 4850 Other Income	84,531.84	28,000.00	301.90 %
Total Income	\$3,225,461.80	\$3,220,612.00	100.15 %
GROSS PROFIT	\$3,225,461.80	\$3,220,612.00	100.15 %
Expenses			
7000 Administration			
7100 Administrative Expense			
7108 Dues and Fees	153.49		
Total 7100 Administrative Expense	153.49		
7500 Insurance			
7510 Property & Liability Insurance	45,487.00	43,000.00	105.78 %
Total 7500 Insurance	45,487.00	43,000.00	105.78 %
Total 7000 Administration	45,640.49	43,000.00	106.14 %
8000 Capital Outlay			
8003 Portables/Pagers	43,971.24	45,000.00	97.71 %
8012 Furniture	1,800.35	5,000.00	36.01 %
8015 Command Vehicle	45,128.55	55,000.00	82.05 %
8023 Type 6 Engine		100,000.00	
8024 Type 3 Engine	447,136.37	450,000.00	99.36 %
8025 Personal Safety		10,000.00	
8103 Computer Upgrades		5,000.00	
Total 8000 Capital Outlay	538,036.51	670,000.00	80.30 %
Total Expenses	\$583,677.00	\$713,000.00	81.86 %
NET OPERATING INCOME	\$2,641,784.80	\$2,507,612.00	105.35 %
Other Income			
9000 Beginning Balance - General Fund		1,640,422.00	

Siuslaw Valley Fire and Rescue

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	TOTAL		
	ACTUAL	BUDGET	% OF BUDGET
9310 Beginning Balance Capital Replacement Fund		497,356.00	
9320 Beginning Balance Capital Improvement Fund		459,696.00	
Total Other Income	\$0.00	\$2,597,474.00	0.00%
Other Expenses			
9501 Contingency		100,000.00	
9525 Transfer OUT to WLFEA	2,347,245.00	3,741,713.00	62.73 %
9530 Transfer OUT to WLCR	5,000.00	5,000.00	100.00 %
9555 Reserved for PERS UAL		150,321.00	
9760 Ending Balance Capital Replacement Fund		498,356.00	
9770 Ending Balance Capital Improvement Fund		459,696.00	
9900 Ending Balance - General Fund		150,000.00	
Total Other Expenses	\$2,352,245.00	\$5,105,086.00	46.08 %
NET OTHER INCOME	\$ -2,352,245.00	\$ -2,507,612.00	93.80 %
NET INCOME	\$289,539.80	\$0.00	0.00%

Siuslaw Valley Fire and Rescue

Transaction List by Date

March 2024

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	AMOUNT
03/04/2024	Bill Payment (Check)	28919	Special Districts Insurance Services	Prop Insurance addition	1001 Checking 1151	-745.00
03/27/2024	Transfer			March PR, April Expenses, SDIS Prop Ins	1003 SVFR LGIP 6355	-350,000.00
03/29/2024	Bill Payment (Check)	364	Western Lane Fire & EMS Authority (WLFEA)	March PR, April Expenses	1002 Money Market 0832	-300,000.00
03/29/2024	Transfer			2024 Prop Ins, WLCR funding	1002 Money Market 0832	-50,000.00

Western Lane Ambulance District

Balance Sheet Comparison

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PY)
ASSETS		
Current Assets		
Bank Accounts		
1010 Checking 0046	57,049.71	15,643.94
1020 Money Market 9835	103,566.14	1,469,228.99
1030 LifeMed Cash 9411	56,508.74	56,255.40
1040 WLAD LGIP 6353	1,412,572.28	1,538,247.70
1050 PERS UAL 6407	59,437.49	59,261.07
1090 Capital Equip Reserve 1060	193,546.93	192,036.86
1099 Petty Cash	400.00	400.00
Total Bank Accounts	\$1,883,081.29	\$3,331,073.96
Accounts Receivable		
1200 Accounts Receivable	1,484.32	-1,035.68
Total Accounts Receivable	\$1,484.32	\$ -1,035.68
Other Current Assets		
1201 Patient Accounts Receivable	1,281,314.56	1,075,970.06
1202 Allowance for Bad Debt	-198,841.43	-145,451.84
1203 Allowance for Contractual Adjust	-499,712.67	-419,628.32
1204 Grant Receivable	0.46	42,054.46
1205 Accounts Receivable (Audit)	6,311.00	6,311.00
1240 Property Tax Receivable	66,336.00	66,336.00
1245 Cash with County	3,391.00	3,391.00
1250 Seismic Grant Receivable	0.00	0.00
1260 MIH Grant Receivable	0.00	0.00
1299 Undeposited Funds	0.00	0.00
1302 Prepaid LifeMed Expense	0.00	0.00
1304 Prepaid Prop & Liab Insurance	12,774.49	45,022.49
1305 Prepaid Health Insurance	0.00	0.00
1306 Prepaid Other Expense	0.00	0.00
1313 Employee Draws	0.00	0.00
1335 Flexible Medical Spending	0.00	0.00
Total Other Current Assets	\$671,573.41	\$674,004.85
Total Current Assets	\$2,556,139.02	\$4,004,043.13
Fixed Assets	\$0.00	\$1,268,916.89
TOTAL ASSETS	\$2,556,139.02	\$5,272,960.02
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
2000 Accounts Payable	31,663.44	299,867.24
Total Accounts Payable	\$31,663.44	\$299,867.24
Credit Cards		

Western Lane Ambulance District

Balance Sheet Comparison

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PY)
2007 OPB Mastercard	1,028.00	2,999.55
Total Credit Cards	\$1,028.00	\$2,999.55
Other Current Liabilities		
2001 Accrued Account Payable	0.00	0.00
2006 Deferred Casino Revenue	0.00	0.00
2050 MIH Deferred Revenue	53,277.00	53,277.00
2100 Wages & Payroll Liabilities	0.00	134,135.92
2200 Deferred LifeMed Income	0.00	0.00
Total Other Current Liabilities	\$53,277.00	\$187,412.92
Total Current Liabilities	\$85,968.44	\$490,279.71
Total Liabilities	\$85,968.44	\$490,279.71
Equity		
3010 Investment in Capital and Land	134,135.92	1,268,916.89
3020 LifeMed Fund Balance	56,508.74	56,255.40
3030 Capital Reserve	193,546.93	192,036.86
3100 Designated for Capital	0.00	0.00
3500 Fund Balance Unrestricted	3,038,054.14	4,162,011.68
Net Income	-952,075.15	-896,540.52
Total Equity	\$2,470,170.58	\$4,782,680.31
TOTAL LIABILITIES AND EQUITY	\$2,556,139.02	\$5,272,960.02

Western Lane Ambulance District

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	TOTAL		
	ACTUAL	BUDGET	% OF BUDGET
Income			
4000 Operating Income			
4001 Private Insurance	382,688.79	500,000.00	76.54 %
4002 Private Pay	83,468.40	120,000.00	69.56 %
4020 Medicaid	166,896.51	200,000.00	83.45 %
4023 Medicare	900,279.48	1,180,000.00	76.29 %
4025 GEMT CCO Program	79,937.43	65,000.00	122.98 %
4026 GEMT FFC Program	2,308.00		
4035 Collection Agency	1,881.48		
4085 Other Revenue	951.77		
4090 less Refunds	-9,740.23		
4099 Allowance for Contractual Adjustment	70,779.39		
Total 4000 Operating Income	1,679,451.02	2,065,000.00	81.33 %
4200 NonOperating Income			
4210 Property Tax Revenue			
4211 Current Year - Permanent Levy	743,905.24	731,823.00	101.65 %
4212 Current Year - Local Option Levy	1,027,297.70	1,052,768.00	97.58 %
4214 Prior Year Taxes	16,081.61	25,000.00	64.33 %
Total 4210 Property Tax Revenue	1,787,284.55	1,809,591.00	98.77 %
4220 Three Rivers Casino	30,792.00	30,792.00	100.00 %
4230 Other County Tax Revenue	2,312.70		
4250 Reimbursements	6,148.61		
4280 Miscellaneous Revenue		15,000.00	
4290 Interest Income WLAD	41,135.73	30,000.00	137.12 %
4295 Interest Income Capital	1,161.31	800.00	145.16 %
Total 4200 NonOperating Income	1,868,834.90	1,886,183.00	99.08 %
4600 LifeMed Income			
4601 LifeMed Subscriptions	21,600.00	120,000.00	18.00 %
4602 LifeMed CPR Classes	11,449.62	14,000.00	81.78 %
4609 LifeMed Interest	18.81		
4690 less LifeMed Refund	-20.00		
Total 4600 LifeMed Income	33,048.43	134,000.00	24.66 %
4700 Grant Income			
4702 MIH Foundation		50,000.00	
Total 4700 Grant Income		50,000.00	
Total Income	\$3,581,334.35	\$4,135,183.00	86.61 %
GROSS PROFIT	\$3,581,334.35	\$4,135,183.00	86.61 %
Expenses			
5000 PERSONNEL SERVICES			
5100 Operations Personal Services			
5123 PERS Operations	1,468.82		
Total 5100 Operations Personal Services	1,468.82		

Western Lane Ambulance District

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	TOTAL		
	ACTUAL	BUDGET	% OF BUDGET
Total 5000 PERSONNEL SERVICES	1,468.82		
6900 LifeMed Expense			
6951 Public & Regional Training LM	1,028.00	5,000.00	20.56 %
6952 QRT Support & Training LM	1,800.00	10,000.00	18.00 %
6953 Promotion & Advertising LM	3,907.71	7,000.00	55.82 %
6957 Bank Fees LM	1,551.20	1,500.00	103.41 %
6958 Postage & Printing LM	511.98	4,000.00	12.80 %
6959 Supplies LM	333.20	1,500.00	22.21 %
6960 Other LifeMed Expenses	592.75	1,000.00	59.28 %
Total 6900 LifeMed Expense	9,724.84	30,000.00	32.42 %
7000 MATERIALS & SERVICES ADMINISTRATION			
7100 Administrative Expense			
7108 Dues and Fees	200.45		
7111 GEMT FFC Fees	476.17		
Total 7100 Administrative Expense	676.62		
7500 Insurance			
7510 Property & Liability Insurance	28,372.00		
Total 7500 Insurance	28,372.00		
Total 7000 MATERIALS & SERVICES ADMINISTRATION	29,048.62		
8000 Capital Outlay			
8010 Building Improvements		50,000.00	
8017 Computer Upgrade / iPads		5,000.00	
8020 Hands Free CPR Devices		18,000.00	
8023 Personal Safety		5,000.00	
8026 Portables/Pagers		45,000.00	
8027 Ventilators	31,663.44	60,000.00	52.77 %
Total 8000 Capital Outlay	31,663.44	183,000.00	17.30 %
8700 Grant Expense			
8705 Three Rivers Casino Carseat Grant	939.78		
Total 8700 Grant Expense	939.78		
Total Expenses	\$72,845.50	\$213,000.00	34.20 %
NET OPERATING INCOME	\$3,508,488.85	\$3,922,183.00	89.45 %
Other Income			
9100 Beginning Balance - General Fund		2,903,811.00	
9200 Beginning Balance - LifeMed		130,000.00	
9300 Beginning Balance - Capital Fund		192,200.00	
9410 To Gen Fund from LifeMed	110,000.00	110,000.00	100.00 %
9420 To Equip Resv from Gen Fund		310,000.00	
Total Other Income	\$110,000.00	\$3,646,011.00	3.02 %
Other Expenses			
9011 IF Transfer - Capital Reserve		310,000.00	

Western Lane Ambulance District

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	ACTUAL	TOTAL	
		BUDGET	% OF BUDGET
9012 From LifeMed to Gen Fund	110,000.00	110,000.00	100.00 %
9501 Contingency		100,000.00	
9530 Transfer OUT to WLCR	5,000.00	5,000.00	100.00 %
9535 Transfer OUT to WLFEA	4,455,564.00	6,206,973.00	71.78 %
9555 Reserved for PERS UAL Account		59,221.00	
9700 Reserved for Capital Expenditures		503,000.00	
9800 Ending Balance - LifeMed		124,000.00	
9900 Ending Balance - General Fund		150,000.00	
Total Other Expenses	\$4,570,564.00	\$7,568,194.00	60.39 %
NET OTHER INCOME	\$ -4,460,564.00	\$ -3,922,183.00	113.73 %
NET INCOME	\$ -952,075.15	\$0.00	0.00%

Western Lane Ambulance District

Transaction List by Date

March 2024

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	AMOUNT
03/05/2024	Bill Payment (Check)	4155	Siuslaw Consulting, LLC		1030 LifeMed Cash 9411	-400.00
03/18/2024	Bill Payment (Check)	21124	Western Lane Fire & EMS Authority (WLFEA)		1010 Checking 0046	-33,199.01
03/27/2024	Transfer			March PR, April expenses	1040 WLAD LGIP 6353	-50,000.00
03/29/2024	Bill Payment (Check)	4798	Western Lane Fire & EMS Authority (WLFEA)	March PR, April Expenses	1020 Money Market 9835	-300,000.00

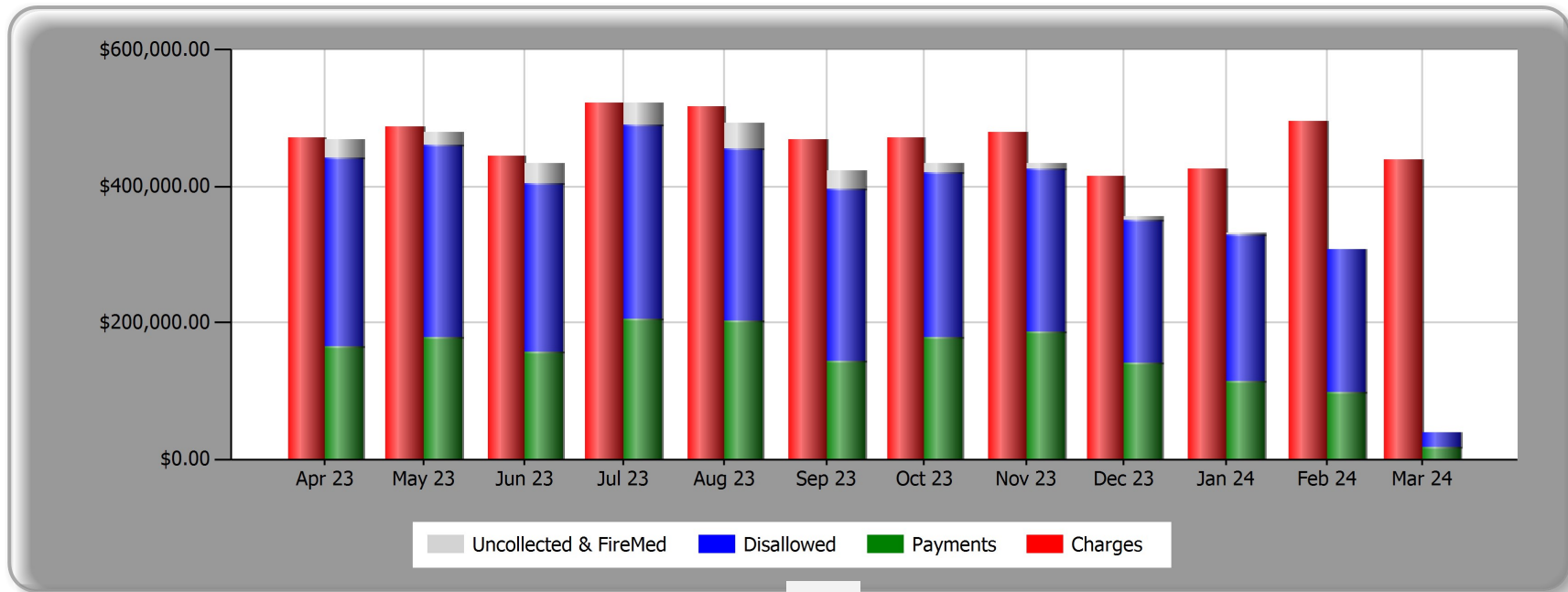
**Western Lane Ambulance District
ANNUAL COLLECTION STATISTICS**

Date Of Service	4/1/2023
Date Of Service	3/31/2024
Invoices	0
Company	Western Lane Ambulance District

Month	Tickets	Charges	Payments	%	FireMed	%	Disallowed	%	Uncollected	%	Pending	%
Apr 23	209	472,320.24	-165,975.71	35 %	-7,125.00	2 %	-276,121.29	58 %	-18,907.63	4 %	4,190.61	1 %
May 23	218	486,122.40	-179,063.90	37 %	-4,322.90	1 %	-281,138.68	58 %	-15,855.72	3 %	5,741.20	1 %
Jun 23	212	445,007.64	-157,456.21	35 %	-8,270.56	2 %	-246,199.57	55 %	-22,151.51	5 %	10,929.79	2 %
Jul 23	233	523,612.80	-206,350.27	39 %	-9,578.27	2 %	-282,518.99	54 %	-22,632.60	4 %	2,532.67	0 %
Aug 23	224	515,944.92	-203,288.23	39 %	-7,827.34	2 %	-250,821.71	49 %	-31,624.68	6 %	22,382.96	4 %
Sep 23	212	469,796.72	-143,895.79	31 %	-9,837.50	2 %	-253,255.43	54 %	-16,980.29	4 %	45,827.71	10 %
Oct 23	206	471,176.00	-179,484.74	38 %	-8,415.93	2 %	-240,782.02	51 %	-4,839.84	1 %	37,653.47	8 %
Nov 23	226	479,787.12	-187,764.92	39 %	-6,142.78	1 %	-238,610.67	50 %	0.00	0 %	47,268.75	10 %
Dec 23	185	413,762.60	-140,161.89	34 %	-5,251.91	1 %	-211,159.97	51 %	-234.20	0 %	56,954.63	14 %
Jan 24	198	425,788.38	-114,668.30	27 %	-1,370.00	0 %	-215,045.51	51 %	0.00	0 %	94,704.57	22 %
Feb 24	235	495,172.72	-97,979.65	20 %	0.00	0 %	-209,799.38	42 %	0.00	0 %	187,393.69	38 %
Mar 24	210	437,874.76	-16,317.56	4 %	0.00	0 %	-23,364.98	5 %	0.00	0 %	398,192.22	91 %

2,568 5,636,366.30 -1,792,407.17 -68,142.19 -2,728,818.20 -133,226.47 913,772.27

All amounts shown relate directly to each month's charges. They will not reconcile to monthly deposit reports



**Western Lane Ambulance District
MONTH END SUMMARY**

Transaction Date	3/1/2024
Transaction Date	3/31/2024
Company Code	Western Lane Ambulance District

Balance Forward	1,248,516.36
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Charges by Level of Service	437,874.76
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Batch #	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	Total
APR23					0.00		0.00
MAR24	236,819.68	32,038.72	28,067.40	70,761.08	38,403.48	31,784.40	437,874.76
Total	236,819.68	32,038.72	28,067.40	70,761.08	38,403.48	31,784.40	437,874.76

Payments - ALL	-147,602.36
-----------------------	--------------------

Payments - EFT

<u>Trans Date</u>	<u>Payer</u>	<u>Ref #</u>	<u>Amount</u>
3/1/2024	Peace Health Hospital - WL Contract	46853	-450.00
3/1/2024	UHC West/Secure Horizons	Q4902842	-1,586.71
3/3/2024	Pacific Source MedAdvantage	24063B1000014518	-500.02
3/4/2024	BCBS OR Blue Card MedAdv	0155073234	-342.32
3/5/2024	Medicare B Oregon	894304423	-443.25
3/6/2024	XO Tricare for Life	2503098036	-135.74
3/7/2024	United Healthcare	26009721	-3,345.08
3/7/2024	XO Aetna	824064000262165	-2,815.98
3/7/2024	AARP Medicare Complete Plus	91435549	-296.72
3/7/2024	AARP Medicare Complete Plus	Q5201353	-395.56
3/8/2024	AARP Medicare Complete Plus	Q5265788	-1,178.38
3/10/2024	Pacific Source MedAdvantage	24070B1000021302	-2,695.59
3/10/2024	Pacific Source Community Solutions	24070B1000103198	-5,049.30
3/11/2024	BCBS OR Blue Card MedAdv	0155082176	-1,358.33
3/11/2024	XO Regence Federal Oregon	0261199652	-532.75
3/11/2024	Medicare B Oregon	894317114	-2,105.36
3/11/2024	UHC West/Secure Horizons	91440653	-376.14
3/12/2024	Aetna Medadvantage HMO	882406601081739	-647.13
3/12/2024	Medicare B Oregon	894320236	-507.26

**Western Lane Ambulance District
MONTH END SUMMARY**

3/13/2024	UHC West/Secure Horizons	Q5457107	-9,443.03
3/14/2024	Trillium Community Health Plan	0900190374	-427.88
3/14/2024	Umpqua Health Alliance	134183	-1,013.02
3/14/2024	XO Aetna	824071000053644	-380.44
3/14/2024	XO AARP Medicare Supplemental	91038314915	-134.86
3/15/2024	XO Tricare for Life	2503274545	-133.78
3/15/2024	Medicare B Oregon	894329762	-2,637.92
3/17/2024	Pacific Source MedAdvantage	24077B1000017943	-4,434.20
3/17/2024	Pacific Source Community Solutions	24077B1000094395	-3,287.58
3/17/2024	Pacific Source Health Plan	24077B1000186885	-3,577.24
3/18/2024	XO Blue Cross Blue Shield Oregon	0155095283	-463.02
3/18/2024	XO Regence Federal Oregon	0261201749	-137.10
3/18/2024	Samaritan Advantage	29157212	-529.72
3/18/2024	Intercommunity Health Network	29157959	-399.27
3/18/2024	XO AARP Medicare Supplemental	91039543194	-605.94
3/19/2024	Oregon Medicaid	600201071	-688.19
3/19/2024	Medicare B Oregon	894335731	-1,497.36
3/20/2024	XO Tricare for Life	2503367475	-265.65
3/20/2024	Aetna Medadvantage HMO	882407401086497	-638.43
3/20/2024	Aetna Medadvantage HMO	882407501084301	-647.13
3/21/2024	Trillium Community Health Plan	0900191227	-3,325.85
3/21/2024	XO Aetna	824078000211922	-232.45
3/21/2024	Aetna	824078000211923	-424.31
3/21/2024	Aetna	824078000211925	-1,814.22
3/22/2024	XO MODA	24082B1000129685	-138.65
3/22/2024	Medicare B Oregon	894345311	-1,531.32
3/24/2024	Pacific Source MedAdvantage	24084B1000023893	-338.78
3/24/2024	Pacific Source Community Solutions	24084B1000106750	-8,336.44
3/25/2024	Blue Cross Blue Shield Oregon	0155104136	-1,793.32
3/25/2024	XO Tricare for Life	2503436638	-132.43
3/26/2024	Medicare B Oregon	894351996	-9,014.51
3/26/2024	UMR	CI44618089933794	-2,135.16
3/27/2024	Medicare B Oregon	894355387	-1,605.44
3/27/2024	UMR	CE31519092866234	-1,888.36

**Western Lane Ambulance District
MONTH END SUMMARY**

3/28/2024	Trillium Community Health Plan	0900192144	-4,529.94
3/28/2024	Medicare B Oregon	894358995	-7,347.11
3/28/2024	UHC West/Secure Horizons	Q6164157	-1,170.03
3/29/2024	XO MODA	24089B1000124832	-230.66
3/29/2024	Medicare B Oregon	894362220	-5,560.88
3/31/2024	Pacific Source Community Solutions	24091B1000098631	-427.23

EFT TOTAL **-108,080.47**

Payments - Credit Card *(VISA, MC, AMX, Disc)*

<u>Trans Date</u>	<u>Amount</u>
3/3/2024	-85.89
3/4/2024	-350.00
3/6/2024	-25.00
3/7/2024	-349.04
3/8/2024	-100.00
3/9/2024	-25.00
3/12/2024	-410.00
3/21/2024	-925.00
3/25/2024	-225.00
3/26/2024	-1,773.88
3/29/2024	-797.95

CREDIT CARD TOTAL **-5,066.76**

Payments - Bank Deposit *(Cash, Chk Ins, Chk Pvt, Coll Pmt, MO)*

<u>Trans Date</u>	<u>Amount</u>
3/5/2024	-9,085.39
3/12/2024	-1,587.39
3/19/2024	-9,266.29
3/26/2024	-4,363.25

BANK DEPOSIT TOTAL **-24,302.32**

Payments - Paid at FD

<u>Date</u>	<u>Pd at FD, Ins</u>	<u>Total</u>
3/26/2024	-10,152.81	-10,152.81

**Western Lane Ambulance District
MONTH END SUMMARY**

Date	Pd at FD, Ins	Total
Total	-10,152.81	-10,152.81

Payments by Level of Service

Date	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	TNT	Total
3/1/2024	-1,223.16	-813.55						-2,036.71
3/3/2024	-500.02			-85.89				-585.91
3/4/2024	-692.32							-692.32
3/5/2024	-8,117.70	-214.43		-1,124.18	-72.33			-9,528.64
3/6/2024	-135.74	-25.00						-160.74
3/7/2024	-1,984.59	-3,345.08	-1,488.35	-384.36				-7,202.38
3/8/2024	-811.62	-100.00		-366.76				-1,278.38
3/9/2024	-25.00							-25.00
3/10/2024	-2,831.75	-1,792.01		-305.63		-2,815.50		-7,744.89
3/11/2024	-4,372.58							-4,372.58
3/12/2024	-2,795.35			-346.43		-10.00		-3,151.78
3/13/2024	-4,909.11	-1,582.34		-559.83	-901.77	-1,489.98		-9,443.03
3/14/2024	-625.99	-357.37	-972.84					-1,956.20
3/15/2024	-2,771.70							-2,771.70
3/17/2024	-7,444.36		-1,088.65	-1,219.89	0.00	-1,546.12		-11,299.02
3/18/2024	-1,159.70		-536.37	-438.98				-2,135.05
3/19/2024	-7,560.17		-667.86	-3,143.24	-80.57	0.00		-11,451.84
3/20/2024	-1,551.21							-1,551.21
3/21/2024	-4,776.77	-275.00		-589.68	-805.38	-275.00		-6,721.83
3/22/2024	-1,218.24			-451.73	0.00			-1,669.97
3/24/2024	-3,932.49	-357.37	-1,163.18	-311.42	-95.26	-2,815.50		-8,675.22
3/25/2024	-2,150.75		0.00		0.00	0.00		-2,150.75
3/26/2024	-14,126.84	-3,165.12	-4,616.95	-1,903.49	-1,011.93	-2,615.28		-27,439.61
3/27/2024	-3,493.80							-3,493.80
3/28/2024	-5,462.01	-1,726.51	-1,699.74	-1,202.16	-144.91	-2,811.75		-13,047.08
3/29/2024	-4,338.97		-1,502.57			-297.95	-450.00	-6,589.49
3/31/2024	-427.23				0.00			-427.23
Total	-89,439.17	-13,753.78	-13,736.51	-12,433.67	-3,112.15	-14,677.08	-450.00	-147,602.36

**Western Lane Ambulance District
MONTH END SUMMARY**

Transaction Adjustments by Level of Service	-257,474.20
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	ALS 1 E	ALS 1 NE	ALS 2	BLS E	BLS NE	SCT	Total
Financial Assist/Charity	-1,611.18	-350.00				-1,025.00	-2,986.18
Fire Med Adjustment	-525.00	-250.00		-250.00			-1,025.00
Small Balance			-0.01				-0.01
W/O Fee Schedule	-146,356.55	-26,825.85	-21,022.01	-31,836.53	-12,225.32	-6,014.11	-244,280.37
W/O to collections	-2,639.31	3,218.92	-3,225.40	-4,141.96	-2,015.80	-379.09	-9,182.64
Total	-151,132.04	-24,206.93	-24,247.42	-36,228.49	-14,241.12	-7,418.20	-257,474.20

Ending Balance	1,281,314.56
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Western Lane Fire and EMS Authority

Balance Sheet

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PP)
ASSETS		
Current Assets		
Bank Accounts		
1001 Checking 5400	840,153.70	565,536.43
1003 WLFEA LGIP 6553	1,232,232.55	
Total Bank Accounts	\$2,072,386.25	\$565,536.43
Accounts Receivable		
1200 Accounts Receivable	511,978.55	70,670.20
Total Accounts Receivable	\$511,978.55	\$70,670.20
Other Current Assets		
1299 Undeposited Funds	0.00	0.00
1304 Prepaid Expenses	-2,606.10	0.00
1305 Prepaid Insurance	120,595.21	-2,148.60
1335 PSA Flex Account	702.00	502.00
1400 Deferred Outflows of Resources	1,496,516.99	291,494.99
Total Other Current Assets	\$1,615,208.10	\$289,848.39
Total Current Assets	\$4,199,572.90	\$926,055.02
Fixed Assets		
1700 Capital Assets		
1708 Vehicles	76,395.65	43,942.00
1799 Accumulated Depreciation	-7,765.00	-7,765.00
Total 1700 Capital Assets	68,630.65	36,177.00
Total Fixed Assets	\$68,630.65	\$36,177.00
TOTAL ASSETS	\$4,268,203.55	\$962,232.02
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
2000 Accounts Payable	81,591.51	7,182.23
Total Accounts Payable	\$81,591.51	\$7,182.23
Credit Cards		
2007 TIB Mastercard	16,908.92	5,703.36

Western Lane Fire and EMS Authority

Balance Sheet

As of March 31, 2024

	TOTAL	
	AS OF MAR 31, 2024	AS OF MAR 31, 2023 (PP)
Total Credit Cards	\$16,908.92	\$5,703.36
Other Current Liabilities		
2100 Payroll Liabilities		
2110 PERS Payable	-59.50	
2115 OSGP Payable	3,179.58	2,079.58
2116 VALIC Payable	1,275.00	1,025.00
2117 AFLAC Payable	937.92	1,667.01
2118 VOYA Payable	6,150.00	7,750.00
2120 PLO Payable	1,895.28	
2995 Clearing Account	433,875.41	451,217.57
Total 2100 Payroll Liabilities	447,253.69	463,739.16
2125 SVFR Association Dues	40.00	60.00
2130 IAFF Union Dues	3,297.58	3,237.78
2135 IAFF PAC Contributions	67.50	83.00
2700 Deferred Inflows	194,273.00	
Total Other Current Liabilities	\$644,931.77	\$467,119.94
Total Current Liabilities	\$743,432.20	\$480,005.53
Total Liabilities	\$743,432.20	\$480,005.53
Equity		
3200 Investment in Capital	12,150.00	12,150.00
3201 Retained Earnings	2,036,643.66	550,500.82
Net Income	1,475,977.69	-80,424.33
Total Equity	\$3,524,771.35	\$482,226.49
TOTAL LIABILITIES AND EQUITY	\$4,268,203.55	\$962,232.02

Western Lane Fire and EMS Authority

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	TOTAL		
	ACTUAL	BUDGET	% OF BUDGET
Income			
4100 Transfers			
4101 Transfer from SVFR for Administration	2,454,310.50	3,784,713.00	64.85 %
4102 Transfers from WLAD for Administration	4,546,134.50	6,206,973.00	73.24 %
4103 Transfer from SVFR for Fire Program	121,191.70		
4104 Transfers from WLAD for EMS Program	193,340.63		
Total 4100 Transfers	7,314,977.33	9,991,686.00	73.21 %
4400 Miscellaneous Income			
4410 Donations	1,817.00		
4415 Employee Recognition Donation	1,690.00		
4420 Interest	45,297.42		
Total 4400 Miscellaneous Income	48,804.42		
4700 Western Lane Crisis Response			
4701 WLCR Program Lane County	189,710.10	187,472.00	101.19 %
4702 WLCR Program Other Income	15,000.00	7,500.00	200.00 %
4704 HRSA Grant	30,806.86	100,000.00	30.81 %
4705 BGCWLC Grant	35,233.42	83,333.00	42.28 %
4706 SAMHSA Grant	11,739.49	422,705.00	2.78 %
4707 WLC Foundation Grant	9,313.00	9,313.00	100.00 %
Total 4700 Western Lane Crisis Response	291,802.87	810,323.00	36.01 %
4860 Reimbursements and Refunds	21,537.61		
Total Income	\$7,677,122.23	\$10,802,009.00	71.07 %
GROSS PROFIT	\$7,677,122.23	\$10,802,009.00	71.07 %
Expenses			
5000 Personnel Services			
5320 WLCR Wages & Benefits	145,697.00	165,061.00	88.27 %
5340 HRSA Grant Wages	4,992.00	14,976.00	33.33 %
5350 BGWLC Grant Wages	40,704.49	65,112.00	62.51 %
5360 SAMHSA Grant Wages	63,308.65	285,946.00	22.14 %
5400 WLFEA Payroll Taxes and Benefits	1,798,692.56	2,415,255.00	74.47 %
5500 WLFEA Wages & Salaries	2,796,135.37	3,749,748.00	74.57 %
Total 5000 Personnel Services	4,849,530.07	6,696,098.00	72.42 %
6000 Operations			
6100 Training	24,745.35	80,195.00	30.86 %
6200 Medical	113,496.88	117,800.00	96.35 %
6300 Reserve Expenses	411.69	2,000.00	20.58 %
6400 Emergency Services	153,451.34	168,000.00	91.34 %
6500 Prevention	22,831.39	16,225.00	140.72 %
6600 Recruitment	8,818.63	6,500.00	135.67 %
6700 Facilities	100,657.45	203,123.00	49.55 %
6800 Vehicles	193,161.38	215,000.00	89.84 %
6900 Operational Supplies	89,359.65	172,000.00	51.95 %

Western Lane Fire and EMS Authority

Budget vs. Actuals: FY 23-24

July 2023 - March 2024

	TOTAL		
	ACTUAL	BUDGET	% OF BUDGET
Total 6000 Operations	706,933.76	980,843.00	72.07 %
7000 Materials & Services			
7100 Administrative Expenses	126,032.92	127,000.00	99.24 %
7200 Technology	59,673.86	76,500.00	78.01 %
7300 Board of Directors	20,039.90	23,500.00	85.28 %
7400 Professional Services	96,968.47	131,750.00	73.60 %
7500 Insurance	239,542.12	150,000.00	159.69 %
8700 WLCR Program	96,195.52	279,228.00	34.45 %
Total 7000 Materials & Services	638,452.79	787,978.00	81.02 %
8000 Capital Outlay			
8003 WLCR Vehicle 2	6,227.52		
Total 8000 Capital Outlay	6,227.52		
Bank Charges & Fees	0.40		
Total Expenses	\$6,201,144.54	\$8,464,919.00	73.26 %
NET OPERATING INCOME	\$1,475,977.69	\$2,337,090.00	63.15 %
Other Expenses			
9500 Ending Fund Balance		2,337,090.00	
Total Other Expenses	\$0.00	\$2,337,090.00	0.00%
NET OTHER INCOME	\$0.00	\$ -2,337,090.00	0.00 %
NET INCOME	\$1,475,977.69	\$0.00	0.00%

Western Lane Fire and EMS Authority

Transaction List by Date

March 2024

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	AMOUNT
03/01/2024	Bill Payment (Check)	EFT	Stericycle, Inc (Shred-It)	Cust No 6117445	1001 Checking 5400	-413.36
03/04/2024	Check	EFT	Oregon Savings Growth Plan (OSGP)	2-29-24 payroll contributions OSGP	1001 Checking 5400	-3,179.58
03/04/2024	Check	EFT	VOYA	2-29-24 Payroll contributions Voya	1001 Checking 5400	-6,150.00
03/04/2024	Bill Payment (Check)	EFT	IAFF Local 851		1001 Checking 5400	-3,297.58
03/04/2024	Bill Payment (Check)	EFT	IAFF Local 851		1001 Checking 5400	-67.50
03/04/2024	Bill Payment (Check)	11307	4 Color Pro		1001 Checking 5400	-615.00
03/04/2024	Bill Payment (Check)	11308	Airgas USA LLC		1001 Checking 5400	-1,302.09
03/04/2024	Bill Payment (Check)	11309	Alex Waddell		1001 Checking 5400	-1,129.00
03/04/2024	Bill Payment (Check)	11310	bio-MED		1001 Checking 5400	-29.00
03/04/2024	Bill Payment (Check)	11311	Canopy		1001 Checking 5400	-275.40
03/04/2024	Bill Payment (Check)	11312	Chuck's Plumbing Inc		1001 Checking 5400	-157.00
03/04/2024	Bill Payment (Check)	11313	Coastal Paper & Supply	3418	1001 Checking 5400	-1,519.17
03/04/2024	Bill Payment (Check)	11314	Davison Auto Parts	26588	1001 Checking 5400	-84.70
03/04/2024	Bill Payment (Check)	11315	Day Wireless Systems	Cust ID 1088	1001 Checking 5400	-640.00
03/04/2024	Bill Payment (Check)	11316	Department of Pulic Safety Standards & Training (DPSST)		1001 Checking 5400	-46.25
03/04/2024	Bill Payment (Check)	11317	Enerspect		1001 Checking 5400	-1,672.37
03/04/2024	Bill Payment (Check)	11318	Farr's Hardware Coos	Cust # 30049	1001 Checking 5400	-255.00
03/04/2024	Bill Payment (Check)	11319	Florence True Value	Cust No. 919	1001 Checking 5400	-123.96
03/04/2024	Bill Payment (Check)	11320	Henry Schein, Inc.		1001 Checking 5400	-5,564.48
03/04/2024	Bill Payment (Check)	11321	Hughes Fire Equipment, Inc	Cust No 17115	1001 Checking 5400	-815.18
03/04/2024	Bill Payment (Check)	11322	Justin Mack		1001 Checking 5400	-25.28
03/04/2024	Bill Payment (Check)	11323	KJ Smith Associates LLC		1001 Checking 5400	-11,882.50
03/04/2024	Bill Payment (Check)	11324	L.N. Curtis and Sons	Cust # C30653	1001 Checking 5400	-1,514.31
03/04/2024	Bill Payment (Check)	11325	Lane Fire Authority		1001 Checking 5400	-577.85
03/04/2024	Bill Payment (Check)	11326	Les Schwab Warehouse Center	CB99801377	1001 Checking 5400	-649.25
03/04/2024	Bill Payment (Check)	11327	Matthew Danigelis, M.D.		1001 Checking 5400	-1,000.00
03/04/2024	Bill Payment (Check)	11328	Northwest Safety Clean NWSC		1001 Checking 5400	-764.73
03/04/2024	Bill Payment (Check)	11329	OFDDA-LOSAP TRUST		1001 Checking 5400	-150.00
03/04/2024	Bill Payment (Check)	11330	Overhead Door of the Oregon Coast	Voided - Cust No. 00-West439 & 00-Sius039		0.00
03/04/2024	Bill Payment (Check)	11331	PacificSource Administrators	Employer ID P00194	1001 Checking 5400	-408.00
03/04/2024	Bill Payment (Check)	11332	Pest Tech		1001 Checking 5400	-735.00
03/04/2024	Bill Payment (Check)	11333	Phil's Saw Shop		1001 Checking 5400	-194.00
03/04/2024	Bill Payment (Check)	11334	Quill, LLC	5116790	1001 Checking 5400	-133.86
03/04/2024	Bill Payment (Check)	11335	Shervin's Tire & Automotive		1001 Checking 5400	-424.00
03/04/2024	Bill Payment (Check)	11336	Siuslaw Valley Firefighter Association (SVFFA)		1001 Checking 5400	-32.00
03/04/2024	Bill Payment (Check)	11337	Special Districts Insurance Services		1001 Checking 5400	-614.00
03/04/2024	Bill Payment (Check)	11338	Systems Design		1001 Checking 5400	-4,548.94
03/04/2024	Bill Payment (Check)	11339	Tyler Technologies, Inc.	55828	1001 Checking 5400	-6,200.00
03/04/2024	Bill Payment (Check)	11340	Umpqua Valley Fire Services, Inc		1001 Checking 5400	-780.00
03/04/2024	Bill Payment (Check)	11341	VALIC		1001 Checking 5400	-1,275.00
03/04/2024	Bill Payment (Check)	11342	Vanessa L. Buss		1001 Checking 5400	-221.10
03/04/2024	Bill Payment (Check)	11343	Vend West Services Inc	WESLA & SVFIR	1001 Checking 5400	-176.85
03/04/2024	Bill Payment (Check)	11344	Westcoast Media Group, Inc.		1001 Checking 5400	-200.00
03/04/2024	Bill Payment (Check)	11345	Zoll Medical Corporation	310599	1001 Checking 5400	-602.94
03/04/2024	Bill Payment (Check)	11346	Siuslaw Valley Electric		1001 Checking 5400	-184.14
03/06/2024	Bill Payment (Check)	EFT	Charter Communications -St-1	8751 16 025 0143928	1001 Checking 5400	-38.94
03/06/2024	Bill Payment (Check)	EFT	County Transfer & Recycling		1001 Checking 5400	-186.50
03/06/2024	Bill Payment (Check)	EFT	County Transfer & Recycling		1001 Checking 5400	-234.90
03/08/2024	Bill Payment (Check)	EFT	CECO	10003635	1001 Checking 5400	-3,272.53
03/12/2024	Bill Payment (Check)	EFT	Clear Rate Communications	4950169	1001 Checking 5400	-384.53
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-138.06
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-163.75
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-85.84
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-98.98
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-127.13
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-155.76
03/12/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-1,142.29
03/14/2024	Check	EFT	Card Services Center	1/22/23-2/21/2024 monthly credit card expenses	1001 Checking 5400	-7,191.11
03/15/2024	Bill Payment (Check)	EFT	U.S. Bank Equipment Finance	Cust Credit Acct 1782465	1001 Checking 5400	-191.00
03/15/2024	Check	EFT	AFLAC	March 2024 premium for employee enrollments	1001 Checking 5400	-775.11
03/15/2024	Check	EFT	AFLAC	Dec 2023 premium for employee enrollments	1001 Checking 5400	-775.11
03/15/2024	Bill Payment (Check)	EFT	City of Florence		1001 Checking 5400	-21.56
03/15/2024	Bill Payment (Check)	EFT	City of Florence		1001 Checking 5400	-51.40
03/15/2024	Bill Payment (Check)	EFT	City of Florence		1001 Checking 5400	-246.69
03/15/2024	Bill Payment (Check)	EFT	City of Florence		1001 Checking 5400	-46.14
03/15/2024	Bill Payment (Check)	EFT	City of Florence		1001 Checking 5400	-268.54
03/18/2024	Bill Payment (Check)	EFT	RICOH	Cust # 15095401	1001 Checking 5400	-43.63
03/18/2024	Bill Payment (Check)	11347	4 Color Pro		1001 Checking 5400	-2,972.00
03/18/2024	Bill Payment (Check)	11348	Airgas USA LLC		1001 Checking 5400	-368.25
03/18/2024	Bill Payment (Check)	11349	Ali Gharib		1001 Checking 5400	-167.50
03/18/2024	Bill Payment (Check)	11350	Coastal Fitness Inc	Client No. 8013	1001 Checking 5400	-1,023.00
03/18/2024	Bill Payment (Check)	11351	Coastal Paper & Supply	3418	1001 Checking 5400	-12.68
03/18/2024	Bill Payment (Check)	11352	Country Media, Inc.		1001 Checking 5400	-24.91
03/18/2024	Bill Payment (Check)	11353	Cynthia Russell		1001 Checking 5400	-237.18
03/18/2024	Bill Payment (Check)	11354	Darrek Mullins		1001 Checking 5400	-119.94
03/18/2024	Bill Payment (Check)	11355	Day Wireless Systems	Cust ID 1088	1001 Checking 5400	-63.50
03/18/2024	Bill Payment (Check)	11356	Department of Pulic Safety Standards & Training (DPSST)		1001 Checking 5400	-46.25

Western Lane Fire and EMS Authority

Transaction List by Date

March 2024

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	AMOUNT
03/18/2024	Bill Payment (Check)	11357	Florence Glass		1001 Checking 5400	-90.00
03/18/2024	Bill Payment (Check)	11358	Florence Welding & Machine Shop		1001 Checking 5400	-315.00
03/18/2024	Bill Payment (Check)	11359	Henry Schein, Inc.		1001 Checking 5400	-3,230.19
03/18/2024	Bill Payment (Check)	11360	KJ Smith Associates LLC		1001 Checking 5400	-1,992.70
03/18/2024	Bill Payment (Check)	11361	L.N. Curtis and Sons	Cust # C30653	1001 Checking 5400	-8,084.96
03/18/2024	Bill Payment (Check)	11362	Lane County Behavioral Health (LCBH)		1001 Checking 5400	-360.00
03/18/2024	Bill Payment (Check)	11363	Local Government Law Group PC		1001 Checking 5400	-162.00
03/18/2024	Bill Payment (Check)	11364	Mast Brothers		1001 Checking 5400	-511.50
03/18/2024	Bill Payment (Check)	11365	Melissa House	Voided		0.00
03/18/2024	Bill Payment (Check)	11366	Oregon Apparatus Repair		1001 Checking 5400	-4,938.53
03/18/2024	Bill Payment (Check)	11367	Pacific Power Group, LLC	67437	1001 Checking 5400	-2,033.65
03/18/2024	Bill Payment (Check)	11368	Quill, LLC	5116790	1001 Checking 5400	-83.96
03/18/2024	Bill Payment (Check)	11369	Sign Stop		1001 Checking 5400	-25.00
03/18/2024	Bill Payment (Check)	11370	Special Districts Insurance Services		1001 Checking 5400	-67,006.40
03/18/2024	Bill Payment (Check)	11371	Stryker Sales LLC	Payer # 236691	1001 Checking 5400	-110.00
03/18/2024	Bill Payment (Check)	11372	TK Elevator Corporation		1001 Checking 5400	-1,106.00
03/18/2024	Bill Payment (Check)	11373	TNT Sales & Repair Inc		1001 Checking 5400	-596.04
03/18/2024	Bill Payment (Check)	11374	Vend West Services Inc	WESLA & SVFIR	1001 Checking 5400	-103.40
03/18/2024	Bill Payment (Check)	11375	Melissa House		1001 Checking 5400	-224.07
03/19/2024	Bill Payment (Check)	EFT	Spectrum - Charter Communications		1001 Checking 5400	-299.97
03/19/2024	Bill Payment (Check)	EFT	Spectrum - Charter Communications		1001 Checking 5400	-515.00
03/19/2024	Bill Payment (Check)	EFT	Spectrum - Charter Communications		1001 Checking 5400	-189.97
03/19/2024	Bill Payment (Check)	11376	Standard Insurance Company	Policy # 00 762435 001	1001 Checking 5400	-3,561.28
03/20/2024	Bill Payment (Check)	EFT	South Coast Water		1001 Checking 5400	-48.20
03/22/2024	Bill Payment (Check)	EFT	CECO	10003635	1001 Checking 5400	-2,980.45
03/23/2024	Bill Payment (Check)	EFT	WAVE (Astound)		1001 Checking 5400	-194.97
03/23/2024	Bill Payment (Check)	EFT	WAVE (Astound)		1001 Checking 5400	-194.97
03/25/2024	Bill Payment (Check)	EFT	Heceta Water		1001 Checking 5400	-33.58
03/25/2024	Bill Payment (Check)	EFT	FIRSTNET (ATT)	287315307133	1001 Checking 5400	-1,795.01
03/25/2024	Bill Payment (Check)	EFT	Stepup IT Services LLC		1001 Checking 5400	-4,830.00
03/26/2024	Bill Payment (Check)	EFT	Central Lincoln PUD		1001 Checking 5400	-529.00
03/28/2024	Bill Payment (Check)	EFT	Stericycle, Inc (Shred-It)	Cust No 6117445	1001 Checking 5400	-357.93
03/29/2024	Bill Payment (Check)	11378	Tammy Taylor		1001 Checking 5400	-1,479.16



WESTERN LANE FIRE EMS
Account Number: XXXX XXXX XXXX 1300

Billing Questions:
800-367-7576

Website:
www.cardaccount.net

Send Billing Inquiries To:
Card Service Center, PO Box 569120, Dallas, TX 75356

TIB, N.A. Credit Card Account Statement
February 22, 2024 to March 22, 2024

SUMMARY OF ACCOUNT ACTIVITY

Previous Balance	\$7,191.11
- Payments	\$7,191.11
- Other Credits	\$0.00
+ Purchases	\$14,176.57
+ Cash Advances	\$0.00
+ Fees Charged	\$0.00
+ Interest Charged	\$0.00
= New Balance	\$14,176.57

Account Number XXXX XXXX XXXX 1300
Credit Limit \$20,000.00
Available Credit \$4,467.00
Statement Closing Date March 22, 2024
Days in Billing Cycle 30

PAYMENT INFORMATION

New Balance: \$14,176.57
Minimum Payment Due: \$425.30
Payment Due Date: April 17, 2024

MESSAGES

PROTECT YOURSELF FROM SCAMMERS!

We will never call, text, or email and ask you for your personal information. Some scammers will call and pretend to be from the Card Service Center. We will never call or text you and ask for sensitive information such as account or card number information, passwords or user names, or social security numbers. Please **DO NOT** give out that information.

If you feel pressured or concerned about a phone call, please hang up and call us at 800-367-7576 (the phone number located on the back of your credit card). Our Card Service Center team is always glad to check and can verify the information.

TRANSACTIONS

An amount followed by a minus sign (-) is a credit unless otherwise indicated.

Tran Date	Post Date	Reference Number	Transaction Description	Amount
03/17	03/17	F112700EX00CHGDDA	AUTOMATIC PAYMENT - THANK YOU	\$7,191.11-

Transactions continued on next page

TIB, N.A.
1550 N BROWN RD 150
LAWRENCEVILLE GA 30043



Account Number: XXXX XXXX XXXX 1300
New Balance: \$14,176.57
Minimum Payment Due: \$425.30
Payment Due Date: April 17, 2024

All payments on the account must be made at the address shown on your monthly billing statement and are considered to have been made on the date received at that address.

Amount Enclosed: \$



Make Check Payable to:

CARD SERVICE CENTER
PO BOX 569100
DALLAS TX 75356-9100

WESTERN LANE FIRE EMS
2625 HIGHWAY 101
FLORENCE OR 97439-9702



TRANSACTIONS (continued)

An amount followed by a minus sign (-) is a credit unless otherwise indicated.

Tran Date	Post Date	Reference Number	Transaction Description	Amount
			TOTAL XXXXXXXXXXXX1300	\$7,191.11-
03/05	03/07	2524780EJ00BYJALH	BOOMERS BURGERS & RIBS PORTLAND OR	\$47.90
03/06	03/08	5543286EK5XJ6J0N2	TST* THE WATERFRONT TA VANCOUVER WA	\$121.54
03/07	03/10	2524780EL00GHHG1G	BOOMERS BURGERS & RIBS PORTLAND OR	\$95.80
03/08	03/10	5270487EMW89YF505	HOLIDAY INN EXPRESS PORTLAND OR	\$543.90
		CHECK-IN 03/05/24	FOLIO #1491771	
			MICHAEL SCHICK	
			TOTAL XXXXXXXXXXXX1318	\$809.14
02/23	02/25	5542950E6MLEBD525	BADGEANDWALLET.COM 9142361260 NY	\$1,973.45
02/29	03/01	7270069EQS66QM555	SILKE COMMUNICATION SPRINGFIELD OR	\$316.25
03/07	03/08	5543286EK5XLW2561	EXPEDIA 72776776740467 EXPEDIA.COM WA	\$192.01
03/13	03/14	8230509ET000HH6HW	OREGONEMS.ORG HILLSBORO OR	\$237.12
			MATT HOUSE	
			TOTAL XXXXXXXXXXXX1326	\$2,718.83
03/03	03/04	5543286EF5WHV45EM	AMZN MKTP US*RZ1Q35171 AMZN.COM/BILL WA	\$149.90
03/18	03/19	8230509EZ0002B81N	CODE 4 PSEA, INC. MEDFORD OR	\$97.00
03/20	03/21	5543286F061DH52W7	AMZN MKTP US*RH9CX8MR2 AMZN.COM/BILL WA	\$8.99
			LARA LINDEMANN	
			TOTAL XXXXXXXXXXXX2092	\$255.89
02/28	02/29	5543286EB5V93M1Q3	AMZN MKTP US*RZ1NW1T82 AMZN.COM/BILL WA	\$24.98
03/01	03/01	5543286ED5VLLDNBY	AMZN MKTP US*RW7WW4W11 AMZN.COM/BILL WA	\$16.36
03/02	03/03	5543286EE5W3DDD5G	NATIONAL REGISTRY EMT 614-888-4484 OH	\$32.00
03/02	03/03	5543286EE5W46XAKN	AMZN MKTP US*RZ4WD38Y2 AMZN.COM/BILL WA	\$39.99
03/04	03/04	5543286EG5WP13257	AMZN MKTP US*RZ49W6IG2 AMZN.COM/BILL WA	\$39.99
03/04	03/05	5543286EG5WTGH521	AMZN MKTP US*RZ2SY4R72 AMZN.COM/BILL WA	\$760.19
03/06	03/06	5543286EJ5X97NFVQ	AMZN MKTP US*RZ1YH1KG1 AMZN.COM/BILL WA	\$13.97
03/11	03/12	5543286EP5YTFJGJN	AMZN MKTP US*RN4T05VB1 AMZN.COM/BILL WA	\$28.99
03/13	03/14	5543286ET5ZQ72380	AMZN MKTP US*R66LV0GD2 AMZN.COM/BILL WA	\$28.99
			DARREK MULLINS	
			TOTAL XXXXXXXXXXXX8049	\$985.46
02/20	02/22	5526352E4RBGK4E73	SAFEWAY #0363 FLORENCE OR	\$48.04
02/21	02/23	5526352E5RBJ8VJM	SAFEWAY #0363 FLORENCE OR	\$40.00
02/26	02/28	5543286EA5SW8ZWPE	UNITED 01642794306871 UNITED.COM TX	\$35.00
			HOUSE /FIRST CHECKED	
		02/27/24 1	EUGENE DENVER	
		02/27/24 2	DENVER ATLANTA	
02/26	02/28	5543286EA5SW8ZWPN	UNITED 01642794306882 UNITED.COM TX	\$35.00
			SMITH /FIRST CHECKED	
		02/27/24 1	EUGENE DENVER	
		02/27/24 2	DENVER ATLANTA	
02/27	02/29	7536943EB5AGVWF3K	HOTCH-POTCH DENVER CO	\$20.53
02/28	03/01	5526352EQW7ZG0L7Z	HARD ROCK ATLANTA R ATLANTA GA	\$80.54
03/01	03/03	5543286EE5W621F46	ELLIS TRIBUTE ATLANTA ATLANTA GA	\$642.75
		CHECK-IN 02/27/24	FOLIO #091233	
03/03	03/04	5917420EFJEENJQLP	AMERICAN 0014429454460 FORT WORTH TX	\$30.00
			MELISSA HOUSE	
		03/04/24 1	ATLANTA PHOENIX	
		03/04/24 2	PHOENIX EUGENE	
03/04	03/05	0512671EHEHVDRD6K	CITY OF EUGENE AIRPORT EUGENE OR	\$112.00
03/04	03/06	5543286EH5X22D66B	MARRIOTT ATLANTA MARQU 866-435-7627 GA	\$847.59
		CHECK-IN 03/01/24	FOLIO #31996	
03/10	03/10	5543286EN5YQ5YDY7	AMZN MKTP US*R65MW0X50 AMZN.COM/BILL WA	\$72.30
03/13	03/14	5531020ET2DJS162F	AMZN MKTP US*RN70W6SU1 SEATTLE WA	\$24.28

Transactions continued on next page



TRANSACTIONS (continued)

An amount followed by a minus sign (-) is a credit unless otherwise indicated.

Tran Date	Post Date	Reference Number	Transaction Description	Amount
03/14	03/15	5531020ES2DZTH2HH	AMZN MKTP US*R66FB6B62 SEATTLE WA MELISSA HOUSE TOTAL XXXXXXXXXXXX8197	\$29.87 \$2,017.90
02/21	02/22	0514048E4MHEQRGSD	MCDONALD'S F18978 SALEM OR	\$25.17
02/26	02/27	5554807EABM8G2MGE	FLORENCE TRUE VALUE FLORENCE OR	\$39.64
03/12	03/13	5543286ER5Z33KATY	AMZN MKTP US*RN5R43Q91 AMZN.COM/BILL WA	\$265.00
03/13	03/13	5543286ET5Z6LZVHX	AMZN MKTP US*R62U96IQ0 AMZN.COM/BILL WA NICK TERRELL TOTAL XXXXXXXXXXXX5761	\$327.39 \$657.20
03/09	03/11	5543286EN5YFPNZ89 CHECK-IN 03/04/24	ASHLAND HILLS HOTEL ASHLAND OR FOLIO #680923 WENDY SULLIVAN TOTAL XXXXXXXXXXXX6024	\$666.85 \$666.85
03/10	03/11	0230537EP00GFFT7B	AUTOZONE 4380 FLORENCE OR	\$103.47
03/14	03/15	7519116ESS66G4G8D	MEXICO LINDO CORVALIS CORVALLIS OR BLAIR CAMPBELL TOTAL XXXXXXXXXXXX8293	\$99.97 \$203.44
02/20	02/22	5550036E4BLTBKP91	CASA LATINA TAQUERIA WHITE CITY OR	\$20.39
02/22	02/25	5550629E6MSFRANYW CHECK-IN 02/18/24	BEST WESTERN CRATER LA WHITE CITY OR FOLIO #0000062665	\$338.60
02/23	02/25	5550629E761G2X9FL CHECK-IN 02/23/24	COLLEGE INN MONMOUTH OR FOLIO #0077210008	\$240.90
02/24	02/25	5543286E763AG0PNQ	TST* GRAIN STATION - M MONMOUTH OR	\$28.80
02/25	02/26	5543286E95SJQB74F	TST* GRAIN STATION - M MONMOUTH OR	\$4.50
02/26	02/26	1230202E900EE277D	AFP*NORTHWEST LEADERSH WILSONVILLE OR	\$395.00
02/27	02/28	5543286EA5SY68GWZ	SQ *CRUX RESCUE GOSQ.COM OR	\$438.60
02/29	03/01	5543687ED3TLPE6LS	BLUE CARD COMMAND PHOENIX AZ	\$385.00
03/14	03/15	5543286ES5ZMQFL91	SQ *LOS AMIGOS BURRITO FLORENCE OR	\$72.02
03/21	03/22	5543286F161MS67Q2	SQ *KNUCKLE SAMMICH FLORENCE OR ROBERT CHANCE II TOTAL XXXXXXXXXXXX1552	\$40.00 \$1,963.81
03/08	03/10	0543684EL8PMBD48J	FRED-MEYER #0464 FLORENCE OR	\$34.27
03/08	03/10	5270487EMW89YHKEE CHECK-IN 03/05/24	HOLIDAY INN EXPRESS PORTLAND OR FOLIO #1483252	\$541.73
03/08	03/10	5270487EMW89YKJGX CHECK-IN 03/05/24	HOLIDAY INN EXPRESS PORTLAND OR FOLIO #1483250 MARY DIMON TOTAL XXXXXXXXXXXX2022	\$541.73 \$1,117.73
03/06	03/08	7536943EK6LB7EAT4	CASCADE GRILL & BAR ALBANY OR TRISH LUTGEN TOTAL XXXXXXXXXXXX4275	\$35.63 \$35.63
02/22	02/23	5543286E562RW0TRZ	HON*ANALYTICS INC. 847-955-8200 IL	\$1,155.00
02/29	03/01	5542950EQLWAE655M	BADGEANDWALLET.COM 9142361260 NY	\$184.00
02/29	03/01	5554807EDBM8MTRX7	FLORENCE TRUE VALUE FLORENCE OR	\$47.98
03/03	03/05	5543687EG4YXH7KL0 CHECK-IN 03/02/24	COMFORT INNS SALEM OR FOLIO #0714582078	\$706.70
03/15	03/17	1527021EV0112AZ62	SUBWAY 24840 FLORENCE OR	\$28.47
03/20	03/22	7533700F2DMP3282V	THE SPORTSMAN FLORENCE OR ANDY GRAY	\$199.95

Transactions continued on next page



TRANSACTIONS (continued) An amount followed by a minus sign (-) is a credit unless otherwise indicated.

Tran Date	Post Date	Reference Number	Transaction Description	Amount
			TOTAL XXXXXXXXXXXXX3003	\$2,322.10
02/27	02/28	5554807EBBM8HZNM5	FLORENCE TRUE VALUE FLORENCE OR	\$138.18
03/01	03/04	8517924EF2NYL9FNF	RANDYS RIVERVIEW MARKE MAPLETON OR	\$15.94
			RONNIE PEARSON	
			TOTAL XXXXXXXXXXXXX0131	\$154.12
03/06	03/07	0531461EK00BNNGL	JIMMY JOHNS - 1483 SPRINGFIELD OR	\$13.55
03/08	03/10	5543286EL5XYVL76W	AMZN MKTP US*RN1QR8BE2 AMZN.COM/BILL WA	\$43.95
			DAVID ROSSI	
			TOTAL XXXXXXXXXXXXX5775	\$57.50
03/15	03/17	5543286EV5ZWB74TP	DTV*DIRECTV SERVICE 800-347-3288 CA	\$210.97
			HOLLY LAIS	
			TOTAL XXXXXXXXXXXXX6806	\$210.97

\$0 - \$14,176.57 WILL BE DEDUCTED FROM YOUR ACCOUNT AND CREDITED AS YOUR AUTOMATIC PAYMENT ON 04/17/24. THE AUTOMATIC PAYMENT AMOUNT WILL BE REDUCED BY ALL PAYMENTS POSTED ON OR BEFORE THIS DATE.

INTEREST CHARGE CALCULATION

Your Annual Percentage Rate (APR) is the annual interest rate on your account

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Days in Billing Cycle	Interest Charge
Purchases	19.49% (v)	\$0.00	30	\$0.00
Cash Advances	19.49% (v)	\$0.00	30	\$0.00

(v) - variable

To avoid additional interest charges, pay your New Balance in full on or before the Payment Due Date.

Exciting news! Go online today and check out the all-new enhancements to the Card Service Center website. E-statements, additional payment options, links to Preferred Points website, and other helpful sites. Visit us today at www.cardaccount.net to enroll your credit card account(s) on the newly enhanced website.

Thank you for the opportunity to serve your credit card needs. Should your future plans include travel, please contact us at 1-800-367-7576.

Annual Planning Master Calendar

209.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure the development of a master schedule of annual activities that will assist with the overall planning and coordination of authority resources, training, and other activities.

209.1.1 DEFINITIONS

Definitions related to this policy include:

Target hazard - A building or occupancy that is unusually dangerous in terms of life loss, or that has a high potential for property damage. A target hazard is often the subject of a target hazard assessment and training by virtue of its potential to overload equipment and personnel resources; involve atypical hazards; require special technical advice; require a multi-agency response; involve complex firefighting operations; or have a significant impact on the community if the target were destroyed.

209.2 POLICY

The Western Lane Fire and EMS Authority will establish, update, and maintain a master schedule of annual activities to facilitate the overall planning and coordination of activities and resources.

209.3 RESPONSIBILITIES

The Training Coordinators are responsible to create and maintain a calendar that includes a schedule of all training required in compliance with state and federal regulations, required inspections, and other significant activities. The calendar should include at a minimum:

- (a) All necessary National Incident Management System (NIMS) and Oregon Occupational Safety and Health Administration (OR-OSHA) training.
- (b) All required Emergency Medical Services (EMS) training to include Emergency Medical Technician (EMT), Advanced Emergency Medical Technician (AEMT), and Paramedic recertification as well as continuing education training as necessary to maintain valid certification and comply with the Oregon Health Authority and National Registry requirements.
- (c) Training required for maintaining competencies in job-specific duties and functions, including emergency response roles, the Incident Command System (ICS), and approved Oregon Department of Public Safety Standards and Training (DPSST) courses, in addition to hazardous material training, wildland interface training, and target hazard training as required by federal, state, and local law or regulatory agency. Training may include manipulative exercises, didactic classroom work, and simulations.
- (d) An annual vehicle inventory.
- (e) An inspection and review of all plot plans and pre-fire plans.
- (f) Protective clothing inspections.

Western Lane Fire and EMS Authority

Policy Manual

Annual Planning Master Calendar

- (g) Self-Contained Breathing Apparatus (SCBA) inspections and testing.
- (h) Hose and ladder inspections, including aerial inspections.
- (i) Vehicle and pump capacity inspection and testing.
- (j) All other training and inspections required by any federal, Oregon, or local agency requirement.
- (k) Other significant activities of the Authority.

Solicitation of Funds

210.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure that fundraising activities associated with the Authority are consistent with its mission, values and legal status. This policy applies to all fundraising activities involving the Authority or the use of the authority name, insignias, equipment or facilities.

210.1.1 DEFINITIONS

Definitions related to this policy include:

Fundraising - The collection of money through donations, sales or event programming for the purpose of charitable donation or organizational budget enhancement.

210.2 POLICY

It shall be the policy of this authority that all fundraising activities involving on-duty members or use of authority equipment, for the financial benefit of the Authority, must be authorized by the Fire & EMS Chief or the authorized designee prior to initiating solicitations.

Authorized fundraising activities should not indicate or imply that a donation will influence services provided by the Authority. Members engaged in fundraising activities are expected to act ethically regarding the solicitation of funds, the interaction with donors or potential donors and the maintenance of fundraising records.

Members are prohibited from soliciting any goods or services from local businesses, groups or individuals for the purpose of providing incentives, prizes or giveaways to attendees of authority-sponsored or hosted events, or to events when members attend as representatives of the Authority.

210.3 GUIDELINES

Fundraising activities or events involving the Authority should incorporate the following elements:

- (a) Compliance with applicable federal, state and local laws and regulations.
- (b) Compliance with authority and governing-body policies.
- (c) A benefit to the Authority that is consistent with the authority mission.
- (d) An accurate description of the purpose for which funds are requested.
- (e) A limitation on the frequency of solicitations to avoid placing undue pressure on donors.
- (f) Identification of the individual soliciting funds as a volunteer, a member of this authority or a hired solicitor.
- (g) An admonishment that encourages donors to seek independent advice if there is reason to believe that a proposed gift might significantly affect the donor's financial position, taxable income or relationship with other family members.

Solicitation of Funds

- (h) The assurance that donor requests to limit the frequency of contacts, to prohibit solicitation by telephone or other technology and to reduce or cease sending printed or electronically transmitted material concerning the Authority will be honored.
- (i) Respect of donors' privacy and a commitment that the Authority will not sell donors' names and contact information.

Commercial or corporate sponsorship of fundraising activities or events may be allowed provided that it has been preapproved by the Fire & EMS Chief or the authorized designee.

210.4 AUTHORITY-SPONSORED EVENTS

The following also apply to authority-sponsored fundraising events:

- (a) Fundraising events should be clearly identified by a sign indicating the name, product, service, price and purpose of the event.
- (b) At least one member should be present during the entire event.
- (c) Individuals participating in the event should be briefed and supervised to ensure their activities are consistent with this policy.
- (d) Individuals participating in the event should not be compensated by a commission or a percentage of the amount collected.
- (e) Funds raised should be deposited no later than the next business day.
- (f) All donors should receive a receipt for the amount of their donation. In efforts involving a less formal "drop" collection, receipts need not be issued unless requested.
- (g) Fundraising activities should not delay emergency response or otherwise compromise the mission of the organization.
- (h) Fundraising that takes place on public-owned or private property will be done with the knowledge and approval of the property custodian or owner.
- (i) Fundraising that occurs on public ways or near roadways will be coordinated with the responsible law enforcement agency for the protection of pedestrians, motorists and event participants. Proper safety apparel shall be worn when in roadways or traffic areas.

210.5 FUNDRAISING ON BEHALF OF OTHERS

Fundraising for the benefit of a non-profit charitable third party (e.g., blood drive, burn victims, surviving families) having no direct affiliation with the Authority is permissible provided that the fundraising standards and event prerequisites listed above are followed.

Any materials associated with a third-party fundraising activity shall be approved by the Fire & EMS Chief or the authorized designee prior to the activity. In addition, there should be a written agreement between the Authority and the organizers of the activity that includes:

Solicitation of Funds

- (a) Written verification that the event is for a charitable purpose.
- (b) Assignment of responsibility to the organizers for all direct costs incurred for the event.
- (c) Assignment of responsibility to the organizers for the collection and reporting of any applicable taxes.
- (d) Written instructions regarding the maintenance of funds raised on behalf of others. The funds shall be maintained in a separate fund and not commingled with other authority funds.

The Authority reserves the right to require additional conditions including, but not limited to, evidence of insurance coverage or appropriate indemnification.

Electronic Reader Board

211.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure that use of the electronic readerboard is consistent with the mission, values and legal status of Western Lane Fire and EMS Authority. This policy applies to all messages involving the Authority or on behalf of other approved agencies.

211.2 POLICY

It shall be the policy of this authority that all messages displayed on the electronic readerboard must be authorized by the Fire & EMS Chief or the authorized designee.

211.3 ELECTRONIC READERBOARD

Messages approved for display on the electronic readerboard shall

- (a) Be consistent with the mission, values, and legal status of the Authority
- (b) Not be used to financially benefit any other agency or business
- (c) Not be used for personal messages unless approved by the Fire & EMS Chief or designee
- (d) Only be displayed for 24 hours or less
- (e) Not be political in nature

Use of SDAO's Pre-Loss Legal Program

212.1 PURPOSE AND SCOPE

To ensure Western Lane Fire and EMS Authority members follow the recommendations of the Special Districts Association of Oregon's (SDAO) liability coverage document.

212.2 POLICY

Western Lane Fire and EMS Authority members shall contact a member of SDAO's Pre-Loss Legal Team to receive legal advice before making any major decision that could lead to a lawsuit. Situations that require consultation with the SDAO Pre-Loss Legal Team include, but are not limited to, employee termination and significant disciplinary action resulting in demotion or extended suspensions without pay.

WLAD Billing Policy

213.1 PURPOSE AND SCOPE

To establish policy regarding the process for billing and collection of Western Lane Ambulance District (WLAD). It is the goal of WLAD to effectively bill for and collect for services rendered to the customers of Western Lane Ambulance District, while maintaining the goodwill of the general public.

213.2 POLICY

213.2.1 BILLING PRACTICES

All HIPAA protected health information practices are set forth in Western Lane Fire and EMS Authority Policies and SOPs.

In keeping with our policy to maintain public goodwill, and to refrain from inflicting additional stress on survivors a bill will not be generated for a patient who meets the Death in Field Protocol unless, advanced life support resuscitative measures are initiated in the absence of a Do Not Resuscitate Order and the efforts are performed in the matter of providing the patient every chance of survival. In this case the insurance carrier will be billed but no efforts will be made to seek further payments from the patient's family or guarantor. If sufficient billing information cannot be obtained by the EMT's in the field, information can be collected by accessing EPIC or a letter (clearly not an invoice) sent to the family or guarantor requesting insurance information.

Patients who are packaged for air ambulance will be billed for the emergency base rate and mileage to a landing zone for patient transfer.

A LifeMed Membership Program will be offered to the general public for a set fee. The period of membership will be for one year from July 1st to June 30th. Members may enroll at any time during the year; however, the cost will not be pro-rated.

In the case of LifeMed members, the insurance agencies of a WLAD LifeMed member will be billed for the service rendered. The unpaid portion of the bill will be absorbed by the membership for all medically necessary transports. Non-emergency discharge transports will not be covered under the LifeMed Agreement.

All members of WLAD including Directors, Full-Time and Part-time Employees, currently employed by the District will be provided a complementary LifeMed Membership for that fiscal year.

Transports for patients being discharged from Peace Harbor Hospital (PHH) into Hospice Care will be billed to the appropriate insurance carrier for reimbursement if medical necessity has been met at the Non-Emergency BLS rate. No attempts will be made to collect non-reimbursed charges to the family or person requiring transport.

If a transport is requested from Hospice for home to facility or facility to facility transport, Hospice will be responsible for the Aid Call Fee of \$450.00 with no mileage charged. # If a request for

WLAD Billing Policy

a non-emergency transport comes through a centralized scheduling service (Ride Source Call Center (RSCC) for a local transport from PHH the transport will be billed to RSCC at the Aid Call fee of \$450. This request would be made only by the discharge planner of PHH for an eligible Oregon Health Plan (OHP) or Non-Emergency Medical Transportation (NEMT) recipient that has been approved by RSCC. If a transport is requested by PHH for a person who is uninsured the patient and/or family will be responsible to pre-pay the Aid Call Fee of \$450 prior to the transport or PHH can determine responsibility to pay the fee.

213.2.2 AMBULANCE RATES

Charges for services rendered by WLAD will be billed at the current rates as set forth by WLAD board of directors. Current fees for ambulance transports will be kept on file and displayed in the Administrative Office of WLAD.

213.2.3 AMBULANCE BILLING INFORMATION

The EMT-P in charge of an ambulance transport shall be responsible for obtaining all the patient information necessary in order to facilitate the billing process. A pre-hospital care report (PHCR) shall be the tool used to record patient information and will be filled out accurately and completely. A file will be maintained for all current accounts, paid accounts, and those sent to a collection agency. Records will be kept according to the WLAD records retention policy. The information from the PHCR will be entered into the computer system before the end of the shift on the day in which the emergency care was given. The computer entry shall be done with much attention paid to accuracy. The description of services section shall contain enough information to provide insurance agencies a clear picture of what was wrong with the patient and what WLAD did for the patient while they were in our care.

WLAD On duty Supervisors will review each PHCR prior to the end of shift for accuracy and completeness, then upload the alarm ticket to the Image Trend Folder.

Late entries on PHCRs are permitted by law providing that the corrections are performed by the same author, that the changes be noted and dated, and that the changes not be represented at contemporaneous entries. Addendums and/or corrections will be made in the following manner:

- The EMT-P responsible for making the addendum/correction will call up the PHCR in Image Trend.
- Below the original SOAP note, type in "Addendum" if information needs to be added, or "Correction" if information needs to be changed; and then type in needed information. Do not delete any original information in the SOAP.
- After information has been input, please finish with name, date, and time.
- Print a new PHCR, sign and send to the Billing Office.

Upon receipt of the PHCRs and Batch Log from the District, the contracted billing agency shall: set up a patient account in their proprietary software application and create a patient record; perform all billing operations including follow up statements and any necessary rebilling of EMS patient transport services provided by the District to the patient's medical insurances, Medicare, Medicaid

WLAD Billing Policy

and any and all known secondary insurance providers; produce and forward CMS 1500 forms and/or electronic medical claims per payer's rules and regulations within the legal boundaries of all federal and state laws; produce and mail an initial invoice and subsequent statements to all private patient accounts on behalf of the District; file any applicable appeals to insurance payers and/or Medicare and Medicaid on behalf of the patient if necessary to pursue the claim.

213.2.4 COLLECTION OF ACCOUNTS

After the PHCRs have been transmitted, it will be the responsibility of System Design to maintain all PCHRs and required documentation.

An original bill will be mailed to the appropriate insurance company whenever the information is available or mailed directly to the patient's address. If the bill is mailed directly to the patient, insurance or private payment will be requested.

Payments will be received by System Design and credited to the designated WLAD account at Oregon Pacific Bank.

If WLAD receives payment directly from the patient and or insurance agency, WLAD will deposit the payment received, make a copy of the check and forward information to System Design. System Design will be informed on any and all payments (co-pays etc.) that are received by WLAD.

Once a partial payment has been received from an insurance agency and the payment is posted to the account, a new billing will be generated and sent to the second insurance, when available. If there is no secondary insurance on file, a statement will be sent to the patient reflecting the payment and current balance/copay due. The patient, guarantor, or estate will be responsible for the entire billed amount or any portion thereof which the insurance does not cover.

If no response or payment has been received following the first bill, a second bill shall be sent to the patient after thirty days followed by a third bill at sixty days.

If a payment has still not been received at ninety days, a final billing will be sent. This final bill will provide the patient the option of paying the total balance due or making consistent monthly payments.

A monthly payment program will be made available as needed. Bills will be sent out near the first of each month to those patients who request the payment program. A payment history will be maintained for each person in the payment program.

Patients who are unable to pay their bill and wish to have their bill reviewed may choose to request review through the Financial Assistance Program (Policy 15.3) which will be made available to qualifying persons.

When all efforts have been made and the bill is one hundred fifty days past due, with a balance of \$100 or more, it shall be turned over to the collection agency for further attention.

The time frame, as stated above, may vary depending upon the situation. For example, returned mail, disconnected phone, court case, insurance problems, etc.

WLAD Billing Policy

213.2.5 ANNUAL EVALUATION

Every fiscal year or as needed, the format for Western Lane Ambulance District's billing and collecting process will be evaluated with thought given to fees charged, methods used and the level of public relations within our community.

Petty Cash Management

214.1 PURPOSE AND SCOPE

This policy provides for the establishment and administration of a authority petty cash fund.

214.2 POLICY

The Authority will establish, administer, and maintain the petty cash fund according to this policy.

214.2.1 DEFINITIONS

Custodian - The individual designated by the [Administrator] as having custody of and responsibility for maintaining the petty cash fund.

Petty cash fund - A reserve of money established to make small purchases when payment by purchase order or voucher is not practical.

214.3 RESPONSIBILITIES

214.3.1 [ADMINISTRATOR] RESPONSIBILITIES

The [Administrator] or the authorized designee is responsible for establishing and maintaining protocols for the operation of a petty cash fund. The protocols should include but are not limited to:

- (a) Designation of a petty cash custodian.
- (b) Initial and replenishment fund amounts. The petty cash fund should not exceed the amount established by the Authority.
- (c) Maximum dollar amount for purchases. Petty cash expenditures should be limited to no more than \$50.
- (d) A **sample** petty cash voucher for use by members will ~~to request cash from the custodian. The petty cash vouchers should be sequentially numbered and~~ include space for the following information:
 1. The date of the disbursement
 2. The amount disbursed or reimbursed
 3. The budget expense account
 4. The vendor name
 5. The signature of the member receiving the cash
- (e) ~~An approved petty cash ledger for use by the custodian. The ledger may be maintained electronically or by hand and should require the following information for all transactions:~~
 1. ~~The name of the member receiving cash~~
 2. ~~The amount disbursed to the member~~
 3. ~~The reason for the disbursement~~
 4. ~~The amount of any cash returned~~

Petty Cash Management

5. ~~The amount of any cash received to replenish the account~~
6. A copy of any purchase receipt
- (f) A requirement that the custodian provides the petty cash fund a ~~full accounting and reconciliation of all fund transactions~~ to the [Administrator], who will review and approve all transactions ~~which should then be reviewed and approved according to the Petty Cash Procedure~~ before authorizing replenishment of the petty cash fund.
- (g) ~~A requirement that the petty cash fund is audited by the 's authorized designee at least quarterly and that the results of the audit are provided to the :~~
- (h) Established disciplinary guidelines for situations where the custodian has violated this policy or the Petty Cash Procedure, or where a member is found to have provided false information to obtain petty cash funds, including referral to law enforcement when the facts indicate that a crime may have occurred.
- (i) Designation of a physical location for the petty cash fund. The fund should be secured in the following manner:
 1. ~~Use a lockbox with a key or combination lock.~~
 2. The lockbox should ~~then~~ be stored in a safe, securable drawer, cabinet, or locker.
 3. The safe, securable drawer, cabinet, or locker should be located in a securable room or office with restricted access.

214.3.2 PETTY CASH CUSTODIAN RESPONSIBILITIES

The custodian's responsibilities should include but are not limited to:

- (a) Maintaining the petty cash fund according to this policy and the Petty Cash Procedure.
- (b) Requesting replenishment funds from the [agency_Treasurer] ~~when the funds on the account fall below the established replenishment amount or requesting funds needed to bring the petty cash fund back to the maximum allowable amount. Requests should be made at any regular membership meeting. No "emergency" requests should be permitted or approved.~~
- (c) ~~Receiving funds for replenishment only from funds approved and allocated from department accounts or by the return of unused funds properly issued to members.~~
- (d) Maintaining the petty cash ledger according to this policy and the Petty Cash Procedure.
- (e) When someone other than the custodian will be handling the petty cash fund, accounting for all petty cash and vouchers before transferring petty cash responsibilities to an alternate custodian.

214.4 PETTY CASH VOUCHERS

The [Administrator] should maintain an appropriate stock of petty cash vouchers and provide them to the custodian as requested from time to time.

~~Petty cash vouchers should be sequentially numbered.~~

Physical Asset Management

215.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for maintaining a system of inventory and accountability over the authority's physical assets.

215.1.1 DEFINITIONS

Definitions related to this policy include:

Physical assets – Any tangible items of value, including but not limited to:

- Materials.
- Machinery.
- Tools and equipment.
- Apparatus, ambulances, and command and support vehicles.
- Office supplies.
- Furniture.
- Firefighting tools and appliances, including hose, power tools, and communications devices.

Physical asset management – The process of tracking and maintaining the authority's physical assets.

215.2 POLICY

It is the policy of the authority to accurately inventory, track, maintain, and dispose of its physical assets owned by the Authority in a manner that controls costs, avoids waste, and promotes the authority's mission.

215.3 RESPONSIBILITIES

The [Administrator] or the authorized designee should be responsible for the inventory, maintenance, and disposal of authority physical assets, including:

- (a) Maintaining compliance with federal, state law, and local laws regarding physical asset management, inventory control, and reporting requirements.
- (b) Maintaining compliance with any grant requirements associated with physical asset purchases.
- (c) Developing procedures for the implementation of this policy, including:
 1. Procedures for disposal of all authority-owned physical assets in accordance with federal, state, and local law.
 2. Procedures for safe disposal of hazardous waste.
 3. Procedures for handling surplus and obsolete physical assets.

Physical Asset Management

4. Procedures to inventory assets according to internal reporting deadlines (e.g., quarterly, annually).
- (d) Developing a physical asset management plan to track the authority's physical assets and maintain accurate and complete records related to these assets. The plan should include:
1. A minimum value of the physical assets that are subject to this policy, the plan, and the implementing procedures.
 2. An inventory control and recordkeeping system to account for the movement, storage, maintenance, use, loss, damage, destruction, and disposal of the authority's physical assets.
 3. Routine internal and external audit practices.
 4. Procedures to access physical assets for reuse, transfer, recycling, or disposal.
- (e) Designating members as appropriate to assist with inventory under the physical asset management plan.
- (f) Annual physical asset acquisition planning.

215.4 IDENTIFICATION AND TAGGING

Physical assets should be tagged using a bar code or other system to identify and locate the items. Tags should be affixed in the same manner and location on each item, when feasible. The following information regarding the tagged item should be maintained using the inventory control system and method of recordkeeping established in the physical asset management plan:

- (a) A description of the item, including but not limited to:
1. Make, model, and serial number
 2. Physical dimensions and weight
 3. Color, material, and other physically distinct qualities
 4. Warranty and/or recall information, if any
- (b) The specific location where the item can be found
- (c) The acquisition date of the item, as well as the amount and funding source for the acquisition
- (d) The intended and actual use of the item
- (e) The expiration of an item's lease or loan terms

215.5 SURPLUS OR OBSOLETE ASSETS

When the authority no longer utilizes a physical asset, the asset should be identified as surplus or obsolete. If the physical asset retains value, the item should be stored as surplus or handled in accordance with the procedures established pursuant to this policy. If the physical asset is deemed obsolete, the item shall be disposed of in accordance with this policy.

Physical Asset Management

215.5.1 STORAGE

When practicable, physical assets that retain value but are not being utilized should be stored in lieu of disposal. Physical assets in storage are subject to routine inventory and revaluation. If the physical asset's value is less than the cost of storage, the Authority should pursue disposal of the item in accordance with this policy.

215.5.2 TRANSFERS

When a physical asset is transferred from one authority to another, the value of the physical asset should transfer with the asset. Interauthority transfers shall be documented through the inventory control and recordkeeping system implemented by the physical asset management plan.

215.6 LOSS, DAMAGE, OR DESTRUCTION

Loss, damage, or destruction of authority physical assets shall be handled in accordance with the procedures established pursuant to this policy and the Use of Authority-Owned and Personal Property Policy, as applicable.

215.7 USAGE MONITORING

Physical asset performance should be regularly monitored for functionality, utility, wear-and-tear, and cost-effectiveness. Usage monitoring of the authority's physical assets should include the duration of use (e.g., daily use and number of hours in use), user satisfaction, costs of operating the asset, and the asset's contribution to employee performance and overall productivity.

215.8 MAINTENANCE

Routine maintenance of physical assets should be proactive to limit interruption of the authority's daily operations. Employees should report any physical asset performance issues to a supervisor.

Maintenance requests and reports shall be recorded in the inventory control and recordkeeping system implemented by the physical asset management plan. The [Executive_Board] or the authorized designee shall routinely evaluate maintenance expenditures to determine whether continued maintenance is beneficial.

215.9 DISPOSAL

Physical assets slated for disposal should be evaluated for salvage value (e.g., items containing reusable materials like aluminum or copper) or transferred or disposed of in accordance with the procedures established pursuant to this policy.

215.10 INVENTORY AND REPORTS

Routine inventory of physical assets should be conducted for purposes of loss control, revaluation, retagging, documenting asset movement and condition, disposition and acquisition planning, and obtaining adequate insurance coverage.

Physical Asset Management

All internal controls and inventories related to physical asset management shall be accurately documented and subject to both internal and external audit. Inventory reports should include an explanation of any discrepancies from the previous period.

All inventory documentation shall be retained and stored in accordance with the records retention schedule.

215.11 TRAINING

Members and supervisors accountable for the proper care, use, transfer, maintenance, storage, loss, and disposition of all authority physical assets should receive training regarding their responsibilities under the physical asset management plan.



**AGENDA ITEM
WESTERN LANE FIRE AND EMS AUTHORITY**

SUBJECT/ITEM: Approve Financial Software Selection

FOR AGENDA OF: April 25, 2024

**AGENDA ITEM: Spending Approval:
Financial Software**

DISTRICT: WLFEA

DIVISION OF ORIGIN: Administration

ACTION REQUESTED: Approve vendor/contract signature

BUDGET IMPACT

EXPENDITURE REQUIRED:	AMOUNT BUDGETED:	APPROPRIATION REQUIRED:
None at this time. \$32,786 for FY2024-25 \$0 for FY2025-26 \$0 for FY2026-27	\$40,000 for FY2024-25	0

Summary: Western Lane Fire and EMS Authority currently utilizes Quickbooks to track financial transactions. While staff has made Quickbooks work, the Authority has outgrown the capabilities that Quickbooks provides.

Background and Statement of the Issue: Quickbooks software is intended for small business. It competes with other products in the Accounting, Accounts Payable, Billing and Invoicing, Bookkeeping, Expense Management, and reporting areas. However, the agency needs to have software that can handle Governmental Accounting Standards Board (GASB) 34 regulations.

The Authority needs a financial software that can easily split out funds, track grants and perform payroll functions. It must provide double entry accounting, bill payment, expense tracking, bank reconciliations, payroll, time tracking, and be easy to use.

Staff Recommendation: CenterPoint through CSA Software. They specifically work with

Municipalities that have outgrown their financial software. They provide excellent customer support and understand the needs of local governments. They provide unlimited funds, departments, and accounts. They offer not only Budget vs. Actual variance monthly reporting but custom reporting as well.



Proposal for:

Western Lane Fire & EMS Authority

Submitted: 12/5/2023

Prepared for:

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Submitted by:

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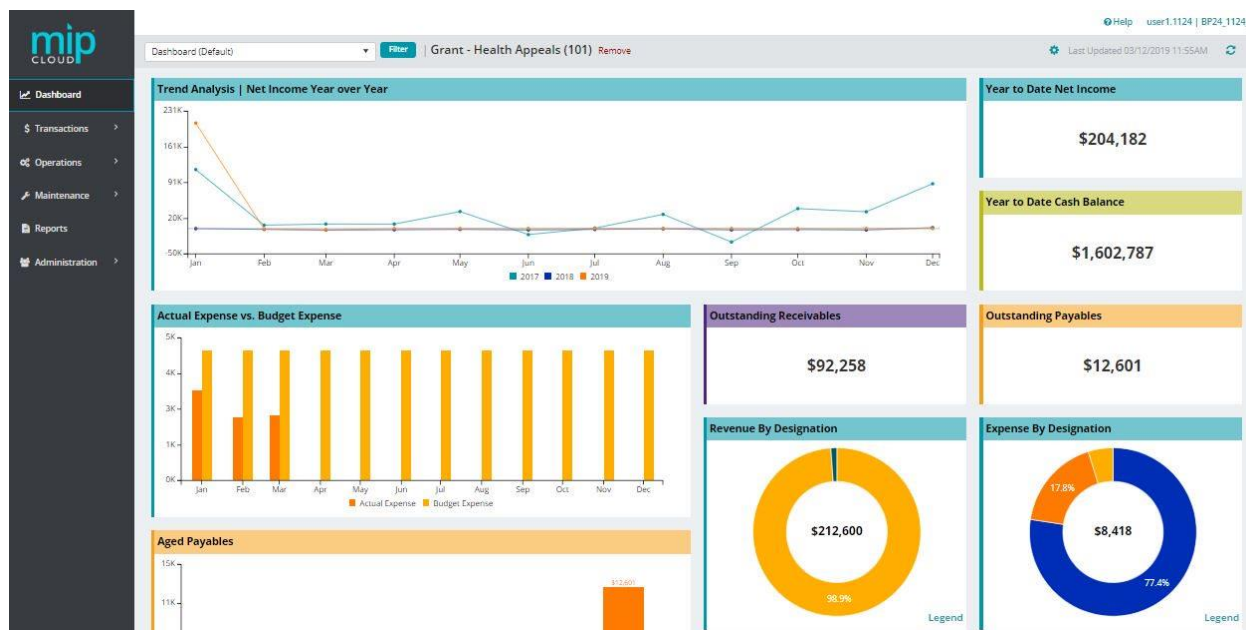
Executive Summary

Thank you for considering our MIP Cloud solution!

We appreciate the opportunity to earn your business. This proposal will provide you with an overview of the MIP Cloud solution and relevant pricing we propose for your organization.

Brief History of MIP Fund Accounting

MIP Fund Accounting was created back in 1982 by a company called Micro Information Products. That company was acquired by Sage in 2001, and the name MIP was replaced when Sage rebranded its product line. In 2013, Sage Nonprofit Solutions became Abila, which acknowledged that there was a general recognition in the nonprofit and governmental financial management communities that MIP set the standard for functionality and support. So, in 2013, Abila brought back the name, "MIP" for its suite of financial software products.



Cost | Budget

Below is a summary of the complete **Subscription Licensing** software solution and appropriate services based on implementation planning and other communications. If additional information is required or you feel adjustment to the modules or licenses required is appropriate, please let me know as soon as possible and we will produce an amended proposal.

LICENSED SOFTWARE and SAAS		
The following table provides a description of the licensed software/SaaS products to the licensee, in addition to the corresponding fees.		
Product Name	Qty	Annual Price
MIP Fundamentals Bundle - Accounting Users: 4 HR Users: 1 Active Employees: 76	1	\$9,989.00
MIP Cloud Fundamentals: Payroll - Subscription	1	\$1,790.00
MIP Cloud Fundamentals: Direct Deposit - Subscription	1	\$0.00
MIP Cloud Fundamentals: Human Resource Management - Subscription	1	\$2,870.00
MIP Cloud Fundamentals: EWS - Subscription	1	\$2,870.00
MIP Cloud Fundamentals: Benefit Enrollment- Subscription	1	\$470.00
MIP Cloud: Fixed Assets - Subscription	1	\$1,428.00
MIP Cloud: Executive View User(s) - Subscription	10	\$2,400.00
MIP Cloud: Advanced Security - Subscription	1	\$0.00
Microix Cloud: User(s) - Subscription	4	\$1,440.00
Microix Cloud: Requisitions - Subscription	1	\$1,920.00
Microix Cloud: Web Companion - Subscription	1	\$1,800.00
Microix Cloud: HTML Approval - Subscription	1	\$600.00
Software Subtotal:		\$27,577.00

PROFESSIONAL SERVICES

Professional Services: During the term of certain applicable Licensed Software/SaaS, Licensor may also perform certain implementation, consulting and or training service (the “Professional Services”) as specified in a written statement of work (“SOW”), which shall be subject to the terms and conditions of the this Order Form, Any Licensee request resulting in modifications, changes and or additions to the Professional Services described in a relevant SOW may incur additional fees and will require a mutually agreed written change order signed by both parties.

SERVICES		
The following table provides a description of the services products, in addition to the corresponding fees.		
Product Name	Qty	List Price
MIP Additional Database Implementation	26	\$6,500.00
MIP Advanced Security Training	1	\$250.00
MIP Fundamentals Core Discovery	3	\$750.00
MIP Fundamentals Core COA Build	2	\$500.00
MIP Fundamentals Core Consulting	11	\$2,750.00
MIP Fundamentals Core Go Live	4	\$1,000.00
MIP Database Restore	3	\$750.00
MIP Cloud Database Setup	3	\$750.00
MIP Cloud Organization Setup	1	\$250.00
MIP Cloud User Setup	19	\$1,187.50
MIP Project Management	1	\$7,400.00
GiveSmart Guided Implementation	1	\$0.00
MIP Payroll Discovery	3	\$750.00
MIP Payroll System Setup	11	\$2,750.00
MIP Payroll Custom Training	9	\$2,250.00
MIP Payroll Historical Import	8	\$2,000.00
MIP Payroll Go Live	8	\$2,000.00
MIP Direct Deposit Setup and Training	2	\$500.00
MIP Direct Deposit Go Live	2	\$500.00

MIP Human Resources Discovery	2	\$500.00
MIP Human Resources Training	7	\$1,750.00
MIP Human Resources Setup Assistance	1	\$250.00
MIP Cloud HR/EWS Provisioning	1	\$250.00
MIP EWS Discovery	3	\$750.00
MIP EWS Setup and Training	8	\$2,000.00
MIP EWS Go Live	2	\$500.00
MIP Benefit Enrollment Training	2	\$500.00
MIP Core Custom Training	26	\$6,500.00
MIP Data Import - Level I	5	\$1,250.00
MIP Vendor Import	2	\$500.00
MIP Customer Import	2	\$500.00
MIP Fixed Assets Overview	1	\$250.00
MIP Fixed Assets Training	2	\$500.00
MIP Fixed Assets Imports	8	\$2,000.00
Microix Training	6	\$1,500.00
Microix Implementation	18	\$4,500.00
MIP Cloud Microix Provisioning - HTML Approval	1	\$250.00
MIP Cloud Microix Provisioning - New	3	\$750.00
MIP Cloud Microix Provisioning - Web Companion	1	\$250.00
Services Subtotal:		\$58,087.50

TIME & MATERIALS:

Licensee agrees to purchase Professional Services estimated in the agreed to order form or statement of work. The fees payable for the Professional Services shall be calculated in accordance with time incurred and Community Brands hourly fee rates. Community Brands shall issue invoices to the Licensee monthly in arrears from the billings associated with the preceding month.

TOTALS	
Total	\$85,664.50

Sales, excise, export or other taxes, duties, or charges, if any, applicable to the Services or Products will be billed to and shall be paid by You, unless You provide an appropriate and signed tax exemption certificate.

To place an order for the solution configured in the proposal, please request an Order Form from Greg Bailey at greg.bailey@communitybrands.com. Pricing and estimates set forth in this proposal are good through 12/5/2023 5:00 PM but are subject to change if client requirements are modified.

This Order Form is subject to Licensor's terms and conditions (the "Terms and Conditions"), a copy of which is available on Licensor's website at <https://www.communitybrands.com/wp-content/uploads/2022/05/Community-Brands-Terms-and-Conditions-01042022-online.pdf>.

Proposed Solution

This proposal encompasses only those modules in which you have expressed an interest. After discovering what MIP Fund Accounting can do for your organization, you may decide that you need additional (or maybe fewer) modules.

CORE MODULES

General Ledger Module

A multi-fund, multi-fiscal period, double-entry fund accounting system that acts as the core of the MIP Fund Accounting software and is designed for organizations with a need to manage high transaction volume and includes a wide selection of standard features:

- Flexible, table-driven chart of accounts structure to allow organizations to track an unlimited number of funds, grants, departments, programs, cost centers, or any other data required to meet reporting requirements right from the general ledger.
- Complete financial report writer containing a full set of FASB-complaint default financial statements.
- 990 Worksheet to reduce the pain and cost of filing federal return.
- And transaction entry tools to help ensure accurate data entry by allowing users to apply predefined distributions, automatic offsets to appropriate accounts, and validation rules to ensure the quality of data recorded in the general ledger.

Accounts Payable Module

With an open subsidiary ledger system, Accounts Payable can pay invoices from multiple cash accounts in the same check run and still accurately track invoice amounts for individual projects, programs, or other account segments. The system can maintain important vendor information and designate default account codes from which the vendor is paid. Vendor payments can be posted to multiple 1099 box numbers on the same transaction. Edit payment amounts or applicable discounts for any vendor before printing checks.

Accounts Receivable Reporting Module

This module provides all the functionality necessary to track accounts receivable, without the added cost of billing functions. Enter amounts due or credit memos for individual A/R accounts. Print detailed or summary A/R ledgers by date, customer, or other user defined classification. Generate an aging report for monitoring outstanding balances and forecasting more accurate cash flow management.

Bank Reconciliation Module

This module provides an effective, easy way to reconcile your organization's bank account. Cash transactions processed from any module automatically appear as outstanding items in the Bank Reconciliation module.

Budget Management Module

This is a powerful planning and reporting tool for any organization to use when creating budgets for any time frame, including multiple fiscal years, and you can create customized budgets for individual grants, programs, or account segments and then consolidate those budgets by posting budgets directly to the General Ledger. Using a spreadsheet format, you can quickly enter budget data, either populating the worksheet from historical budget data or actual data, or by entering appropriate budget amounts manually. Amounts entered either way can be modified, spread, or cut and pasted within account ranges and dates as needed. Budget worksheets can also be modified using special criteria selections to increase or decrease monetary values by percentages, set amounts, or other means. Budget monitoring warns you when transactions exceed budgeted monetary amounts.

Data Import/Export Module

The connectivity of this module makes it possible to import data from many external applications. With Data Import/Export, you have the flexibility to import data from comma separated variable (*.csv) file format, automatically generate a session ID number, and apply a date mask to identify the format of any date.

Forms Designer Module

This module allows you to easily customize virtually any printed accounting form, including adding a logo to your customer billing statements, using an auto-signature for check authorization, or generating your own stock check.

Reports Manager

Reports Manager is a built-in proprietary report writer with more than 160 reporting templates capitalizes on the segmented account structure and enables user-based tailoring to generate the full spectrum of financial reports and FASB-compliant financial statements to stakeholders. Pull Balance Sheets, Statement of Revenues and Expenditures, Statement of Cash Flow, and more with a single click. Sorting features, customizable formatting, and drill-down functionality give you even greater transparency into the numbers.

Electronic Funds Transfer (EFT)

Improve your cash flow management by designating when payments are taken from your account, making cash flow predictable. Easily designate which vendors should receive electronic payments. Process electronic payments using the same easy-to-use select and pay processing method used for Accounts Payable checks. Easily transmit payments directly to your bank with an easy-to-use terminal interface that allows you to dial and send your electronic payments from within MIP system for more hassle-free cash flow management.

ADDITIONAL MODULES

Advanced Security

Rest assured knowing that your critical data is secure while ensuring that key employees have unrestricted access to areas of the system to maintain productivity. Easily control entry and viewing access by individual program, department, general ledger code, and others for secure, distributed use of the system.

Payroll

This nonprofit payroll module gives you a powerful tool to track employee service efforts, easily produce a timely and accurate nonprofit payroll and generate fully distributed accounting entries.

- Maintenance of detailed profiles of your employees including pay information, demographics, emergency contacts, review dates, and performance notes is simple. Managers can group employees by pay cycle or department to facilitate nonprofit payroll production, distribution, and reporting. This module also attaches key employee information such as I-9, W-4, and performance evaluations to individual records for centralized record-keeping.
- An unlimited number of customized nonprofit payroll codes can be created for earnings, benefits, deductions, worker's compensation, leave, and more. You design payroll codes to meet the needs of your organization, from leave-accrual policies to compensation plans.
- The nonprofit payroll module allows you to easily record the hours worked in each program and department during timesheet entry, so your costs are accurately distributed in the general ledger. Users have a choice to distribute earnings by percentages, dollar amounts or units. And fringe benefits and taxes can be allocated using the same criteria or their own separately defined criteria.
- Tax Forms and e-Filing by Aatrix[®] allows you to print or e-file federal and state tax forms.
- More than 250 approved payroll forms for all 50 states, including 941, W2, and 1095 are available, and the payroll module automatically fills the forms with the correct data for review.
- With the use of tax worksheets, summary tax reports, and detailed tax accumulation histories, the module facilitates tax tracking and reporting in your organization's nonprofit payroll.
- Track and report labor hours and associated earnings across projects, grants, programs, and other dimensions and easily generate reports for auditors in one easy-to-read nonprofit payroll report.
- An unlimited number of payroll years are kept online for easy research on nonprofit payroll issues. There are many history-report options available for use of preconfigured reports or creating your own.

Direct Deposit

The Direct Deposit module lets you exercise more control over payroll processing disbursements while giving your employees the convenience of electronically depositing their pay. Direct Deposit, which integrates seamlessly with the General Ledger, is designed to complement the nonprofit Payroll module.

- Allow your employees to deposit pay into multiple bank accounts, including both checking and savings account types.
- Enjoy simple payroll processing with the ability to process checks and direct deposits in a single payroll processing step. The audit trail clearly tracks payment type issued to employees.
- Improve cash management by designating when payments are taken from your account for predictable cash flow.
- Need to issue bonus checks to Direct Deposit employees? The Direct Deposit payroll processing module allows you to override direct deposit for special circumstances, such as bonus checks.

Human Resource Management

Community Brands offers a complete Human Resource Management solution, with payroll processing, human resource management, employee web services, and tax preparation. These solutions were developed specifically for the unique accounting and reporting challenges faced by nonprofit and government organizations. The Human Resource Management module integrates HR management and reporting with Payroll and Accounting. Since it is fully integrated, you will be able to streamline your payroll process by making changes and updating information all in one place.

- True integration between your payroll and GL systems provides efficiency and data integrity with single entry and transparency between the modules.
- Easy HR reporting
- Tax form population and e-Filing functionality
- Efficiently track employee records and data: certifications, renewal dates, education, degrees, and several customizable fields to make the product meet all your unique needs.
- Increase data integrity with single entry source for key personnel information.
- Audit trail of employee history
- Develop benefit plans with complex calculations to calculate base plan rules and/or rate tables.
- Leave Plans: Use of only one Payroll leave code, which you can automatically calculate leave rates based on any variable such as hire date.
- Customize HR to look at FTE, Location, department, employee type, processing group, etc., to determine appropriate leave rate for each employee.
- Automatically create benefits and deductions in the default time sheets based on the plan associated with the employee.
- Automatically apply benefit calculations to all employees with one click
- Schedule HR Actions for future dates such as pay raises and review dates.

- Schedule required training or certifications updates.

Employee Web Services

The Employee Web Services module is a web-based tool that fully integrates with the HR and nonprofit Payroll systems while leveraging efficiency, security, and data integrity.

- Employees and managers save time and reduce errors by securely entering, updating, and approving employee timesheets.
- It relieves the administrative burden of HR record keeping and document requests.
- Fully integrated Payroll and Human Resource Management: single entry for data integrity and seamless efficiency
- Employees access and update personal information wherever they have Internet access. They can review, update, and print benefits and deductions, payroll check history, and W-2 information without draining HR staff time
- Online employee timesheet entry, 24/7
- Managers can approve employee time sheets, leave requests, review schedules, and review employee information.

Fixed Assets

The Fixed Assets module provides your organization with a powerful tool for tracking assets, easily calculating depreciation, and automatically allocating depreciation and disposal entries in the general ledger.

- Maintain detailed records of fixed assets by attaching important documents to asset records.
- Save time and avoid duplication of effort using Quick Asset Entry to enter fixed assets on-the-fly while recording invoice or purchase entries.
- Flexible depreciation options allow you to use the standard depreciation methods included in the system or set the depreciation interval and perform calculations on your schedule.
- Generate accurate, distributed entries for the general ledger, distributed across programs, departments, and more using percentages, fixed amounts or units such as square footage.
- Use the powerful reporting options to easily research questions regarding fixed assets for complete asset tracking.
- Easily analyze depreciation calculations and accounting entries with detailed reports before you accept the figures.

Executive View License

Give your executives, key directors, and board members access to financial reporting, graphs, and the real-time data they need with Executive View licensing. This special license provides the ability for executives to collaborate in the budget preparation process and frees your accounting staff from running and distributing reports—all without the cost of purchasing full software seats. Only Executive View lets directors or program managers submit their proposed budgets directly in the system for review. In conjunction with the Budget module, this powerful tool allows for direct entry budget submissions from multiple departments. As such, organizations can consolidate submitted worksheets for organization-wide review and adoption.

- Provide inquiry tools to the appropriate budget or program managers requiring the data.
- Empower executive users with the ability to not simply view each accounting financial report but add and create their own accounting financial report for analysis.
- Executive View Users get a direct view of each accounting financial report of operating results and budget position through direct access to your MIP software without accounting transaction access — at a fraction of the price of purchasing full software seats.

Microix Requisition Module

This module enables accountants and non-accounting staff to create purchase requests from their desktop computer. Administrators can enforce specific requirements to reduce errors and ensure that information is accurately provided to properly process a request. Once the requests are submitted and approved through a multi-level approval process, it is automatically converted to a purchase order and seamlessly transferred to MIP as an un-posted encumbrance or A/P transaction.

- Users can easily enter and submit their own request by creating a new requisition document or by submitting or copying an existing requisition, helping to increase accuracy and efficiency for
- Enables automatic email notifications to alert approvers when a requisition needs to be reviewed and to alert users when a requisition has been approved or requires any modifications.
- Analyzes purchase activities by departments, users, vendors or items.
- Works together with MIP allowing easy integration with existing data.
- The purchase order is matched with the vendor invoice and transferred to MIP's Accounts Payable Module

Annual Maintenance & Support Coverage

At Community Brands, we're passionate about serving our customers and helping them fulfill their missions. That's why the Community Brands Maintenance and Support provides you with access to a variety of valuable services available from our support team.

With Community Brands, you receive professional assistance when you need it—whether by accessing our phone support, 24/7 online knowledgebase or our extensive network of business partners, certified consultants, and authorized training centers.

You don't need to worry about incurring extra fees for services covered by your support plan. We are here for you. Again, you get:

- System upgrades and updates at no additional cost
- Access to Community and Support Forums
- Access to online Knowledgebase
- Unlimited phone, chat, and web support



Customer Support Hours and Availability:

- Monday-Friday, excluding holidays.
- Phone Support 7:00 a.m. – 7:00 p.m. CT
- Chat Support 8:00 a.m. – 5:00 p.m. CT, Monday-Friday, excluding Mondays from 3:00 p.m. – 4:00 p.m. CT for team meetings and holidays.

Our Customer Support analysts can assist you with getting the most value from your solution by:

- Troubleshooting problems, you may encounter when installing or using software.
- Providing clarification for aspects of the software you've been trained on, but need further clarification on
- Offering suggestions for the most effective ways to use the software.
- Providing you with or directing you to the appropriate resources for assistance
- Providing guidance on how to recover from mistakes.

Rest assured Community Brands can help you with topics that fall outside the scope of your Maintenance and Support agreement. Our own Client Services and Learning Services teams offer a wide variety of services to assist you with your organization's needs.

Client Services Statement of Work

The implementation and training of MIP Fund Accounting software will be performed by Community Brands Client Services department. The Community Brands implementation approach is collaborative, where both the Implementation Consultant and the customer assume responsibilities to bring the project to a successful completion. The project will be very “hands-on” and will require a significant amount of effort from both parties to complete successfully. Projects typically take 4 to 6 months to complete. However, project timelines can vary widely based on a customer’s business schedule, the MIP modules purchased, and the type of data migration selected.

Each customer will be assigned a Project Manager and a dedicated Implementation Consultant. The Project Manager will manage the overall project progress and the Implementation Consultant will be responsible for the day-to-day activities of implementing and training of the MIP Fund Accounting software. They will be the customer’s primary points of contact throughout the project.

Our Implementation Team will develop a detailed timeline with specific dates for the duration of the project. This project timeline will be presented to the customer for review and sign-off, and the agreed upon timeline will drive all activities throughout the project.

Below are the key milestones that are typical for an implementation of MIP.

Implementation Planning & Organization

- Project Kick-off Meeting
- Establish implementation and project management team.
- Collect Data from client (reports, policies/procedures)
- Pre-Meeting Planning

Discovery Meetings

- Evaluate existing systems and understand goals of new solution.
- Team reviews all business processes.
- Team designs, develops, and refines new business processes where required.
- Customization requirements are identified for development.
- Determine migration definition for data mapping.

Customization & Interfaces

- Identify customization requirements: special forms, reports, interfaces, and customization are developed (as needed only)
- Make changes to programs following customer change control procedures.

Project Planning

- Develop overall project plan.
- Develop implementation timeline.
- Obtain formal approval.

Setup Environment

- Develop Chart of Accounts
- Create new database.
- Import COA, users, security.
- Setup Training database
- Convert data.
- Perform all Training.

User Acceptance Testing

- Test, demonstrate and validate solution.
- Test, verify all setups, data migrations, processes, and customizations.
- Prove the solution meets the business requirements.
- Resolve all issues, make necessary corrections before continuing.

Team Readiness Actions

- Project team and end user(s) prepare for the go-live.
- Final migration and startup schedules are refined.
- Changes in user procedures and documents for training are completed.

Legacy Data Migration and Go-Live

- Finalize master record data that has been converted and loaded.
- Customer does final month-end close on legacy system.
- Final data migration is completed.
- Obtain Client sign-off affirming project completion.

Go-Live Support

- Community Brands project team member provides Client with Community Brands Customer Support contact information.

All Client Services work will be completed remotely unless otherwise specified in the contract.

Services Scope Description

Project Management:

Community Brands shall designate a project manager who shall be available on a regular basis to provide oversight of the Project, report on general status, identify delays and issues for the project, and provide project tracking as appropriate to the phase of the Project. The Project Manager and Implementation Consultant shall jointly participate in meetings on a regular basis and shall generally be responsible for scheduling of resources and activities.

Initiation

Once a Project Manager and Implementation Consultant have been assigned to the new project, they will initially reach out to the customer to introduce themselves, provide their contact information and coordinate a formal Implementation Project Kick-off call.

Project Kick-off Call

The assigned Project Manager and Implementation Consultant will conduct a Kick-off call with key customer personnel to review the end-to-end MIP Project process. On this call, the Implementation Specialist and the customer will discuss the customer's current systems and processes in place today, identify key stakeholders within the customer organization, define goals and objectives for the new MIP Fund Accounting software, discuss key milestones for the project, and review the contracted project scope. Project controls, communication plans, as well as Change Management will also be discussed. The topic of the overall project timeline will also be discussed, where the customer will identify any specific business-related activities that would conflict with the overall project schedule. This is an extremely dynamic approach where the customer is heavily engaged to ensure all requirements have been discussed.

Discovery Sessions

To begin understanding how to best setup the new software, the Implementation Consultant will coordinate a series of discovery calls with the customer. These sessions will include a combination of phone calls, documents, questionnaires and templates for the customer to complete. Key items to discuss include application security, reporting requirements, GL Codes, data migration processes, Chart of Accounts design, and integrations to other systems. The Implementation Consultant will also perform a review of the customer's current business processes, as well as discuss and document current and future reporting needs from the new MIP Fund Accounting software.

Develop a Project Timeline

The Implementation Consultant will develop an initial project timeline which will include key milestones and a projected Go-Live date for the customer. The project will be scheduled to start based on the Implementation Consultant and customer resources availability, in addition to the customer's completion of Project prerequisites. The Project timeline will then be presented to the customer for review and approval. Once the project timeline has been agreed upon by both parties, a formal sign-off will be required from the customer. From that point forward all Project activities will be scheduled according to the agreed upon milestones and dates.

Develop a Communication Plan

The Implementation Consultant will present to the customer a high-level communication plan for the project. The communication plan will generally consist of weekly or bi-weekly meetings throughout the project as well as periodic Progress Reports to key customer stakeholders. This plan will be agreed upon by both parties but may change throughout the project, based on volume or timing of work scheduled to be performed.

Develop a Change Management Plan

The Implementation Consultant will present to the customer the process for requesting any changes to the scope, price, or timing of the project. All requested changes are to be submitted to the Implementation Consultant via a *Change Order Form*. The Implementation Consultant will review the Change Order process and discuss the potential impact of making changes after the project plan has been accepted.

Build the customer database

Using the information gathered, the Implementation Consultant will build a new Chart of Accounts (COA) and import the new COA into MIP. The consultant will then import Vendors and Customers into the system as well as create one (1) custom check form. The Implementation Consultant will train key users on how to log into the new MIP software and will review the application security with the key customer point of contact.

The Initial data imports do not include financial data and balances. This historical data will be imported during the Data Migration process.

***NOTE:** Prior to importing data into the new MIP system, it is recommended that the customer perform any needed data cleansing on their legacy data (i.e. removing duplicate records, correcting contact and address information, removing old customers and vendors). This is the responsibility of the customer. The Implementation Consultant can assist in this effort for an additional fee.*

Modules Implementation

The work during this phase is a continuation of the database build that has already been completed. This task will represent the culmination of data collection and configuration decisions leading to the implementation of a complete and functional accounting solution. This task may require our Client Services team to interact on a periodic basis with customer representatives trusted and empowered to make decisions for the organization. It is critical that these representatives understand the workflows of the accounting department and/or human resources.

All modules listed under *Proposed Solution* section of this agreement will be implemented according to the previously agreed upon project plan and will be documented along with expected due dates. The Implementation Consultant will work with the customer to establish deadlines and schedule conference calls to ensure the project is on track. During this phase, the Implementation Consultant will demonstrate any new forms and reports that are created for the customer.

Integrations

If the scope includes integrating MIP with any other applications, the Implementation Consultant will work with the customer to import data or develop the appropriate reports for exporting data to other software. The consultant will assist the customer in verifying the import or export results within MIP.

Payroll Implementation & Setup

Abila Client Services shall assist with the setup and implementation of the Payroll Module, help with the structuring of the Employee Master Record, and will add quarter-to-date balance for one quarter.

HR & EWS Implementation & Setup

Abila Client Services Group will assist in setting up of HR Codes, 1 Benefit Plans, 2 Leave Plans, and Timesheet Options. This service also includes setting up the Employee Web Services Application and preparing settings. Only one quarter will be converted to the new system. There may be an additional charge for Benefit Plans and Leave Plans that require a custom script.

Human Resources Training

This training covers important integration concepts, module setup procedures, employee management, and processing payrolls. Learn how to manage security, create customized benefit, and leave plans, define organization specific fields, track organization educational and certification requirements, capture FMLA and EEO data, schedule employee events, maintain complete employment history, and create timesheets.

Employee Web Services “Train the Trainer”

This course covers important integration concepts, module setup procedures, employee actions, manager actions, and processing payrolls. Learn how to create cost centers, set up timesheets, create employee accounts, enter time worked, enter leave taken, enter expenses, approve employee entries, and process payrolls. Understand how the Employee Web Services, Human Resource Management, and Payroll modules integrate as well as the different roles (employee, manager, human resource personnel, and payroll personnel) associated with the payroll process.

Microix Implementation and Training

The kick-off call is just the first of many important conversations within the training and implementation process. It is our opportunity to gather critical information to understand your organization’s objectives to customize the training specific to your needs. It generally lasts approximately 1 hour, and the organizational key staff should attend including your IT contact (if required by the consultant). Your consultant will send you their availability to coordinate the kick-off meeting with some dates that work best with everyone’s schedule. These meetings will be via GoToMeeting. * If advance setup features are needed/requested then we will assess the additional hours at this time and notify all parties involved.

The software will be activated and ready for your consultant to configure and setup the software. Your consultant will schedule meetings with you for the setup of users and security, workflows, hardware (if applicable) and testing of workflows.

After the setup of the software is completed, appropriate organization staff will receive training on administering and using the Microix software as well as training for requesters/approvers, and final preparations of the database for Go-Live!

*** Microix is a software development and support organization that is certified by Community Brands. They provide focused auxiliary software to compliment the MIP Fund Accounting software. Microix is implemented after MIP.**

Training

Remote Custom Training

Remote Custom Training consists of a series of online meetings and video conferencing sessions to train the customer's new MIP users. This remote training will typically be performed in 2- to 3-hour sessions per day over a period of 2 to 3 weeks. All custom remote training will be performed by the assigned Implementation Consultant, who will already be familiar with the Customer's organization, accounting structure and business needs. The Implementation Consultant will develop a custom Agenda for the training sessions based on the MIP modules purchased and customer input. This Training Agenda will be presented and approved by the customer prior to beginning any training sessions. In addition, all Custom Training will be performed using the customer's own database. Using a customer's data during training has proven to enhance the overall training experience for the customer, as well as aids in the retention of the concepts being taught.

UAT (User Acceptance Testing)

Once the customer's Chart of Accounts has been created, the customer data has been imported, and the customer has completed training, the customer will then perform User Acceptance Testing with their data in MIP. In most cases, customers have not previously performed or had much exposure to any type of acceptance testing. The Implementation Consultant will help and guidance, which could include key content to look for in the data, key reports to run, and how to document the UAT process.

Should the customer identify data elements that are not correct, the customer is to document these items in a *User Acceptance Testing Modification Form*, which will be provided. The Implementation Consultant will then review the form to determine if the item is a change or addition to the original data entered into the Data Templates. If there was a problem with the migration process, the Implementation Consultant will go back to make the appropriate corrections. If the item is a change or addition to the original scope, additional fees may apply.

Go-Live

This is the predetermined date that the customer formally begins using the MIP software in a production mode. Prior to Go-Live, the Implementation Consultant will coordinate with the customer to ensure that the system is ready for use, and they will also be available during this scheduled time to assist the customer with any last-minute questions or issues that may occur.

Transition to Support

Shortly after Go Live, the Project Manager will coordinate a call to formally transition the customer to the Community Brands Support team. During the call, the customer will be introduced to key MIP Support personnel as well as review the various options available to contact Community Brands Support should the customer need assistance with the product moving forward. This signifies the completion of the implementation project.

Historical Data Migration

If the customer purchase historical data, the migration is typically performed after Go-Live. Most customers choose to do this so they can begin using the new MIP software as soon as possible. Even though their system is Live, the historical data migration is still a very critical piece of work to complete in a timely manner. The objective is to prepare and format legacy historical financial data for importing into MIP. The Implementation Consultant will provide the appropriate instructions, data files, and import forms for the customer to migrate data from the legacy system. Once the templates are completed by the customer, the consultant will ensure that all the historical data is properly imported into MIP.

Level I Data Import (One-time Beginning Balance Import)

Client Services will import a point in time single General Ledger Trial Balance into MIP Fund Accounting. Based on the scheduled Go-Live date, the Implementation Consultant and customer will determine the best date to bring in the balance into the new MIP Fund Accounting software. The customer will then run a Trial Balance from their legacy Accounting System and enter the required data into the Excel template provided by Client Services. The Implementation Consultant will work with the customer to import the Beginning Balance into MIP Fund Accounting and verify accuracy with the customer.

Customer Responsibilities:

- Identify team members engaged in the Implementation project.
- Work with the Implementation Consultant to schedule the initial Project Kick-off call as well as other discovery sessions within a reasonable time during business hours.
- Providing workflow documents or diagrams for each area of the organization involved in the implementation project.
- Providing all documents regarding current batch processes, and/or interfaces with other applications included within the project.
- Provide the appropriate resources and skilled staff to successfully participate in the implementation project, as well as successfully use and manage the software upon completion.
- Complete and return all templates and questionnaires within a timely manner.
- Provide written approval of the proposed Project Management Plan for the MIP Implementation.
- Provide written approval of the proposed Change Management Plan.
- Provide a list of all usernames and passwords to be setup in the system.
- Acknowledgement that security settings within the MIP software are setup correctly.
- Input of all data into the forms Community Brands provides. Once complete, the Implementation Consultant will validate and import the customer's data file.
- Provide formal sign off-of all training agendas and timelines.
- Perform all User Acceptance Testing and, upon completion, a written sign-off that all data imported into MIP is correct.
- Have knowledge and access to the current legacy system to export data. Community Brands will not have access to the customer's legacy system.
- Perform the data crosswalk from the customer's legacy system to the new MIP format (i.e., Old Chart of Accounts to the new Chart of Accounts)
- Coordinating with the 3rd party vendors on behalf of Community Brands for any integrations with MIP.
- Coordinate within their organization for the scheduled Go-Live date. This may include the formal notification that MIP is now the database of record, the implementation of new internal business processes and/or new roles and responsibilities for key personnel.
- Extract historical data from the legacy system and import the data into the Community Brands provided templates.
- Verify that all historical financial data balances correctly BEFORE importing into MIP.

Notes and Assumptions Regarding Client Services:

- Customer will cooperate with Community Brands and will provide safe and timely access to its premises and computer equipment, including remote access, adequate working space, facilities, and any other services, personnel, information, tools (including licenses), or materials that Community Brands may reasonably require to perform the Services.
- The Services will be performed under the direction and supervision of Customer personnel.
- The Services will be performed during standard business hours (Monday through Friday, 8 a.m. to 5 p.m. CDT) unless otherwise mutually agreed upon between Customer and Community Brands.
- All off-shift hours will be billed at time-and-a-half rates.
- If Customer cancels or reschedules less than ten (10) business days before the first day of the scheduled event, Customer shall pay 50% of the cost of the Service, plus all pre-paid travel expenses incurred by Community Brands.
- Customer agrees that any of the Client Services and/or learning services that are not used during the first 6 months following the date signed below will expire and no refund will be available for amounts previously paid.
- Customer will provide access to all hardware, software, licenses, and personnel necessary for Community Brands to provide the Services.
- If training services are provided, a day is equivalent to 8 hours and maximum number of attendees is 8.
- Travel expenses (applicable only if onsite services and/or training are requested by customer for this project): \$75/hour door-to-door travel time with a maximum of 8 hours per day, plus transportation, hotel, rental car, meals. **ONSITE SERVICES AND/OR TRAINING ARE NOT REQUIRED FOR THIS PROJECT.**

MIP Cloud Details

MIP has partnered with Azure to provide secure and reliable hosting services. With this approach, users can determine who in the organization can have access to data online anytime, from any location without having to manage hardware and on-site software operations. Below we provide you with all the information you need to know about MIP Cloud can be found [here](#), including:

Multi-Tenant	Single Tenant	MT & ST
<ul style="list-style-type: none"> • SOC 2 <ul style="list-style-type: none"> ○ SOC 2 Type II Report ○ SSAE 18 Bridge Letter • TX-RAMP <ul style="list-style-type: none"> ○ Level 2 Certification 	<ul style="list-style-type: none"> • SOC 2 <ul style="list-style-type: none"> ○ SOC 2 Type II Report ○ SSAE 18 Bridge Letter • TX-RAMP <ul style="list-style-type: none"> ○ Level 2 Certification 	<ul style="list-style-type: none"> • Questionnaires <ul style="list-style-type: none"> ○ HECVAT ○ GDPR Processor ○ CAIQ ○ HIPPA ○ SIG Lite ○ CCPA and CPRA • Additional Documents <ul style="list-style-type: none"> ○ Certificate of Insurance ○ Code of Conduct ○ Data Processing Addendum ○ Privacy Policy ○ Security Statement

The name given to initially access this portal is Trish Lutgen

Platform support & system requirements

Operating System (Chose one)
Requirements for MIP Cloud

- | | |
|--|--|
| <ul style="list-style-type: none"> • Windows 10 (32-bit, 64-bit) Standard edition or greater • Windows 8.1 (32-bit, 64-bit) Standard edition or greater • Internet Connectivity <ul style="list-style-type: none"> • Internet accessible with the latest browser service pack | <ul style="list-style-type: none"> • Supported Browsers <ul style="list-style-type: none"> • Microsoft Edge • Google Chrome (recommended) • Mozilla Firefox |
|--|--|

Additional Supported Server/Workstation Operating Systems and SQL Servers:

While these Operating Systems X and SQL Servers are not recommended as highly as the ones listed above, the MIP Customer Support team will troubleshoot and help to the best of their ability. Should an MIP software defect be discovered on these systems, Community Brands will attempt to resolve the problem in a future release or will suggest a viable workaround. Community Brands will give prior notice before ending its support of these systems. (Microsoft Windows Server 2008 (32-bit and 64-bit) - SP2 - Supported but not recommended, Microsoft Windows Vista Business (32-bit and 64-bit) - SP2)

Connectivity

- Internet accessible with the latest browser service pack.
- MIP Cloud can be accessed on a Mac and mobile devices via a Microsoft Remote Desktop application. This is a free download from Microsoft. Mac operating systems are not supported by MIP Customer Support.

Accessing your product and updates

The services supplied by MIP Cloud are updated as the product teams release new product.

- Normal product updates are applied on Friday night, and generally complete by Saturday.
- Resources during the update are managed in such a way that the customer always has access to their application
- Depending on the type of critical update, it will be applied as soon as possible, without incurring downtime.
- Notification is handled by support via the Customer Community; we strive to provide two weeks' notice.

March 6, 2024

Western Lane Fire and EMS Authority
Attn: Trish Lutgen
2625 Highway 101
Florence OR 97439

Sales Contract

Multi-User CenterPoint Fund Accounting

Three (3) different Databases

Software:

1. CenterPoint Fund Accounting Single-User Software
2. CenterPoint Payroll (Includes Direct Deposit)
3. Five (5) Additional Network Seats
4. Three (3) Databases installed
5. Three (3) Years Annual Support for CSA Software and Red Wing Software
(First year free. \$3,974.00/annual @ year 2 & 3 = \$7,948)

Database Setup:

Database setup includes setting up your present funds, chart of accounts, fund balances, year-to-date balances and all other database setup necessary to begin processing current business on the day of installation.

Installation & Training:

The installation consists of downloading and installing the software and database on your PC through our remote support interface using a high speed internet connection (required).

The Training consists of teaching you to use the accounting system, including check entry, receipt entry, bank reconciliations, reports, budgets, and correcting entries. After your training, we are available for further questions or help through our toll free telephone support line and remote internet support connection.

This contract includes one day of remote installation and training as described above, followed by additional training, as needed, through remote internet support.

CSA Software Solutions Support:

Support is for a period of **twelve (12) months** beginning on the date of installation. This support includes time on our toll-free telephone number listed above as well as remote internet support through high speed internet connection where available.

Red Wing (CenterPoint) Software Support:

The **Red Wing (CenterPoint) Software** support includes **Toll-Free Support** for twelve (12) months. You have **Priority Support**, with one (1) hour or less response time. E-mail and fax questions are also included.

Updates: Any first year updates on Accounting & Payroll are included and will be posted on Red Wing's web-site, plus the first year Payroll Tax Tables update. *(You may purchase additional Annual Support & Updates from Red Wing, annually at your option)*

Purchase Terms:

Cash: \$12,000 down payment due with this signed contract, the balance due upon setup and delivery. Down payment is non-refundable after the items on this contract are ordered. Prices may vary after 30 days from date of this contract

Price For Complete Software System, Installation, Training, and Support:

\$ 32,786.00 Total

Installation Schedule:

Installation will be scheduled on a mutually agreeable date after receipt of the following:

1. Receipt of signed contract plus the down payment check.
2. Receipt and set-up of customer's chart of accounts, balances and payroll information. *(Instructions will be faxed to customer specifying what information is needed)*

Additional On-Site time by CSA Software Solutions

Subsequent to installation date, on-site charges will include travel time and on-site time based on our current rate schedule, plus travel expenses.

Additional Telephone Support From CSA Software Solutions

Unlimited, toll-free telephone support is included for one year from date of installation. After one year, annual support may be purchased.

System Requirements:

- Processor type: Pentium or AMD compatible processor
- Processor speed: 2.8 GHz or higher
- Memory (RAM): 8GB with Windows 8 or 10
- Hard Drive space: 10 GB free
- Operating System: Windows 10 or 11 Professional
Windows Server 2012 or Later
(

Limited Warranty of CSA Software Solutions (CSA)

Hardware:

The hardware provided is warranted by the various manufacturers and the warranty information is provided when the hardware is delivered. CSA will, if asked, act as agent for the purchaser to assist in any warranty the purchaser may need. The hardware is without warranty, of any kind, from CSA either expressed or implied, including but not limited to, the implied warranties or merchantability and fitness for a particular purpose. CSA does not warrant the hardware will meet your requirements or that the operation of the hardware will be uninterrupted and error free. CSA shall not be liable, in any event, for consequential or incidental damage arising out of or in connection with the use or performance of the hardware.

Software:

The software program(s) that are provided, if warranted, are warranted by the various software companies and this warranty information, if any, is provided when the software is delivered. The software program(s) are without warranty, of any kind, from CSA either expressed or implied, but not limited to, the implied warranties or merchantability and fitness for a particular purpose. CSA does not warrant that the program will meet your requirements or that the operation of the program will be uninterrupted and error free. The purchaser is solely responsible for the selection of the program to achieve their intended results and for the results actually obtained. CSA shall not be liable, in any event, for consequential damage arising out of or in connection with the use or performance of the program(s). CSA does, however, warrant the media on which the software program(s) is furnished shall be free of defects in materials and workmanship under normal use.

CITY NAME _____ Date _____

Signature _____ Title _____

Please Return All Pages Of This Contract With Your Down Payment.

CSA Software Solutions

_____ Date _____

Order Form: Q-23644-1
Date: 1/25/2024, 4:27 PM
Expires On: 7/31/2024



Phone: (866) 777-0069
Email: info@sprbrk.com

Ship To:
 Trish Lutgen
 Western Lane Fire and EMS Authority
 2625 U.S. 101
 Florence, Oregon 97439
 trish@wlfea.org

Bill To:
 Trish Lutgen
 Western Lane Fire and EMS Authority
 2625 U.S. 101
 Florence, Oregon 97439
 trish@wlfea.org

Account Manager	E-mail	Phone Number	Payment Terms
Jason Laulainen	jason.laulainen@sprbrk.com	(509) 284-8344	Net 30

Annual Product Pricing				
PRODUCT	RATE	QTY	DISC (%)	NET PRICE
Cash Receipting Lite Subscription	USD 2,650.00	1	50.943	USD 1,300.00
Financial Essentials Subscription	USD 5,800.00	1	48.276	USD 3,000.00
Enterprise User Subscription	USD 290.00	7	0.000	USD 2,030.00
Annual Product Pricing Total:				USD 6,330.00

Fixed Fee Professional Services					
PRODUCT	RATE	DESCRIPTION	QTY	DISC (%)	NET PRICE
Fixed Fee Professional Services	USD 800.00	Fixed Fee Professional Services - Cash Receipting Setup & Training	1	0.000	USD 800.00
Fixed Fee Professional Services	USD 8,000.00	Fixed Fee Professional Services - Financials Setup & Training	1	0.000	USD 8,000.00
Fixed Fee Professional Services Total:					USD 8,800.00

Grand Total: USD 15,130.00
 * excludes applicable sales tax

Order Details

Customer Name: Western Lane Fire and EMS Authority

Customer Contact: Trish Lutgen

Governing Agreement(s): This Order Form is governed by the applicable terms found at:

MSA: <https://sprbrk.app.box.com/v/sprbrk-saas-terms>
MLA: <https://sprbrk.app.box.com/v/sprbrk-onpremise-terms>
Professional Services: <https://sprbrk.app.box.com/v/sprbrk-svcs-terms>

Term(s): 3 Years

Order Terms

In the event of an inconsistency between this Order Form, any governing agreement, purchase order, or invoice, the Order Form shall govern as it pertains to this transaction.

- This Order Form shall become effective as of the last date of signature (the "Effective Date")
- Order Start Date: Software Licenses, Subscriptions, Maintenance, and Hosting commence upon the earlier of a) date of delivery* or log-in to hosted software to Customer; or b) 60 days after Order Form Effective Date.
- Any Software Licenses or Hardware are one-time non-refundable purchases.
- Subscriptions, Maintenance, Hosting, and Support ("Recurring Services") continue from the Order Start Date through the term listed in this Order Form (or if not listed, one (1) year).
- Orders for Recurring Services auto-renew unless the Customer or Springbrook provides a written notice of non-renewal at least sixty (60) days before the end of the Order Term.
- Subscription Service fees and any other recurring fees will be subject to an automatic annual increase by not more than seven percent (7%) of the prior year's Subscription Service fees ("Standard Annual Price Increase").

**The date of delivery of software to the Customer is the date the software is made available to the customer, either by delivery of software or delivery of first log-in to a hosted environment, which may be either a test or production environment. This date of delivery is frequently earlier than the dates professional services are completed, the Customer completes user acceptance testing, the Customer distributes additional logins to end-users and the Customer go-live in a production environment.*

Invoice Timing and Delivery

Invoices are delivered electronically via e-mail to the billing contact on file for the Customer. Customer invoices are issued for the full amount of software and services purchased as follows:

Items Ordered

Invoice Timing

Estimated Professional Services,
On-site Professional Services, and
Travel Expenses*:

Monthly, in arrears for services in the prior month unless specified in Special Terms.

Fixed Fee Professional Services:

The Effective Date of this Order Form unless specified in Special Terms.

Managed Services:

Annual Report Services, begin upon the Effective Date and continue through June 30th of the signed year. Specialized training services begin upon the Effective Date and continue for four (4) months. Annual Support Plus Services, begin upon the Effective Date and continue for one year.

Hardware and One-Time Licenses:

Upon the Effective Date of this Order Form.

Software Licenses, Subscriptions,
Maintenance, and
Hosting (New):

Annually in advance upon Order Start Date.

Software Licenses, Subscriptions,
Maintenance, and Hosting
(Renewal):

Sixty (60) days in advance of the Order Start Date.

Software Subscriptions, Maintenance,
and Hosting (Add-Ons):

Upon delivery of the product, order will be pro-rated to sync with the existing anniversary billing date and will renew annually thereafter.

Software Subscriptions (Migrations):

Upon delivery of the product, order will be synced with the existing anniversary billing date and will renew annually thereafter unless specified in the Special Order Terms. This order replaces and supersedes any previously executed order as it relates to the products listed within this order. Upon delivery of new product, customer will receive a prorated credit for any prepaid, unused maintenance fees that will be applied to the customer's first invoice.

**Professional Services pricing is based on expected hours using Springbrook's standard implementation methodology. Actual hours and billings may vary from this estimate. Please note that only when project costs exceed \$5,000 of this estimate, a signed change order will be required to continue work. Changes under \$5,000 will continue to be delivered and billed accordingly. On-site Professional Services will be subject to a daily minimum rate irrespective of hours on-site. All travel costs associated with on-site travel will be billed as incurred.*

Special Order Terms

Special Order Terms (if any):

The discount shown in this order form is contingent upon the execution of the corresponding order forms for both Western Lane Ambulance District Q-23694 and Siuslaw Valley Fire & Rescue Q-23695.

The term of this contract will run from delivery of the product to June 31, 2025, and renewal starts on July 1, 2025.

By signing, both parties agree to the terms and conditions set forth in this agreement.

* If the Customer requires a PO number on invoices, the Customer must provide Springbrook with the PO number and a copy of the PO prior to invoice issuance. If a PO number is not provided prior to the invoice issuance date, invoices issued on this Order Form will be valid without a PO reference.

Springbrook Holding Company, LLC

Western Lane Fire and EMS Authority

Signature: _____

Signature: _____

Name (Print): _____

Name (Print): _____

Title: _____

Title: _____

Date: _____

Date: _____

Purchase Order # (if required) _____

Order Form: Q-23695-1
Date: 1/29/2024, 8:57 AM
Expires On: 3/14/2024



Phone: (866) 777-0069
Email: info@sprbrk.com

Ship To:
 Trish Lutgen
 Siuslaw Valley Fire & Rescue
 2625 U.S. 101
 Florence, Oregon 87439
 trish@wlfea.org

Bill To:
 AP - Siuslaw Valley Fire & Rescue
 Siuslaw Valley Fire & Rescue
 2625 U.S. 101
 Florence, Oregon 97439

Account Manager	E-mail	Phone Number	Payment Terms
Jason Laulainen	jason.laulainen@sprbrk.com	(509 284-8344	Net 30

Annual Product Pricing				
PRODUCT	RATE	QTY	DISC (%)	NET PRICE
Financial Essentials Subscription	USD 5,800.00	1	48.276	USD 3,000.00
Annual Product Pricing Total:				USD 3,000.00

Grand Total: USD 3,000.00
 * excludes applicable sales tax

Order Details

Customer Name: Siuslaw Valley Fire & Rescue

Customer Contact: Trish Lutgen

Governing Agreement(s): This Order Form is governed by the applicable terms found at:

MSA: <https://sprbrk.app.box.com/v/sprbrk-saas-terms>
MLA: <https://sprbrk.app.box.com/v/sprbrk-onpremise-terms>
Professional Services: <https://sprbrk.app.box.com/v/sprbrk-svcs-terms>

Term(s): 3 Years

Order Terms

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- Any Software Licenses or Hardware are one-time non-refundable purchases.
- Subscriptions, Maintenance, Hosting, and Support ("Recurring Services") continue from the Order Start Date through the term listed in this Order Form (or if not listed, one (1) year).
- Orders for Recurring Services auto-renew unless the Customer or Springbrook provides a written notice of non-renewal at least sixty (60) days before the end of the Order Term.
- Subscription Service fees and any other recurring fees will be subject to an automatic annual increase by not more than seven percent (7%) of the prior year's Subscription Service fees ("Standard Annual Price Increase").

**The date of delivery of software to the Customer is the date the software is made available to the customer, either by delivery of software or delivery of first log-in to a hosted environment, which may be either a test or production environment. This date of delivery is frequently earlier than the dates professional services are completed, the Customer completes user acceptance testing, the Customer distributes additional logins to end-users and the Customer go-live in a production environment.*

Invoice Timing and Delivery

Invoices are delivered electronically via e-mail to the billing contact on file for the Customer. Customer invoices are issued for the full amount of software and services purchased as follows:

Items Ordered

Invoice Timing

Estimated Professional Services,
On-site Professional Services, and
Travel Expenses*:

Monthly, in arrears for services in the prior month unless specified in Special Terms.

Fixed Fee Professional Services:

The Effective Date of this Order Form unless specified in Special Terms.

Managed Services:

Annual Report Services, begin upon the Effective Date and continue through June 30th of the signed year. Specialized training services begin upon the Effective Date and continue for four (4) months. Annual Support Plus Services, begin upon the Effective Date and continue for one year.

Hardware and One-Time Licenses:

Upon the Effective Date of this Order Form.

Software Licenses, Subscriptions,
Maintenance, and
Hosting (New):

Annually in advance upon Order Start Date.

Software Licenses, Subscriptions,
Maintenance, and Hosting
(Renewal):

Sixty (60) days in advance of the Order Start Date.

Software Subscriptions, Maintenance,
and Hosting (Add-Ons):

Upon delivery of the product, order will be pro-rated to sync with the existing anniversary billing date and will renew annually thereafter.

Software Subscriptions (Migrations):

Upon delivery of the product, order will be synced with the existing anniversary billing date and will renew annually thereafter unless specified in the Special Order Terms. This order replaces and supersedes any previously executed order as it relates to the products listed within this order. Upon delivery of new product, customer will receive a prorated credit for any prepaid, unused maintenance fees that will be applied to the customer's first invoice.

**Professional Services pricing is based on expected hours using Springbrook's standard implementation methodology. Actual hours and billings may vary from this estimate. Please note that only when project costs exceed \$5,000 of this estimate, a signed change order will be required to continue work. Changes under \$5,000 will continue to be delivered and billed accordingly. On-site Professional Services will be subject to a daily minimum rate irrespective of hours on-site. All travel costs associated with on-site travel will be billed as incurred.*

Special Order Terms

Special Order Terms (if any):

The discount shown in this order form is contingent upon the execution of the corresponding order forms for both Western Lane Fire & EMS Authority Q-23644 and Western Lane Ambulance District Q-23694.

The term of this contract will run from delivery of the product to June 31, 2025, and renewal starts on July 1, 2025.

By signing, both parties agree to the terms and conditions set forth in this agreement.

* If the Customer requires a PO number on invoices, the Customer must provide Springbrook with the PO number and a copy of the PO prior to invoice issuance. If a PO number is not provided prior to the invoice issuance date, invoices issued on this Order Form will be valid without a PO reference.

Springbrook Holding Company, LLC

Siuslaw Valley Fire & Rescue

Signature: _____

Signature: _____

Name (Print): _____

Name (Print): _____

Title: _____

Title: _____

Date: _____

Date: _____

Purchase Order # (if required) _____

Order Form: Q-23694-1
 Date: 1/29/2024, 8:43 AM
 Expires On: 7/31/2024



Phone: (866) 777-0069
 Email: info@sprbrk.com

Ship To:
 Trish Lutgen
 Western Lane Ambulance District
 410 9th Street
 Florence, Oregon 97439
 trish@wlfea.org

Bill To:
 AP - Western Lane Ambulance District
 Western Lane Ambulance District
 2625 U.S. 101
 Florence, Oregon 97439

Account Manager	E-mail	Phone Number	Payment Terms
Jason Laulainen	jason.laulainen@sprbrk.com	(509 284-8344	Net 30

Annual Product Pricing				
PRODUCT	RATE	QTY	DISC (%)	NET PRICE
Cash Receipting Lite Subscription	USD 2,650.00	1	50.943	USD 1,300.00
Financial Essentials Subscription	USD 5,800.00	1	48.276	USD 3,000.00
Annual Product Pricing Total:				USD 4,300.00

Grand Total: USD 4,300.00
 * excludes applicable sales tax

Order Details

Customer Name: Western Lane Ambulance District

Customer Contact: Trish Lutgen

Governing Agreement(s): This Order Form is governed by the applicable terms found at:

MSA: <https://sprbrk.app.box.com/v/sprbrk-saas-terms>
MLA: <https://sprbrk.app.box.com/v/sprbrk-onpremise-terms>
Professional Services: <https://sprbrk.app.box.com/v/sprbrk-svcs-terms>

Term(s): 3 Years

Order Terms

In the event of an inconsistency between this Order Form, any governing agreement, purchase order, or invoice, the Order Form shall govern as it pertains to this transaction.

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- Subscriptions, Maintenance, Hosting, and Support ("Recurring Services") continue from the Order Start Date through the term listed in this Order Form (or if not listed, one (1) year).
- Orders for Recurring Services auto-renew unless the Customer or Springbrook provides a written notice of non-renewal at least sixty (60) days before the end of the Order Term.
- Subscription Service fees and any other recurring fees will be subject to an automatic annual increase by not more than seven percent (7%) of the prior year's Subscription Service fees ("Standard Annual Price Increase").

**The date of delivery of software to the Customer is the date the software is made available to the customer, either by delivery of software or delivery of first log-in to a hosted environment, which may be either a test or production environment. This date of delivery is frequently earlier than the dates professional services are completed, the Customer completes user acceptance testing, the Customer distributes additional logins to end-users and the Customer go-live in a production environment.*

Invoice Timing and Delivery

Invoices are delivered electronically via e-mail to the billing contact on file for the Customer. Customer invoices are issued for the full amount of software and services purchased as follows:

Items Ordered

Invoice Timing

Estimated Professional Services,
On-site Professional Services, and
Travel Expenses*:

Monthly, in arrears for services in the prior month unless specified in Special Terms.

Fixed Fee Professional Services:

The Effective Date of this Order Form unless specified in Special Terms.

Managed Services:

Annual Report Services, begin upon the Effective Date and continue through June 30th of the signed year. Specialized training services begin upon the Effective Date and continue for four (4) months. Annual Support Plus Services, begin upon the Effective Date and continue for one year.

Hardware and One-Time Licenses:

Upon the Effective Date of this Order Form.

Software Licenses, Subscriptions,
Maintenance, and
Hosting (New):

Annually in advance upon Order Start Date.

Software Licenses, Subscriptions,
Maintenance, and Hosting
(Renewal):

Sixty (60) days in advance of the Order Start Date.

Software Subscriptions, Maintenance,
and Hosting (Add-Ons):

Upon delivery of the product, order will be pro-rated to sync with the existing anniversary billing date and will renew annually thereafter.

Software Subscriptions (Migrations):

Upon delivery of the product, order will be synced with the existing anniversary billing date and will renew annually thereafter unless specified in the Special Order Terms. This order replaces and supersedes any previously executed order as it relates to the products listed within this order. Upon delivery of new product, customer will receive a prorated credit for any prepaid, unused maintenance fees that will be applied to the customer's first invoice.

**Professional Services pricing is based on expected hours using Springbrook's standard implementation methodology. Actual hours and billings may vary from this estimate. Please note that only when project costs exceed \$5,000 of this estimate, a signed change order will be required to continue work. Changes under \$5,000 will continue to be delivered and billed accordingly. On-site Professional Services will be subject to a daily minimum rate irrespective of hours on-site. All travel costs associated with on-site travel will be billed as incurred.*

Special Order Terms

Special Order Terms (if any):

The discount shown in this order form is contingent upon the execution of the corresponding order forms for both Western Lane Fire & EMS Authority Q-23644 and Siuslaw Valley Fire & Rescue Q-23695.

The term of this contract will run from delivery of the product to June 31, 2025, and renewal starts on July 1, 2025.

By signing, both parties agree to the terms and conditions set forth in this agreement.

* If the Customer requires a PO number on invoices, the Customer must provide Springbrook with the PO number and a copy of the PO prior to invoice issuance. If a PO number is not provided prior to the invoice issuance date, invoices issued on this Order Form will be valid without a PO reference.

Springbrook Holding Company, LLC

Western Lane Ambulance District

Signature: _____

Signature: _____

Name (Print): _____

Name (Print): _____

Title: _____

Title: _____

Date: _____

Date: _____

Purchase Order # (if required) _____

Order Form: Q-23649-1
Date: 1/26/2024, 7:55 AM
Expires On: 9/30/2024



Phone: (866) 777-0069
Email: info@sprbrk.com

Ship To:
 Trish Lutgen
 Western Lane Fire and EMS Authority
 2625 U.S. 101
 Florence, Oregon 97439
 trish@wlfea.org

Bill To:
 Trish Lutgen
 Western Lane Fire and EMS Authority
 2625 U.S. 101
 Florence, Oregon 97439
 trish@wlfea.org

Account Manager	E-mail	Phone Number	Payment Terms
Jason Laulainen	jason.laulainen@sprbrk.com	(509 284-8344	Net 30

Annual Product Pricing				
PRODUCT	RATE	QTY	DISC (%)	NET PRICE
Payroll Plus Subscription	USD 7,650.00	1	49.020	USD 3,900.00
Annual Product Pricing Total:				USD 3,900.00

Fixed Fee Professional Services					
PRODUCT	RATE	DESCRIPTION	QTY	DISC (%)	NET PRICE
Fixed Fee Professional Services	USD 12,000.00	Fixed Fee Professional Services	1	8.333	USD 11,000.00
Fixed Fee Professional Services Total:					USD 11,000.00

Grand Total: USD 14,900.00
 * excludes applicable sales tax

Order Details

Customer Name: Western Lane Fire and EMS Authority

Customer Contact: Trish Lutgen

Governing Agreement(s): This Order Form is governed by the applicable terms found at:

MSA: <https://sprbrk.app.box.com/v/sprbrk-saas-terms>
MLA: <https://sprbrk.app.box.com/v/sprbrk-onpremise-terms>
Professional Services: <https://sprbrk.app.box.com/v/sprbrk-svcs-terms>

Term(s): 3 Years

Order Terms

In the event of an inconsistency between this Order Form, any governing agreement, purchase order, or invoice, the Order Form shall govern as it pertains to this transaction.

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- Order Start Date: Software Licenses, Subscriptions, Maintenance, and Hosting commence upon the earlier of a) date of delivery* or log-in to hosted software to Customer; or b) 60 days after Order Form Effective Date.
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- Subscriptions, Maintenance, Hosting, and Support ("Recurring Services") continue from the Order Start Date through the term listed in this Order Form (or if not listed, one (1) year).
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- Subscription Service fees and any other recurring fees will be subject to an automatic annual increase by not more than seven percent (7%) of the prior year's Subscription Service fees ("Standard Annual Price Increase").

**The date of delivery of software to the Customer is the date the software is made available to the customer, either by delivery of software or delivery of first log-in to a hosted environment, which may be either a test or production environment. This date of delivery is frequently earlier than the dates professional services are completed, the Customer completes user acceptance testing, the Customer distributes additional logins to end-users and the Customer go-live in a production environment.*

Invoice Timing and Delivery

Invoices are delivered electronically via e-mail to the billing contact on file for the Customer. Customer invoices are issued for the full amount of software and services purchased as follows:

Items Ordered

Invoice Timing

Estimated Professional Services,
On-site Professional Services, and
Travel Expenses*:

Monthly, in arrears for services in the prior month unless specified in Special Terms.

Fixed Fee Professional Services:

The Effective Date of this Order Form unless specified in Special Terms.

Managed Services:

Annual Report Services, begin upon the Effective Date and continue through June 30th of the signed year. Specialized training services begin upon the Effective Date and continue for four (4) months. Annual Support Plus Services, begin upon the Effective Date and continue for one year.

Hardware and One-Time Licenses:

Upon the Effective Date of this Order Form.

Software Licenses, Subscriptions,
Maintenance, and
Hosting (New):

Annually in advance upon Order Start Date.

Software Licenses, Subscriptions,
Maintenance, and Hosting
(Renewal):

Sixty (60) days in advance of the Order Start Date.

Software Subscriptions, Maintenance,
and Hosting (Add-Ons):

Upon delivery of the product, order will be pro-rated to sync with the existing anniversary billing date and will renew annually thereafter.

Software Subscriptions (Migrations):

Upon delivery of the product, order will be synced with the existing anniversary billing date and will renew annually thereafter unless specified in the Special Order Terms. This order replaces and supersedes any previously executed order as it relates to the products listed within this order. Upon delivery of new product, customer will receive a prorated credit for any prepaid, unused maintenance fees that will be applied to the customer's first invoice.

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Special Order Terms

Special Order Terms (if any):

The discount shown in this order form is contingent upon the execution of the corresponding order form for Western Lane Fire & Rescue Q-23644.

The term of this contract will run from delivery of the product to June 31, 2025, and renewal starts on July 1, 2025.

By signing, both parties agree to the terms and conditions set forth in this agreement.

* If the Customer requires a PO number on invoices, the Customer must provide Springbrook with the PO number and a copy of the PO prior to invoice issuance. If a PO number is not provided prior to the invoice issuance date, invoices issued on this Order Form will be valid without a PO reference.

Springbrook Holding Company, LLC

Western Lane Fire and EMS Authority

Signature: _____

Signature: _____

Name (Print): _____

Name (Print): _____

Title: _____

Title: _____

Date: _____

Date: _____

Purchase Order # (if required) _____



OREGON FIRE CHIEFS ASSOCIATION
"SERVING THOSE WHO LEAD"

SPECIAL DISTRICTS INSURANCE SERVICES
Master Application AND Renewal Confirmation Form
for Group Benefit Coverage: 2024



GENERAL INFORMATION

Legal Name of Employer: Western Lane Fire and EMS Authority
 Business Street Address: 2625 Highway 101
 City: Florence Zip Code: 97439 County: Lane
 Billing Address (if different than above): _____
 City: _____ State: _____ Zip Code: _____
 Phone No.: (541) 997-3212 Fax No.: (_____) _____
 E-Mail Address: trish@wlfea.org
 Type of District: Fire District Federal I.D. No.: 84-2868369
 Name of Contact: Trish Lutgen Title: Office Manager

Renew ALL Coverages AS-IS? Yes No

If you checked **Yes** to Renew ALL coverage AS-IS, please proceed to page 3 and complete Contact Information

Internal Use Only:

Regence Group#: 65001452 Delta Dental Group#: 10016986 SDIS Group#: 52143

EXISTING INSURANCE INFORMATION

Workers Compensation / State Industrial Carrier: _____ Policy No.: _____
 Are you replacing existing **group** insurance? Yes No Carrier: _____ Group No.: _____

PLAN INFORMATION

The requested **effective date** for the policy is July 1, 2024
Hours per week employees must work to be eligible for benefits: 30 hours per week (17.5 to 30 hrs.)
 Probationary Period - New Employees are eligible for coverage the first of the month following: Date of hire 30 60 days
 If probationary period is "Date of hire", is an employee hired on the first calendar day of the month eligible that same day? Yes No
 In addition to same-sex domestic partner coverage, would employer like to offer opposite-sex domestic partner coverage Yes No
 Can employees and their dependents enroll in a dental plan without also enrolling in the groups medical plan? Yes No
Employer contribution toward employee premium (*percent*): Employee: 100 % Dependent: 100 %
Minimum Contribution Requirements: 75% employees & 0% dependents **-OR-** 50% employees & 50% dependents
Minimum Participation Requirements:
 Medical - 75% of eligible employees & 75% of eligible dependents
 Dental - 75% of eligible employees
Those employees that waive due to other group coverage are excluded from participation requirements.
 Does your group have an HRA or HSA? Yes No If yes, what does the employer contribute to the account: \$ varies
 Does your group have a bargaining agreement? Yes No
 What is the name of your current health & dental insurance company? Health Regence Dental Delta

PEOPLE TO BE INSURED

Applications must be submitted for all employees and dependents to be insured.

- _____ Total number of employees (include those who do not qualify for coverage)
- _____ Number of On-Call, Temporary, Substitute, Leased, and Seasonal employees
- _____ Number of employees who do not qualify due to working less than minimum hours
- _____ Number of employees who do not qualify due to eligibility waiting period requirement
- _____ Number of employees waiving coverage due to other group coverage (must submit waivers)
- = _____ Total actual number of eligible employees to be insured

Employees on continuation of coverage (COBRA): Applications must be submitted for all employees on continuation.

NAME	CONTINUATION EFF DATE	QUALIFYING EVENT

BENEFIT PLANS REQUESTED

Regence Medical Options – Choose up to two (2) plans

- Option 1: PPO: \$20 Copay \$500 Ded, 20%, (\$2,500)
Out: \$500 Ded, 40%, (\$4,000), Alt Care
- Option 2: PPO: \$20 Copay \$1,000 Ded, 20%, (\$4,000)
Out: \$1,000 Ded, 40%, (\$6,000), Alt Care
- Option 3: PPO: \$25 Copay \$2,000 Ded, 20%, (\$6,000)
Out: \$2,000 Ded, 40%, (\$6,000), Alt Care
- Option 4: PPO: \$25 Copay \$1,500 Ded, 20%, (\$4,500)
Out: \$1,500 Ded, 40%, (\$5,000), Alt Care
- Option 5: PPO: \$30 Copay \$2,500 Ded, 20%, (\$5,000)
Out: \$2,500 Ded, 40%, (\$9,000), Alt Care
- Option 6: PPO: \$30 Copay \$5,000 Ded, 20%, (\$6,850)
Out: \$5,000 Ded, 40%, (\$10,000), Alt Care
- Option HSA: \$3,000 / \$6,000 Ded, 20%, Coinsurance

RX Options – Choose one (1) plan

- Option 1: Rx: \$2 Value \$10 / \$20 / \$50
Mail order: \$20 / \$40 / \$100 (w/Contra)
\$50 Copay Specialty
- Option 2: Rx: \$2 Value \$10 / \$30 / \$50;
Mail order: \$20 / \$60 / \$100 (w/Contra)
\$50 Copay Specialty
- Option 3: Rx: \$2 Value \$10 / \$40 / \$60
Mail order: \$20 / \$80 / \$120 (w/Contra)
\$50 Copay Specialty

Internal Use Only:

Rx # _____

Regence Vision Rider

- Option 1: 100% Vision, \$300 Max

Moda Dental Options – Choose one (1) plan

- Option 1: PREMIER OPTION A, No Deductible 70% / 80% / 90% / 100% - Basic, \$1,500 Calendar Year Max
- Option 2: PREMIER OPTION B, \$25 / \$75 Deductible (Waived on Preventative) 100 / 80 / 50, \$1,500 Calendar Year Max
- Option 3: Constant Dental Plan, \$25 deductible, \$2,000 annual maximum
- Option 4: Incentive Dental Plan, No deductible, \$2,000 annual maximum

Moda Orthodontia Rider

- Ortho 1: 50% to \$1,500 annual max, no age limit
- Ortho 2: 50% to \$2,000 annual max, no age limit

STANDARD LIFE & DISABILITY

Yes No

Group Life Insurance

- Option 1 - \$10,000
- Option 2 - \$20,000
- Option 3 - \$50,000
- Option 4 - 1 x's Salary
- Option 5 - \$100,000

Short Term Disability

- Option 5 Option 6

Long Term disability

- Option 1
- Option 2

Select only one (applies to Long Term Disability only):

- Employer pays 100% of premium
- Employer pays 0% of premium
- Employer & Employee share premium

Termination of Coverage

Terminate the following coverage at renewal: Medical Dental All Lines of Coverage
 Other: _____

Reason: _____ Name of New Carrier: _____

DOCUMENT DISTRIBUTION

Electronic copy: An electronic copy of your member Summary Plan Description (SPD) and summary (SBC) will be emailed to you once your group has been processed. This searchable format can also be saved to your intranet or computer system for employee access.

IMPORTANT INFORMATION

Affordable Care Act – For more information on the following brief guidelines, consult with your legal or tax advisors for advice.

- **Probationary** waiting periods cannot exceed 60 calendar days. Groups may select first of the month following 1, 30, or 60 calendar days.
- Groups that have eligibility and benefit packages that favor highly compensated employees may face a penalty. You can offer coverage to all employees that meet your hourly requirement and probationary waiting period or conduct IRS nondiscrimination testing. Groups must set their hourly requirement at no more than 30 hours per week.
- **Pediatric** vision and **pharmacy** are required essential health benefits (EHB) for employers and are now in medical coverage.
- **Domestic partners** that meet certain criteria are eligible dependents. If not registered with a state, a signed affidavit must be submitted with the enrollment application.

SIGNATURE – PLEASE READ CAREFULLY

- I understand that eligibility standards must be adhered to for all employees, dependents, and owners. I agree to make all coverage options available to all eligible employees and dependents that satisfy eligibility requirements.
- If I submit my materials after the 10th of the prior month, my employees may not receive Member ID Cards before they are effective.
- I understand that I am agreeing to a 12 month contract period for the insurance coverage I have elected for my district.
- I understand that to participate in the SDIS insurance program I must agree to sign the Joinder of Trust Agreement to become a member of Special Districts Insurance Services Trust.

CONTACT INFORMATION

DISTRICT REPRESENTATIVE

Signature by:  _____ Date: 4/3/2024

Name (please print): Trish Lutgen Title: Office Manager

PRODUCER OF RECORD

Signature by: _____ Date: _____

Producer: Kim Nicholsen Producer No. : _____

Agency Address: 2930 Chad Drive, Eugene, OR 97408

Phone No. : 541-284-5842 Fax No. : _____ E-mail: knicholsen@whainsurance.com



2024 SDIS Life & Disability Plans with Standard

The rates for the Life/AD&D plans as well as the STD plans are charged on a Per Employee Per Month (PEPM) basis. The LTD plans rates are charged as a percent of covered payroll.

WESTERN LANE FIRE AND EMS AUTHORITY

Life/AD&D Plans

	Option 1	Option 2	Option 3	Option 4	Option 5
Life/AD&D Schedule	\$10,000	\$20,000	\$50,000	1 X Annual Salary	\$100,000
Rates- PEPM	\$3.00	\$6.00	\$13.00	\$14.00	\$30.00
Dependent Life	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Rates-PEPM	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00

Short-Term Disability Plans

	Option 5	Option 6
STD Plan	60% to \$900 per week	60% to \$900 per week
Duration	Up to 90 days	Up to 180 days
Rates-PEPM	\$8.00	\$11.00

Long-Term Disability Plans

	Option 1	Option 2
LTD	60% to \$10,000	60% to \$10,000
Elimination Period	90 Days	180 Days
Benefit Duration	SSNRA	SSNRA
Rates - % of CP	\$0.551% of covered payroll	\$0.436% of covered payroll

\$35.29 <--- 2024 LTD PEPM PREMIUM

Note: A current census is required to confirm the monthly premium for a LTD proposal.

INDICATES CURRENT PLAN



Employee Handbook

Adopted _____

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WLFEA Employee Handbook

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INTRODUCTION

Welcome to Western Lane Fire and EMS Authority

We're happy to welcome you to Western Lane Fire and EMS Authority (WLFEA) – we're glad you've joined us! We take pride in selecting people such as you to join our organization, and we truly believe you will be a positive addition to our most important asset – our employees.

We hope you will enjoy a productive and pleasant association with us. We have created a work environment, compensation and benefits program, and interactive culture that we believe fosters positive work relationships. We expect that you will enhance the atmosphere by contributing your best efforts in whatever is asked of you.

We believe that you can contribute significantly to our success and want you to share in the growth of our future. We also feel that the best way to help you achieve is to help you understand our organization and your role in it. This handbook has been prepared as a guide to give you a better understanding of the organization's policies, procedures, and practices. Please familiarize yourself with its contents and keep it handy for reference.

Our organization values two-way communication, and our “open door” policy encourages you to ask questions if there are policies or procedures you don't understand. We welcome your ideas and suggestions for ways to improve our operations and services or to save unnecessary costs during your employment with us.

Again, welcome to our team. We wish you success in your new position and truly value you and the contribution you make during your employment with us. We sincerely hope you will like it here.

Michael R Schick, EFO, PhD
Fire & EMS Chief
Western Lane Fire and EMS Authority

Our History

Siuslaw Valley Fire and Rescue

Siuslaw Valley Fire and Rescue (SVFR) is an all-hazards fire and emergency response District that was originally formed in 1951. Over the years, WLFEA has consolidated with several surrounding fire service organizations and now protects the coastal portion of Lane County. The geographical area of SVFR includes a 100 square mile area extending north to mile post 181 on Highway 101, south to mile post 198.5 near the Douglas County line, and east to mile post 9.0 on Highway 126. Included in the area are the City of Florence, Dunes City, the Three Rivers Casino, and an approximate permanent population of 18,585 people.

Western Lane Ambulance District

Since 1976, Western Lane Ambulance District (WLAD) has provided Emergency Medical Services to the citizens and visitors of western Lane County – an area encompassing approximately 564 square miles of cities, towns, forests, beaches, sand dunes and other interesting and sometimes challenging terrain. Within these geographic boundaries are an untold number of tourists in addition to our permanent residents. Our Paramedics and Emergency Medical Technicians are educated to the highest national level of advanced life support standards, and they participate in a stringent continuing education program that ensures that they are ready to deliver excellent patient care.

Western Lane Fire and EMS Authority

On October 1, 2019 the Administrative offices of SVFR and WLAD combined to form Western Lane Fire and EMS Authority (WLFEA). This step was taken to formalize the close working relationship already in place between the two organizations. Our Administration offices are located at WLFEA Station 1, 2625 Highway 101, Florence, OR.

On July 1, 2022 all operational staff from SVFR and WLAD moved to WLFEA. The Authority now includes full-time, part-time and volunteer personnel that respond to an average of 4,500 calls per year.

About this Handbook

This Employee Handbook is a guide to help you understand our employment provisions and expectations. This handbook applies to all employees. It is intended to be a positive document that begins to establish the relationship between us.

Please remember that this handbook contains only general information and guidelines. It is not intended to address all the possible applications of or exceptions to general policies and procedures.

- A full list of policies is in the Lexipol Knowledge Management System (KMS).
- Union employees are covered under the IAFF Local 851 Collective Bargaining Agreement (CBA).

If a conflict between this handbook, Lexipol policies, and the CBA arises, the CBA has priority over the handbook for bargaining unit members. Our policies are based on the belief that common sense, good judgment, and consideration for the rights of others are paramount to our ability to serve our customers and ourselves. While we have tried to anticipate many of your questions, keep in mind that this document won't provide every answer. If you have any questions concerning eligibility for a particular benefit or how a policy or practice applies to you, please ask your supervisor, the Office Manager, or the Fire & EMS Chief.

We know that employees have varied skills, goals, perceptions, and values, and that such diversity may create situations not fully addressed within this handbook. In that event, we'll try to make fair and equitable decisions while making sure that the best interests of the organization are served.

Neither this handbook nor any other organizational document confers any express or implied contractual right to remain in WLFEA's employ, nor does it guarantee any fixed terms or conditions of your employment. Your employment is not for any specific period of time and may be terminated at will, with or without reason, and without prior notice by WLFEA or you for any reason, at any time, unless covered under the CBA.

This handbook is not intended to undermine or remove your rights as outlined by the National Labor Relations Board (NLRB). We fully acknowledge and respect your rights to engage in protected concerted activities, which include the right to discuss wages, working conditions, and other terms of employment with your fellow employees, as well as the right to form, join, or assist labor organizations. If you have any concerns or questions regarding your rights or any content in this handbook, please seek clarification from your HR representative or legal counsel.

The procedures, practices, policies, and benefits described here may be modified or discontinued from time-to-time. We recognize our responsibility to keep employees informed

of changes that may affect them and will provide replacement pages so you can keep your handbook current.

Some subjects described in this handbook, such as benefit plan information, are covered in detail in official policy documents: Lexipol KMS, the IAFF Local 851 CBA and the WLFEA Benefits Resource Guide. You should refer to these documents for specific information since this handbook provides summaries only. Please note that when discrepancies occur between benefit language in this handbook and in the official policy documents, the terms of the written policies are controlling. We encourage you to use caution when making decisions with long-term impact based on our current benefit offerings, given that we may find it necessary to make changes to these programs. All policies should be read and acknowledged in the Lexipol KMS.

You are encouraged to offer suggestions for improvement to these policies, employment practices, or working conditions. Please read through the handbook carefully. If you have additional questions or need further details, please talk with your supervisor, who can advise you or refer you to the appropriate resource.

EMPLOYMENT POLICIES

Employment Relationship

You and WLFEA are engaged in an “at-will” employment relationship unless you are covered under the Collective Bargaining Agreement or an employment contract. Therefore, employment at WLFEA is for no definite period of time and may, regardless of the time and manner of payment of wages and salary, be terminated at will. This means that either you or the organization may terminate the employment relationship at any time, with or without reason or advance notice.

No one in the organization has the authority to enter into any agreement contrary to this “at-will” relationship except the Fire & EMS Chief. It cannot be altered, except when in writing and signed by the Fire & EMS Chief and you. WLFEA will not make and will not be bound by any oral promises concerning the length or terms of your employment.

Equal Employment Opportunity

WLFEA is an equal opportunity employer and, as such, considers individuals for employment according to their abilities and performance. Employment decisions are made without regard to race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity, genetic information, or any other classification protected by law. All employment requirements mandated by local, state, and federal regulations will be observed.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1000 RECRUITMENT AND SELECTION

Americans with Disabilities Act (ADA)

WLFEA offers equal employment opportunities to qualified individuals who may have a physical or mental disability but are still able to perform essential job functions with reasonable accommodations. Essential functions are defined as the fundamental non-marginal duties of the position being held or sought. A job function is essential if the position exists for the performance of the function, there are only a limited number of employees available to perform it, or it is so highly specialized that an expert is required to perform it.

Reasonable accommodations are available to employees and applicants, if the requested accommodations don't cause an undue hardship on the organization. Individuals protected by the ADA should discuss their needs for possible accommodation with the Office Manager.

Pregnancy Accommodation Policy

WLFEA will make reasonable accommodations to employees that are experiencing known limitations related to pregnancy, childbirth or a related medical condition, to the extent the accommodation can be made without imposing an undue hardship on the organization. WLFEA seeks to comply with both the federal Pregnant Workers Fairness Act (PWFA) and any state provisions and rules it is subject to regarding pregnancy related conditions as well. Possible accommodations may include:

- Acquisition or modification of equipment or devices;
- More frequent or longer break periods or periodic rest;
- Assistance with manual labor; or
- Modification of work schedules or job assignments.

WLFEA will not take adverse action against an employee for inquiring about, requesting, or using a reasonable accommodation.

Further information on this subject is located in:

LEXIPOL: CHAPTER 1 FIRE SERVICE ROLE AND AUTHORITY / POLICY 108 AMERICANS WITH DISABILITIES ACT

Harassment

WLFEA will not tolerate conduct by any employee, elected official, board or commission member, volunteer or intern, customer or member of the public that harasses, disrupts, or interferes with an employee's work performance or which creates an intimidating, offensive, or hostile work environment. All forms of harassment are prohibited. We want to maintain a working environment free from all forms of harassment, whether based upon race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity, on-the-job injury, genetic information, or any other legally protected characteristic or status. Retaliation associated with a complaint of harassment is also prohibited.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1017 DISCRIMINATORY HARASSMENT

Dispute Resolution

We believe that undisclosed problems will remain unresolved and will lead to impaired work relationships, dissatisfaction with working conditions, and a decline in operational efficiency.

Therefore, the organization has established this dispute resolution procedure to solve problems as quickly, fairly, and thoroughly as possible. This procedure is a method for impartially hearing the complaint and is intended to resolve problems and provide a fair and objective review. All issues will be handled without prejudice or retaliation.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1012 PERSONNEL COMPLAINTS

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1024 GRIEVANCE PROCEDURE

CBA ARTICLE 26 GRIEVANCE PROCEDURE

Employment

It is our goal to fill employment vacancies with the most qualified applicants, whether recruiting internally, externally, or in utilizing both options. Job applicants will be considered on an equal basis for all positions without regard to sex, age, race, color, religion, national origin, marital or veteran status, sexual orientation, gender identity, genetic information, a physical or mental disability, or any other characteristic protected under applicable law, including Veterans' Preference.

Our goal will always be to select the most qualified person for each available job.

Former employees and relatives of current employees will be considered for employment in the same manner as other applicants. We may refuse to place a spouse, domestic partner, or immediate family member under the direct supervision of a spouse, domestic partner, or family member, if such placement adversely affects supervision, safety, security, or morale.

You may, from time-to-time, be temporarily transferred or assigned to perform work outside of your regular job duties, schedule, or location. Depending upon the circumstances, you may be subject to a wage adjustment while performing such work. We may also reassign employees on a long-term basis whose placements are determined to be unsuited to their individual skills and transfer any employee who has an illness or disability that requires modified duty without posting the position.

New Employee Orientation

New employees are expected to attend a thorough orientation within the first week of employment. This helps to ensure positive integration into our operations and helps new employees start a productive and satisfying employment relationship. At the orientation, you will receive detailed information about general policies, procedures, benefits, and basic information on pay and leave policies.

Probationary Period

- Career personnel (full-time EMT's, Medics and Firefighters) are hired on a twelve (12) month probationary period.
- Administrative staff, Crisis Responders, and part-time EMT's, Medics and Firefighters are hired on a six (6) month probationary period.

The probationary period is an extension of the employee selection process. During this period, you are in training and under observation and evaluation by supervisors. Evaluation of your adjustment to work tasks, conduct and other work rules, attendance, and job responsibilities will be conducted during the probationary period. This period gives you an opportunity to demonstrate satisfactory performance for the position and provides an opportunity for us to see if your abilities and the requirements of the position match. It is also a chance to see if we meet your expectations as an employer.

Your performance will be evaluated throughout the probationary period. At the end of the probationary period, a decision about your employment status will be made and shared with you in writing. If you have successfully completed the probationary period, you will be moved to regular status. Movement to regular status does not alter the at-will condition of your employment. If, in the opinion of your supervisor, you have not demonstrated the skills necessary to perform your assigned job satisfactorily, the probationary period may be extended for up to three (3) months if there is reason to believe that your skills will improve.

Promotions and Transfer Training Period

If you are promoted or transferred to a new position, you must also complete a probationary period of up to twelve (12) months to determine the suitability of the placement and your ability to satisfactorily perform the required work. If it is determined that the position change is not working during this period, at the discretion of WLFEA or as specified in the CBA, you may return to your original position if a vacancy exists. Otherwise, you will be assigned to any other vacant position we deem suitable. If no such position is vacant, your employment may be terminated. If you are placed in a position other than your original position, the pay and benefits may be adjusted.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1002 PROMOTIONS AND TRANSFERS

CBA: ARTICLE 6 - PROBATIONARY PERIOD

Re-employment

Employees who resign from the organization in good standing may be eligible for re-employment consideration. Applications received from former employees will be considered and processed using the same procedures and standards that govern all other applicants. Previous performance with the organization will be evaluated if the reference check phase is reached. We are not obligated to rehire former employees.

Employment Classifications

Employee status is categorized to make distinctions in employment-related conditions and to aid in a better understanding of employment relationships within the organization. Employees may be considered probationary, full-time, part-time, on-call, or a reserve volunteer as described below:

- Probationary: Newly hired or promoted employees within the probationary period. The use of benefits may vary depending on the position.
- Regular Full-time: An employee who is regularly scheduled to work 40 hours or more per week or who is regularly scheduled to work 56 hours or more per week. This classification is normally eligible for benefits.
- Regular Part-time: An employee who is regularly scheduled to work at least 12 hours but less than 40 hours per week. This classification is not eligible for benefits.
- On-Call: An employee who does not have a set schedule and works only when called upon.
- Reserve Volunteer: An employee who does not have a set schedule but receives stipends for working shifts, responding to incidents, and completing training and drills.

Employees are further classified according to federal and state wage and hour laws as exempt or non-exempt, as defined below. Management will make the appropriate designation regarding the status for each new position or when a position changes substantially. If you are uncertain as to your status, ask your supervisor/manager.

- Exempt: An employee who is exempt from the overtime pay and minimum wage requirements under federal and state laws. Exempt employees include managers, supervisors, and others who are generally paid a salary and whose duties and responsibilities allow them to be exempt under federal and state law.
- Non-exempt: An employee who is paid an hourly wage and whose job generally calls for the payment of minimum wage and overtime as specified under state or federal regulations.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1047 EMPLOYMENT CLASSIFICATIONS

Employment Record Keeping

Access to Personnel Files

The organization maintains a personnel record for each employee, and access to those records is restricted to authorized persons only. The records contain applications, written evaluations, performance counseling notices, correspondence, and other information pertinent to employment. Authorized persons are individuals in a direct line of supervision over the employee to whom the file applies or any administrative representative appointed by management.

Your personnel file is available for review (except for any references and other material exempt from disclosure under state law) by making advance arrangements with the Office Manager. We will provide paper or electronic copies of personnel records or files as required by law. You may be asked to reimburse us for the reasonable cost of providing paper copies.

Change in Personal Data

Keeping your personnel records current can be important to you with regard to pay, payroll deductions, benefits, and other matters. It is your responsibility to change any of the following items of information by notifying the Office Manager or HR Coordinator.

- Name
- Marital status
- Address
- Telephone number
- Dependents
- Beneficiary
- Person to be notified in case of emergency
- Job-related physical or other limitations that impact employment
- Other information having a bearing on your employment

A WLFEA Employee Change Request form is available for your use in reporting any changes in your personal information.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1015 PERSONNEL RECORDS

EMPLOYMENT RELATIONS AND CONDUCT

Ethics

We believe in treating people with respect and adhering to ethical and fair practices. All Public Officials are held accountable to the State's Ethics laws found in ORS 244.

Public Officials

A public official includes anyone serving the State of Oregon or any of its political subdivisions or any other public body in any of the listed capacities, including as an "agent." An "agent" means any individual performing governmental functions. Governmental functions are services provided on behalf of the government as distinguished from services provided to the government. Upon employment with our organization, whether you are an employee or a volunteer, you became a Public Official. This may include private contractors and Board of Directors, depending on the circumstances.

Gifts

During a calendar year, a public official, a candidate or a relative or member of the household of the public official or candidate may not solicit or receive, directly or indirectly, any gift or gifts with an aggregate value in excess of \$50 from any single source that could reasonably be known to have a legislative or administrative interest.

Use of Official Position or Office

A public official may not use or attempt to use official position or office to obtain financial gain or avoidance of financial detriment for the public official, a relative or member of the household of the public official, or any business with which the public official or a relative or member of the household of the public official is associated, if the financial gain or avoidance of financial detriment would not otherwise be available but for the public official's holding of the official position or office.

Honoraria

A public official may not solicit or receive, whether directly or indirectly, honoraria for the public official or any member of the household of the public official if the honoraria are solicited or received in connection with the official duties of the public official.

A public official may receive an honorarium or a certificate, plaque, commemorative token or other item with a value of \$50 or less; or receive an honorarium for services performed in relation to the private profession, occupation, avocation or expertise of the public official or candidate.

Financial Interest in Public Contracts

A person who ceases to hold a position as a public official may not have a direct beneficial financial interest in a public contract for two years after the date the contract was authorized.

You are required to inform us of any activity that is ongoing or planned that may be or is a conflict with these laws. We will work with the State Ethics commission to determine the appropriate steps for resolution.

Failure to meet these standards will result in investigation and, depending on the outcome, could result in discipline up to and including separation.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1053 ETHICS**

Confidentiality

At WLFEA, employees have access to highly confidential and proprietary information, including information about our business plans and customers. Our customers trust us with confidential information and disclosing this information without authorization would have a materially adverse impact on our integrity and on our relationships with our customers. Employees, volunteers, or Directors must not disclose any information pertaining to the organization or its customers without prior explicit approval of their managers/supervisors and must sign a Confidentiality and Dissemination of Patient Information form upon start of employment stating such.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1026 RELEASE OF HIPAA PROTECTED INFORMATION**

Workplace Professionalism

While harassment due to a person's protected class is prohibited, so too is unprofessionalism, such as incivility, due to personality clashes or issues. We want our focus to be on customer service, productivity, and the ability for each employee to flourish here. This makes it essential that our employees treat each other and those with whom we serve with courtesy, respect, and consideration. Further, we require that employees work cooperatively and constructively in resolving issues or problems on-the-job to foster satisfactory working relationships.

WLFEA defines unprofessionalism as repeated or one-time behavior, which is inappropriate, and which may be verbal, non-verbal, or physical; either direct or indirect which generally occurs at work and in the course of employment but may also apply to off-site behavior exhibited by employees that negatively impacts the working relationship. Such behavior, whether exhibited between co-workers, management and staff, vendors/customers, another outside party, or a member of the public, violates our policy on how others should be treated while at the workplace or engaged in organizational operations.

Where an allegation of unprofessionalism is made, consideration of the intention will be given. The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives, that WLFEA will not, in any instance, tolerate unprofessional behavior. Employees found to be in violation of this policy will be subject to corrective action, up to and including termination.

We will consider the following examples as unprofessional; however, this is not considered a comprehensive list. Any actions that create the same or similar result will also be considered.

- Making inappropriate or harassing comments about co-workers on social media
- Public humiliation in any form
- Constant criticism on matters unrelated or minimally related to the person's performance or job description
- Spreading rumors and gossip regarding individuals
- Interfering with the ability of someone to perform job duties or consistently assigning menial tasks not central to the job.
- Taking credit for another person's ideas

Any WLFEA employee who has experienced unprofessionalism should immediately report the behavior according to the reporting process outlined in our Lexipol/ Personnel/ Discriminatory Harassment policy. All reports will be investigated and addressed. Making false/baseless or malicious complaints of unprofessionalism will be regarded as a serious offense, which may also lead to corrective action, up to and including termination.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1017 DISCRIMANATORY HARASSMENT

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1022 CONDUCT AND BEHAVIOUR

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1036 NEPOTISM AND CONFLICTING RELATIONSHIPS

Workplace Rules

WLFEA believes policies and procedures are essential for the orderly operation of our business and for the protection and fair treatment of all employees. As a result, we have clearly identified performance expectations so that each employee behaves according to our workplace standards. Courtesy and common sense should always prevail. The following work rules are not all-inclusive but serve as guidelines to demonstrate the work behaviors considered important to WLFEA.

- You are expected to be at work on time, to stay until your workday ends, and to do the work assigned or requested of you. If you are unable to be at work on time, you are expected to contact your immediate supervisor promptly.
- You are expected to regard your workplace with respect and attention. WLFEA records, equipment, and property are to be treated carefully and appropriately. You are responsible for those items in your custody and will be held accountable for their maintenance, appropriate use, and accuracy.
- You are expected to act in accordance with all appropriate codes, laws, regulations, and policies, regardless of whether they are set by WLFEA or by outside regulatory bodies.
- You are expected to conduct yourself in a professional manner, exhibiting a high regard for our customers, vendors, business associates, and for co-workers. No breach of professional behavior (abusive language, harassment, personal business during work time, excessive talking, *etc.*) will be condoned. This also applies to alcohol consumption when representing WLFEA in a business or social capacity.
- You are expected to maintain the confidentiality of organization information or customer information in your possession (*i.e.*, personnel information, trade secrets, *etc.*).
- You are expected to wear clothing that is neat in appearance and consistent with a professional atmosphere, keeping in mind the impression it has on customers, visitors, and other employees as well as the need to promote organization and employee safety. Good individual judgment is the best guideline, but management retains the right to decide what dress is appropriate.

This information regarding our behavioral expectations should help guide employee actions. You are urged to use reasonable judgment and to seek advice in doubtful or unclear situations. If all employees do their best to meet both the spirit and intent of these guidelines, disciplinary issues will be minimal. It is our policy to resolve conduct and performance problems in the most informal and positive manner possible; however, conduct which falls outside of the above guidelines will result in corrective action, up to and including termination.

We also believe that all of our employees should have an opportunity to be heard in matters involving discipline; therefore, we have adopted a formal Dispute Resolution Procedure, which can be found in **LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1012 PERSONNEL COMPLAINTS**.

Dress Code

Employees contribute to the atmosphere and reputation of WLFEA in the way they present themselves. A professional appearance is essential to a favorable impression with the public. Good grooming and appropriate dress reflect employee pride and inspire public confidence.

We are committed to creating a diverse, inclusive, and equitable workplace that values and respects all individuals, regardless of their natural hair texture and hairstyle. We recognize that natural hair is an essential part of self-expression and cultural identity and discrimination based on these attributes is not acceptable in our organization.

Managers have the discretion to determine appropriateness in appearance. Employees who do not meet a professional standard may be sent home to change and may not be paid for that time off. A basic essential of appropriate dress includes the need for clothing to be neat and clean.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1020 UNIFORM REGULATIONS

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1027 PERSONAL APPEARANCE STANDARDS FOR FIRST RESPONDERS

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1062 PERSONAL APPEARANCE STANDARDS FOR ADMINISTRATION STAFF

Whistleblower Protections

WLFEA encourages any employee with knowledge of an illegal or dishonest activity to report it to the Office Manager or Fire & EMS Chief. This includes mandatory reporting items as specified by Oregon laws. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to corrective action, up to and including termination.

All such issues will be promptly investigated with the intent to determine fault and institute any appropriate corrective measures. Examples of illegal or dishonest activities are violations of federal, state, or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting. Any employee wishing for more information can obtain further details from the Office Manager.

Whistleblower protections are provided to maintain confidentiality and to prevent retaliation. Although someone's identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their due course, the privacy of the individual making the report will be protected to the extent possible. WLFEA will not retaliate

against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments as well as threats of physical harm. Any whistleblower who believes retaliation has occurred must contact the Office Manager immediately. The right of a whistleblower to protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the Office Manager who is responsible for investigating and coordinating corrective action.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1043 ANTI-RETALIATION

Communication and Software Systems

WLFEA provides electronic communication systems to maintain superior communications both within the organization and with outside clients and vendors. You are encouraged to learn about these tools and how to use them. This handbook provides directions for you regarding access and disclosure of information when using these communication systems. All employees and others outside the organization who may use the systems are expected to be aware of and follow all policies addressing this subject.

Our electronic communication systems include computers, software, electronic mail (e-mail), copiers, fax machines, telephones, cell phones, voice mail, messengers, and various online services. All of these systems are operated and managed based upon all policies addressing this subject.

These systems and any other informational, storage, or retrieval services that the organization provides are organization tools and are to be used for business purposes only during business hours. Use of company systems during business hours for other than work-related purposes should be minimal and must not impact business operations.

The use of these systems is not private or confidential. Within the bounds of current and future laws, the organization reserves and intends to exercise the right to review, audit, intercept, access, and search these business systems at will, monitor data and messages within them at any time and for any reason, and disclose selected contents without notice or other restrictions. Messages sent through these systems remain the property of the organization.

As an employee, you must not permit any proprietary or confidential information of WLFEA to enter the public domain through electronic transmissions. Also, these systems shall not be used

to receive or distribute copyrighted materials, trade secrets, proprietary information, or similar materials from/to outside the organization without prior authorization.

Any messages or communications used through this system are subject to our anti-harassment and anti-discrimination policies. You are expected to carefully compose and review the wording, tone, and content of your communications before transmission.

You should check with your supervisor if you have any questions about the proper use of communication or software systems. All system users who discover violations of this policy are expected to notify their supervisors or managers immediately. Improper use or violation of this policy can result in corrective action, up to and including termination.

Further information on this subject is located in:

LEXIPOL: CHAPTER 7 EQUIPMENT AND TECHNOLOGY / POLICY 700 USE OF AUTHORITY OWNED AND PERSONAL PROPERTY

LEXIPOL: CHAPTER 7 EQUIPMENT AND TECHNOLOGY / POLICY 701 PERSONAL COMMUNICATION DEVICES

LEXIPOL: CHAPTER 7 EQUIPMENT AND TECHNOLOGY / POLICY 704 INFORMATION TECHNOLOGY USE

LEXIPOL: CHAPTER 7 EQUIPMENT AND TECHNOLOGY / POLICY 709 PHOTOGRAPHY AND ELECTRONIC IMAGING

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1049 LOGOS

Performance Management and Review

WLFEA evaluates employees in a nondiscriminatory manner based upon job-related factors specific to the employee's position, without regard to actual or perceived race, ethnicity, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, pregnancy, genetic information, veteran status, marital status, and any other classification or status protected by law.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1003 PERFORMANCE EVALUATIONS

Corrective Action

Everyone benefits when we work together and conduct ourselves in a manner that reflects the best interests of both the organization and its employees. It is the philosophy of WLFEA to correct performance deficiencies and address violations of policies and work rules in order to correct situations and avoid repetition.

You will be informed if corrective action is necessary as soon as possible after any performance problem has been identified. Your manager or supervisor will discuss the situation with you, explaining this policy and the necessity of corrective action to avoid additional disciplinary actions.

Although one or more corrective action measures may be taken in connection with a particular performance problem, no formal order will be followed. Corrective action may include any of a variety of actions depending on the circumstances and severity of the situation.

Corrective actions taken at the discretion of management may include **any** of the following:

- Verbal counseling with you, which will be confirmed in writing by your supervisor and placed in your personnel file for one (1) year.
- Written warning, which will be placed in your personnel file for two (2) years.
- Suspension, which will be confirmed in writing for your personnel file. Suspension is normally used to remove an employee from the organization's premises during an investigation or as a disciplinary action. A suspension may be paid or unpaid. If you are suspended, it will be documented in your personnel file for three (3) years.
- Demotion, which will be documented in your personnel file.
- Termination, which will be documented in your personnel file.

The corrective action process will not always commence with verbal counseling or include every step. The above options are not to be seen as a process in which one step always follows another. Some acts, particularly those that are intentional or serious, warrant more severe action on the first or a subsequent offense. Consideration will be given to the seriousness of the offense, any change in behavior, and the circumstances surrounding the offense.

Counseling, verbal warning and written warnings may be undertaken by a supervisor without prior approval from the Fire and EMS Chief. However, the Fire and EMS Chief must be informed by the Supervisor of any such actions taken. Suspension with or without pay, demotion and discharge require prior approval from the Fire and EMS Chief before the action is taken.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1056 CORRECTIVE ACTION
CBA ARTICLE 25 - DISCIPLINE**

COMPENSATION

Pay Administration

WLFEA values high quality work from its employees and is committed to compensating employees for their efforts and results. It is our intent to provide a competitive compensation package that will attract, retain, and motivate employees. It is also our intent that policies and pay practices be administered consistently throughout the organization to ensure internal equity is achieved.

Your pay as a new employee is established based on the pay level of current employees performing work of comparable character and based upon factors such as your previous experience, and education. This policy will be administered and interpreted in accordance with applicable federal and state laws and regulations.

Pay Increases

It is WLFEA's policy to reward you with increases in pay for dedication in your work, extra effort, and contributory performance. Management does not award increases on an automatic basis. Recommended increases are not effective until approved by both the next level of management and the Fire and EMS Chief.

Because information about your rate of pay and any increases is sensitive and personal, we ask that you exercise discretion and care regarding the discussion of these matters.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.2 PAY INCREASES
CBA ARTICLE 15 - POLICY WAGES AND INCENTIVES**

Pay Practices

Paydays

You will be paid monthly. Paydays are no later than the 4th day of each month. If a payday falls on a Saturday, Sunday, or banking holiday, paychecks will be distributed on the Friday prior to the established payday. If a payday falls on an organizational holiday, you will receive your check on the last workday prior to the holiday.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.3 PAYDAYS**

Payroll Deductions

All mandatory and elective deductions which are made from employee pay are noted on the paycheck stub. The only deductions made are those mandated by law or authorized by you in writing.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.4 PAYROLL DEDUCTIONS
CBA ARTICLE 27 – PAYROLL DEDUCTIONS**

Pay Advances

Pay advances are not provided by the organization. Employees are encouraged to find other appropriate resources for any financial difficulties.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.5 PAY ADVANCES**

Delivery of Paychecks

After being hired, your first paycheck will be a hard check delivered to you in person or mailed by administrative staff. Paychecks will not be delivered to anyone else.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.6 DELIVERY OF PAYCHECKS**

Method of Payment

A paystub or voucher showing gross earnings, deductions, and net salary will accompany each paycheck. Employees are normally paid by direct deposit. If you select direct deposit, a pay voucher will be delivered to you each payday.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.7 METHOD OF PAYMENT**

Employee Withholding Allowance Certificates (Form W-4)

You are required to furnish the organization with an Employee Withholding Exemption Certificate (W-4) at the time of hire. You may file a new W-4 form at any time. When you submit an updated Form W-4, the organization will implement the desired change within five (5) business days. We encourage employees to seek tax advice if you have questions about withholding amounts. Administrative staff will not be able to answer these questions.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.8 EMPLOYEE WITHHOLDING ALLOWANCE
CERTIFICATES (W-4)**

Time Records for Hourly Non-Exempt Employees

The timecard is a record of time worked and must be filled out at the end of each shift, or each day worked. It provides a permanent record of time spent on the job, indicating the exact time you worked. Shifts in the scheduling software do not transfer to the timecard software. Each employee is responsible for entering their time worked.

Timecards should be reviewed carefully for completeness and accuracy at the end of each shift, as they will be used to calculate pay. Supervisors will review and approve timecards each pay period. Timecards must be completed via computer. Willfully falsifying a timecard will be grounds for corrective action, up to and including termination.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.9 TIME RECORDS FOR HOURLY NON-EXEMPT EMPLOYEES

Time Records for FLSA Overtime Exempt Employees

Employees classified as exempt do not fill out timecards for regular hours worked. However, administrative leave, vacation, bereavement, and sick leave, must be entered by the employee.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.10 TIME RECORDS FOR EXEMPT EMPLOYEES

Dispute Resolution Process for Paycheck or Timecard Errors

If you have any questions regarding your pay or feel a manager or supervisor has made a change to your pay that you do not believe is accurate, please contact the Office Manager.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.11 DISPUTE RESOLUTION FOR PAYCHECK ERRORS

Final Paycheck

If an employee provides at least two weeks advance notice prior to departure when resigning or retiring from the organization, the employee will receive the final paycheck on the last day worked.

If an employee provides at least 48 hours' notice (excluding holidays and weekends), or less, the final paycheck will be provided within five business days (excluding weekends and holidays) or on the next regularly scheduled payday, whichever occurs first.

If an employee quits without providing at least 48 hours' notice and fails to submit time records, WLFEA must pay whatever amount of compensation WLFEA estimates is due to the employee within five calendar days of the date the employee quits. If the employee subsequently submits time records, WLFEA must pay any additional wages due to the employee within five days of receiving the additional time records.

When an employer terminates an employee or the termination is by mutual agreement, the employee's final wages must be paid no later than the end of the first business day after the termination.

Final paychecks will include all wages earned through the last workday plus payment for any accrued and vested benefits that are due and payable at separation.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.12 FINAL PAYCHECK**

Hours of Work and Work Schedules

Administrative Organization Hours

The general office hours at WLFEA are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Specific workday and workweek schedules for each employee will be determined from time-to-time by the appropriate manager based on the organization's needs. We will attempt to notify you of any changes in workdays or workweek schedules two weeks prior to the effective date of change. Management reserves the right to modify schedules consistent with the needs of the organization.

For administrative staff, the normal workday is 8 hours. The total hours in a normal workweek are 40 for full-time employees. The workweek begins at 0800 Sunday to 0759 the following Sunday. If you are a non-exempt employee, you should not begin work before your normal starting time or continue working beyond the normal quitting time without explicit advance approval from your supervisor.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.1 ADMINISTRATIVE ORGANIZATION HOURS**

Other Organization Hours

IAFF Local 851 Standard Work Shift – The standard workday shall be twenty-four (24) hours, from 0800 to 0759 the second day. Work shifts will be scheduled forty-eight (48) consecutive hours on, ninety-six (96) consecutive hours off, for a standard fifty-six (56)-hour workweek.

Western Lane Crisis Response Work Hours - Hours and shifts vary depending on Program and Grant needs. See Western Lane Crisis Response Operations Manual and Grant documents.

Part-time Employees - Hours vary depending on department needs.

Volunteer/Reserves - See Policy 1045 Volunteer/Reserve Firefighter Stipend Policy.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.2 OTHER ORGANIZATION HOURS

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1045 VOLUNTEER/RESERVE FIREFIGHTER STIPEND PROGRAM

CBA ARTICLE 8 - HOURS OF WORK AND OVERTIME

Flex Time

An employee's supervisor may alter the start or end time of the employee's daily schedule within a single work week to prevent or minimize overtime or compensatory hours.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1010.6 FLEX TIME

Compensatory Time

Non-Exempt employees may accrue compensatory time off when working more than 40 hours per week. Your department supervisor must approve any compensatory time hours in advance, or you may face corrective action, up to termination.

Employees receive 1.5 hours of comp time for every hour worked beyond 40 in a work week. Employees may not accrue more than 60 hours. Upon separation employees are paid for any comp time hours they have on the books at the time of separation.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1010.7 COMPENSATORY TIME

Overtime

You may occasionally be required to work overtime. Overtime hours will be paid to non-exempt employees at one and one-half times (1.5) the regular rate of pay for all hours worked in excess of 40 in a regular workweek, or as otherwise required by state and federal laws. Your department supervisor must approve any overtime hours in advance, or you may face corrective action, up to termination.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1010 OVERTIME
CBA ARTICLE 8 - HOURS OF WORK AND OVERTIME**

Meal and Rest Periods

Meal and rest periods will be provided for you according to any applicable state regulations. Meal periods of at least 30 minutes must be provided to non-exempt employees who work 6 or more hours in one work period. It is prohibited for an employer to allow employees to add the rest period to a meal period or to deduct the rest periods from the beginning or end of the employee's work shift. No meal period is required if the work period is less than 6 hours.

Supervisors will review these and establish schedules. Non-exempt employees are not permitted to work through a meal period unless approval from a supervisor, in an emergency situation, is obtained before the scheduled meal break. In these situations, the meal period will be paid time.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.3 MEAL AND REST PERIODS**

Lactation

WLFEA promotes and supports the practice and need for employees to express breast milk on its premises upon their return to work.

Until their babies are 18 months old, employees may take reasonable rest periods to express breast milk. Nursing breaks may be taken concurrently with regular meal and rest breaks, although additional reasonable break time will be made available, as needed. Management and employees will work together to find mutually agreeable hours of work and breaks which support the continuation of expressing breast milk.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1028 LACTATION BREAKS**

Social and Recreational Activities

Participation in off-duty social or recreational activities such as organization picnics and holiday parties are entirely voluntary. Participation or nonparticipation will not affect your wages, hours, working conditions, or present or future employment opportunities.

Inclement Weather and Emergency Closures

Emergencies such as severe weather, fires, power failures, earthquakes, and other natural disasters can disrupt organizational operations. In extreme cases, these circumstances may require the closing of our office.

If WLFEA makes the decision to close the office prior to the start of the business day, the closure will be announced via an organization-wide email from the Office Manager, Fire and EMS Chief, or designated person. It is the responsibility of each employee to check e-mail or their supervisor for an update, if there is any doubt regarding office operations.

If a decision is made to close the office after the business day has already begun, the closure message will also be announced verbally in person or via e-mail.

Exempt employees will be paid for all absences related to emergency closures.

Non-exempt employees will also be paid for time away from work due to office closure.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.4 INCLEMENT WEATHER AND EMERGENCY CLOSURES

Telework or Remote Work

Both telework and remote work are a flexibility that may be available to some positions within the organization. These are two different arrangements. Telework enables eligible employees to perform their duties from an approved alternate worksite (i.e., home, station, library or other designated location). Remote work is an arrangement where an employee is not expected to report to an agency worksite on a regular or reoccurring basis. This is most typically the employee's residence.

All telework and remote work arrangements require the prior approval of your supervisor and may be changed at the discretion of your supervisor. Telework and remote work may be permissible for some jobs but not all jobs.

Employees are responsible for ensuring a safe work environment when remote working or teleworking. Employees are also responsible to meet the expectation of their job regardless of where the job is done. Supervisors are responsible for monitoring compliance with these types of agreements, relevant policies, performance standards, expectations for work product and productivity, and time accountability.

Any employee who is teleworking or remote working must be available during established work hours and provide timely response to email, phone calls etc. Absences, including unavailability during work hours, must be pre-approved. Employees must account for all time worked. Supervisors may consider an employee's request to alter regular work hours in the same way they would evaluate these requests for a person working at an organization address.

An employees' salary, benefits and insurance coverage does not change as a result of teleworking or remote working.

Employees are responsible for the utilization of WLFEA networks while working remotely in a safe and secure manner as directed by their supervisor.

As mentioned above these are planned arrangements. Employees and supervisors must work together to determine if an arrangement can be made and the details of the arrangement.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.5 TELEWORK OR REMOTE WORK

Information Technology

Teleworking or remote working employees are expected to be able to set up a remote office and use both organization and their own equipment without direct physical help from organization. While any equipment supplied by the organization will be maintained by or at the direction of organization, employees are responsible for the safe and secure transportation of equipment to and from the office.

Upon separation of employment, or discontinuation of a planned arrangement, whichever comes first, all WLFEA property issued to the teleworking employee must be returned.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.5.1 INFORMATION TECHNOLOGY

Security

Employees are expected to ensure the protection of organization and district information accessible from their home office.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.5.2 SECURITY**

Physical Security

Employees are expected to ensure physical office security by taking steps like keeping proprietary material in locked file cabinets and desks, securing doors, windows, hiding devices when not in use, and any other measures appropriate for the job and the environment.

Employees will follow all WLFEA policies related to information and data security. Complying with these policies mitigates risk and ensures an appropriate level of security for confidential information, paper and electronic, in transit or at the alternate worksite.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.5.3 PHYSICAL SECURITY**

Technology Support

Our IT vendor will only provide device support that relates to organization devices and connection.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.5.4 TECHNOLOGY SUPPORT**

Employee-Incurred Expenses and Reimbursement

WLFEA will pay all actual and reasonable business-related expenses you incur while performing your job responsibilities up to current General Services Administration (GSA) limits. All such expenses must be pre-approved by your supervisor before payment will be made.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1051 TRAVEL REQUEST AND EXPENSE REIMBURSEMENT
CBA: ARTICLE 16 POLICY EDUCATION AND CAREER DEVELOPMENT**

Pay Equity

WLFEA strives to ensure all employees receive an equitable total compensation package based on a variety of factors relating to their position, job performance, education, and experience. From time-to-time, employees performing work of comparable character may have different compensation levels. Any such differences will be based on WLFEA's objective processes for evaluating an employee's work and one or more of the following factors: seniority, merit, quantity or quality of work, workplace location, regular and necessary travel, education, training, experience, or any combination of those factors. Employees who believe they are not being compensated fairly are encouraged to discuss the matter with the Office Manager to obtain clarification.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1057.1 PAY PRACTICES

BENEFITS

Purpose and Policy

WLFEA strives to provide the most equitable and cost-effective benefits for employees in recognition of the influence benefits have on employees' economic and personal welfare. Paid in various benefit forms on your behalf, the total cost of providing the benefit program is a significant supplement to your pay and should be viewed as additional compensation.

Policies, provisions, and procedures that govern the organization's benefit program apply to all regular full-time employees, whether exempt or non-exempt, unless otherwise stated in a particular benefit plan. Certain benefits may not apply to part-time, temporary or on-call employees.

Some benefits may accrue during your new-hire introductory period, but in most cases eligibility to use these benefits will not occur until you obtain regular employee status.

Benefit Design and Modification

WLFEA reserves the right to design plan provisions and to add, eliminate, or otherwise modify the benefits described in this handbook or elsewhere in plan documents when it is in the organization's best interest. Consider that changes to benefits may occur at management's discretion prior to making a serious, long-term decision based solely on current benefit offerings.

Benefit Plan Documents

You'll receive a [WLFEA Benefits Resource Guide](#) upon eligibility and enrollment. The benefit programs are explicitly defined in legal documents, including insurance contracts, official plan texts, and trust agreements. In the event of a conflict between these documents and this policy, the plan documents govern. These official documents are available from the Office Manager for your review. We ask that you refer any questions about this information to the Office Manager.

Individual benefits may be modified, become more expensive, or may even be eliminated in the future because of cost increases or because of changes in our business situation or economic conditions. We encourage you to be thoughtful about relying solely on these benefits, given that they are subject to change. Upon separation from employment, employees may be eligible for the continuation of benefits consistent with state and federal law. Any benefits described in this handbook apply only so long as the handbook is current; employees do not have vested rights.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055 EMPLOYEE BENEFITS

Benefits For Full-Time Employees

Health/ Dental/ Vision Insurance

WLFEA currently provides health, dental and vision insurance coverage for all employees and their dependents if they are eligible to participate in the plan. There may be an employee cost-share. You will be provided with information about the plan at the time you become eligible to participate. You are asked to review the summary plan description for answers to questions you may have. Any need for further information should be referred to the Office Manager.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.2 HEALTH/DENTAL/VISION INSURANCE
CBA ARTICLE 14 - MEDICAL, DENTAL, AND VISION INSURANCE**

Group Life Insurance

WLFEA provides Group Life insurance and Accidental Death and Dismemberment coverage to help provide financial protection by promising to pay a benefit in the event of an eligible member's covered death. Regular full-time employees become eligible for this coverage on the first day of the month following completion of 30 days of employment. The current amount of Life Insurance coverage is \$50,000 and the amount of Accidental Death and Dismemberment coverage is \$50,000. WLFEA pays the full premium.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.3 GROUP LIFE INSURANCE

Short- and Long-Term Disability

WLFEA provides a Group Short and Long-Term Disability plans. Employees who are regularly scheduled to work 40 hours or more per week become eligible for these plans on the first day of the month following completion of 30 days of employment. WLFEA pays the full premium.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.4 SHORT- AND LONG-TERM DISABILITY
CBA: ARTICLE 17 LONG-TERM AND SHORT-TERM DISABILITY**

457 Retirement Plan Contribution

Full-time employees may elect to participate in the Oregon Savings Growth Plan or other plans as provided by WLFEA. Contributions are deducted from your paycheck on a pre-tax basis. You will be provided more detailed information upon eligibility.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.7 RETIREMENT CONTRIBUTION

Health Reimbursement Arrangement (HRA) VEBA

An HRA is a tax-free account that puts you in control of your family's healthcare spending. It can be used for co-pays, medical bills, retiree insurance premiums and much more. For all employees eligible for health insurance, WLFEA will make the following monthly contributions to an HRA/ POLICYVEBA account:

- \$125 for employees with employee only coverage under the health insurance plan
- \$250 for all other employees in the health insurance plan.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.10 HEALTH REIMBURSEMENT ARRANGEMENT (HRA) VEBA

MASA Emergency Medical Transport

For all employees eligible for health insurance, MASA MTS protects its members and their families from the shortcomings of health insurance coverage by providing them with comprehensive financial protection for lifesaving emergency transportation services, both at home and away from home.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.12 MASA EMERGENCY MEDICAL TRANSPORT

Gym Membership

WLFEA provides monthly a gym membership for employees who are regularly scheduled to work 40 hours or more per week. Employees become eligible for this membership on the first day of the month following completion of 30 days of employment. WLFEA pays the full membership.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.14 GYM MEMBERSHIP

Vacation Time Off

All full-time employees are eligible for vacation based on the chart below unless you are covered under the CBA. All accruals begin on the first day of the month following the date of hire. No vacation time may be taken or paid during the probationary period unless specific arrangements have been made at the time of hire.

Years of Service	Annual Hours Earned	Monthly Accrual
0 thru 5th year	96 Hours	8 Hours/Month

Years of Service	Annual Hours Earned	Monthly Accrual
6th thru 10th year	120 Hours	10 Hours/Month
11th thru 15th year	144 Hours	12 Hours/Month
16th thru 20th year	168 Hours	14 Hours/Month
21st thru 25th year	192 Hours	16 Hours/Month
26th year +	216 Hours	18 Hours/Month

We provide vacation time so you can enjoy periods of time away from work. Vacation is intended for rest and recreation although a portion of accrued vacation hours may be cashed out instead of time off. Vacation accrual will be paid out at separation in accordance with this policy and any applicable law.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1048 VACATION BENEFITS
CBA ARTICLE 30 PAID TIME OFF PROGRAM**

Holiday Time Off

WLFEA observes the following holidays each year and our offices are officially closed on these days:

- New Year’s Day
- Martin Luther King, Jr Day
- President’s Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- Day before or after Christmas Day

Eligibility

Employees regularly scheduled to work 40 hours per week will be paid for the above holidays.

All regular full-time employees, represented through IAFF Local 851, will receive annual earned leave, inclusive of holidays, according to the current Collective Bargaining Agreement.

Part-time employees will be paid at time and a half if working on a holiday by selecting the Holiday supplemental pay code on their timecard.

Stipends for Reserve Volunteers are at regular rate on Holidays.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1052 HOLIDAY PAY**

Optional Benefits for Full-Time Employees

Flexible Spending Account (FSA) and AFLAC

A Flexible Spending Account (FSA) is a plan that allows you to receive certain benefits on a pretax basis. Pretax contributions may be used for qualified healthcare and childcare expenses for you and your dependents. Contributions are deducted from your paycheck on a pre-tax basis. Details will be provided to employees at the time of eligibility.

AFLAC is an insurance plan that helps with expenses health insurance doesn't cover. Contributions are deducted from your paycheck on a post and pre-tax basis.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.9 Flexible Spending Account (FSA) and AFLAC**

Benefits for Full-Time and Part-Time Employees

Sick Leave

WLFEA provides paid sick leave to all employees in accordance with state law. For any questions about sick leave, please contact the Office Manager.

Part time employees - The accrual of sick time begins on the first day of employment at the rate of one [1] hour of sick time earned for every (30) hours worked, up to a maximum of 40 hours in one year. Part-time employees may carry over unused sick time from one leave year to the next, but sick leave balances may never exceed 80 hours at a time.

Full-time employees - The accrual of sick time begins on the first day of employment at the rate of eight (8) hours a month unless you are covered under the CBA. Employees may carry over unused sick time from one leave year to the next, but sick leave balances may never exceed 2500 hours at a time.

Sick time may be used for an employee's own serious or non-serious illness, for preventative care appointments, or to care for an immediate family member with an illness. WLFEA does

allow employees to donate sick time to other employees in need. Unused sick time is not paid out upon separation from employment.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1050 SICK LEAVE
CBA ARTICLE 31 SICK LEAVE**

Donation of Sick Leave

Employees who have exhausted their sick and have less than 40 hours of vacation leave may receive a gift of sick leave or vacation from other District employees if they require extended time off for an illness or injury of themselves or an immediate family member requiring their care. In such event, WLFEA's only involvement shall be the transfer of an employee's sick and/or vacation leave credit in accordance with the employee's request and add it to the sick and/or vacation leave balance of another employee. **Employees may donate up to 10% of their accrued, but not used, sick or vacation leave balance. Only employees who have a current total of more than 350 of combined sick leave and vacation hours may make a contribution and no employee may contribute more than a combined total of 60 hours per fiscal year to other employees.** Employees wanting to donate sick and vacation leave hours to another employee shall notify the Fire Chief in writing how many hours they want to donate and to which employee they want to donate it to. In extreme situations the Fire Chief, with the permission of the Board of Directors, may authorize other assistance to an employee who is in good standing. These situations will be handled on a case-by-case basis and shall not be considered as precedent setting.

**Further information on this subject is located in:
LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1050.8 DONATION OF LEAVE TO ANOTHER EMPLOYEE**

Oregon Public Employee Retirement System (PERS)

For the most up to date information, refer to the PERS website at <https://oregon.gov/pers>. WLFEA employees shall be covered under the State of Oregon Public Employee Retirement System (PERS) and the Oregon Public Service Retirement Plan (OPSRP). Eligibility requires working a minimum of 600 hours a year. Vesting requires five (5) years working a minimum of 600 hours a year or turning 65. The employee six percent (6%) Individual Account Program (IAP) contribution is deemed "picked up" by WLFEA for the purposes of ORS Chapter 238A. Employees shall not have the option of receiving the money directly and making said contribution. PERS allocates a portion of the IAP contribution to your account and the remaining amount goes to the PERS Employee Pension Stability Account. Employees can sign up for a pre-tax payroll deduction of the remaining amount to go to your IAP account.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.8 OREGON PUBLIC EMPLOYEE RETIREMENT SYSTEM (PERS)
CBA ARTICLE 29 RETIREMENT**

Tuition Reimbursement

WLFEA appreciates and encourages members who are willing to devote their time to education and training. This tuition reimbursement policy is intended to encourage members to become better qualified for their present duties and to prepare for advancement within the WLFEA by taking courses from an accredited institution. Only courses that relate to job function will be reimbursed. Reimbursement must be approved by a supervisor prior to taking the class and payment is 50% of tuition fees. If tuition is paid by a grant, reimbursement is not allowed. The current Collective Bargaining Agreement specifies the parameters of tuition reimbursement for bargaining unit members.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1005 TUITION REIMBURSEMENT
CBA ARTICLE 16 EDUCATION AND CAREER DEVELOPMENT**

Benefits for All Employees and Volunteers

Worker's Compensation

WLFEA provides benefits as required by State law for injuries and illnesses arising in the course of employment with WLFEA. Employees who must take time off from work as a result of such injury or illness shall receive compensation as scheduled by law.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1061 WORKER'S COMPENSATION
CBA ARTICLE 18 WORKER'S COMPENSATION**

Accident & Health (A&H) and Accidental Death & Dismemberment (AD&D)

WLFEA provides an Accident & Health plan in the amount of \$25,000 and an Accidental Death & Dismemberment plan in the amount of \$25,000. All employees are eligible for these plans including full-time, part-time, and volunteers/reserves. WLFEA pays the full premium.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.5 A&H and AD& D Policies
CBA ARTICLE 19 ACCIDENTAL DEATH AND DISMEMBERMENT**

Employee Assistance Program

The organization recognizes that employees and their family members may, from time-to-time, face personal issues that affect their careers and personal lives or both. Solutions to some of these problems may not be readily apparent. To this end, we offer, at no expense to you, the services of outside professional counseling for you and your family to help deal with personal problems such as family relationships, substance abuse, etc. You or a member of your family may consult with these professionals up to three (3) counseling sessions a year on a confidential basis at no cost. Literature describing plan provisions and how to contact our providers is made available during your introductory period and to all staff members as plan provisions change.

All employees are eligible for these plans including full-time, part-time, and reserve volunteers.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.6 EMPLOYEE ASSISTANCE PROGRAM (EAP)

LifeMed

WLFEA will provide all employees (full-time, part-time, and volunteers) with a basic LifeMed membership or an equivalent program.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.11 LIFEMED

Clothing Allowance

Clothing bearing WLFEA logo may be provided to employees with Supervisor approval.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1055.13 CLOTHING ALLOWANCE
CBA ARTICLE 32 UNIFORMS**

Cell Phone Stipends

To qualify for the cell phone stipend, the employee must have a district business need, defined and approved by the Fire & EMS Chief, that includes one or more of the following:

- The duties of the position may lead to potentially dangerous scenarios and situations with no other acceptable or reliable means of alternative communications.
- The duties of the position require that the employee work regularly in the field, away from land line communication and needs to be immediately accessible.
- The duties of the position are such that immediate emergency response is critical (executive, police, or emergency responder) or the employee is responsible for critical

infrastructure or operational support and needs to be immediately accessible at all times.

- The duties of the position require a significant amount of travel during regular work hours or outside normal hours but related to official District business and access to information technology systems, which in the judgment of WLFEA, render the employee more productive and/or the service the employee provides more effective.
- The duties of the position require response and decision making to life-threatening or public safety issues and situations.
- The duties of the position make it necessary that the employee be accessible to communicate with senior management at any time.
- The Fire & EMS Chief of WLFEA deems it necessary to ensure the flow of information and critical support of WLFEA's mission.

Cell phone stipends are paid monthly through payroll. The amount of the cell phone stipend depends on the level of district business need. If an employee or volunteer is not in good standing or on a leave of absence, the cell phone stipend will not be paid.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1046 CELL PHONE STIPEND

LEAVES OF ABSENCE

Leave of Absence Policy

We realize that our employees may encounter situations that require a temporary, short-term or extended absence from work.

The type of leave requested may determine which employees are eligible and what procedure should be followed in requesting and obtaining the leave. The effect of the leave on benefit accruals, benefits, and reinstatement rights also varies according to the type of leave you are requesting. If you have any questions about your potential eligibility for a leave or your benefits and rights while on a leave, please contact the Office Manager.

We offer several different types of leaves of absence for the following purposes:

Bereavement Leave

Full-time employees shall be eligible for a maximum of twenty-four hours paid bereavement leave per occurrence. Paid bereavement leave shall run concurrently with OFLA when applicable.

You are eligible to take a Bereavement Leave in the event of the death of the following immediate family members:

- the employee's or the employee's spouse's parent (includes one who stood in loco parentis (in place of a parent) when the employee was a child).
- spouse;
- child (and child's spouse) (includes a child for whom the employee stood in loco parentis);
- siblings;
- grandparents;
- grandchild;
- aunt or uncle;
- niece or nephew;
- or the equivalent of each of the above for domestic partners, or another member of the immediate household. NOTE: Immediate family shall include the current in-laws and stepfamily members who qualify per the above list.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.2 BEREAVEMENT LEAVE

CBA ARTICLE 21 BEREAVEMENT LEAVE

Civic Duty

Employees subpoenaed to serve as witnesses or for jury duty may obtain a protected leave of absence. An employee shall be granted leave with pay for service with a jury. WLFEA reserves

the right to petition for removal of the employee from jury duty if, in WLFEA's judgment, the operating requirements of WLFEA would be hampered.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.3 CIVIC (JURY) DUTY
CBA ARTICLE 23 JURY DUTY AND COURT WITNESS**

Crime Victims' Leave

If you or a member of your immediate family suffers financial, social, psychological, or physical harm because of a personal felony or an employee is a victim of harassment, under the public offense's statutes, you may be entitled to take protected leave from work to attend criminal proceedings. Paid Leave Oregon or WLFEA sick leave policy may apply.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.4 CRIME VICTIMS' LEAVE

Domestic Violence Leave

An employee who is a victim of domestic violence, harassment under the public offense's statutes, sexual assault, or stalking or whose minor child or dependent is a victim may be entitled to take unpaid protected leave from work. Paid Leave Oregon or WLFEA sick leave policy may apply.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.5 DOMESTIC VIOLENCE LEAVE

Family and Medical Leave (FMLA & OFLA)

The purpose of this policy is to provide general guidance for managing unpaid leave for eligible employees for qualified medical and family reasons:

- The birth, adoption, or foster care placement of a child.
- To care for a family member with a serious health condition.
- When an employee is unable to work because of a serious health condition.
- To care for a spouse, son, daughter, parent, or next of kin who is a service member of the United States Armed Forces and who has a serious injury or illness incurred in the line of duty.
- To care for a child of an employee who is ill, injured, or has a condition that is not a serious health condition but requires home care, or who requires home care due to the closure of a child's school or childcare provider because of a public health emergency.
- Death of a family member.

This policy does not address all possible situations and circumstances that may arise when an employee requests leave for family or medical reasons. As these leave situations arise, supervisors should consult with the Office Manager or legal counsel to obtain specific guidance regarding leave rights and obligations.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1041 FAMILY AND MEDICAL LEAVE
CBA ARTICLE 24 LEAVE WITHOUT PAY
CBA ARTICLE 30 PAID TIME OFF PROGRAM**

Leave to Donate Bone Marrow

You must notify your manager or supervisor as soon as is practicable after you become aware that you will be donating bone marrow. You are expected to provide a copy of the doctor's verification for bone marrow donation. If there is a medical determination that you do not qualify as a bone marrow donor, the paid leave of absence used before that determination was made will not be affected.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.6 LEAVE TO DONATE BONE MARROW

Uniformed Services Leave and Re-Employment Oregon Military Family Leave

WLFEA supports employees who may be called or who volunteer to serve in the military. WLFEA will comply with USERRA and state laws relating to military leave.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1035 MILITARY LEAVE

Personal Leave of Absence

Employees who have been continuously employed with WLFEA for at least one (1) year may request a leave of absence without pay for a reasonable period up to one (1) year. Requests for leaves of absence will be considered based on the employee's length of service, performance, responsibility level, the reason for the request, staffing levels and the expected impact of the leave on WLFEA.

Requests shall be in writing and specify the starting and ending date of the leave. Requests must be approved by the Fire and EMS Chief prior to the commencement of the leave. An employee who fails to report for work on the fourth (4th) working day after the leave expires will be considered to have voluntarily resigned.

WLFEA will pay for group health and dental insurance premiums to maintain insurance for a full month not including the payment made for the month in which leave commences of an unpaid

leave of absence. The employee may keep the insurance in force by pre-paying the premium per month for the entire period of leave. Earned leave and sick leave shall not accrue during an unpaid leave of absence.

Upon the conclusion of a leave of absence, the employee will be returned to his/her former position (same job classification and scheduled hours) if the leave period has been eight (8) weeks or less. If the leave period has been more than eight (8) weeks, all reasonable efforts will be exerted to secure a suitable position for the individual.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.7 PERSONAL LEAVE OF ABSENCE
CBA ARTICLE 24 LEAVE WITHOUT PAY**

Parental Leave

A parent shall be granted a leave of absence up to twelve (12) weeks to care for and bond with a new baby or adopted child. Such leave can be less than twelve (12) weeks, if so requested by the employee, or at the discretion of management more than twelve (12) weeks, depending on the needs of WLFEA. During the period of parental leave, the employee is entitled to use accrued vacation leave, compensatory time, leave without pay, or consistent with state and federal regulations, sick leave.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.8 PARENTAL LEAVE

Pre-Retirement Leave

Employees shall be granted up to twenty-eight (28) hours, during their course of employment, of leave with pay to pursue bona fide pre-retirement counseling programs. Employees shall request the use of leave provided in this Article at least five (5) days prior to the intended date of use.

Authorization for the use of pre-retirement counseling leave shall not be withheld unless WLFEA determines that the use of such leave shall handicap the efficiency of the employee's work unit.

The leave herein discussed may be used to investigate and assemble the employee's retirement program, including PERS, Social Security, insurance, and other retirement income.

Requests for use of leave on shorter notice may be allowed subject to operating needs of WLFEA.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.9 PRE-RETIREMENT LEAVE

Administrative Leave

Full time FLSA exempt employees shall receive five (5) days administrative leave on January 1 of each year unless an employment contract says otherwise. This leave does not carry over year to year and must be used in the year awarded. Administrative leave does not have a cash value.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.10 ADMINISTRATIVE LEAVE

Paid Leave Oregon – Insurance

WLFEA provides a Paid Leave Oregon Insurance plan through Standard Insurance. This insurance is required by Oregon state law and provides paid time off to eligible employees. This is a protected leave. All health-related information gathered by the insurer and organization during this process will be maintained as confidential. Employees will not be discriminated against or retaliated against for using or trying to use this insurance benefit. We encourage each employee to use the combination of time off and benefits that meets their personal needs.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1054.11 PAID LEAVE OREGON

HEALTH AND SAFETY

Drugs and Alcohol

The objective of this policy is to provide a workplace and environment that are free from the effects of substance abuse. Furthermore, WLFEA believes that we have a responsibility to our employees, to those who use or encounter our services, and to the general public to ensure safe operating and working conditions. To satisfy our drug free workplace objective and meet these responsibilities, we must establish a work environment where employees are free from the effects of drugs, alcohol, or other impairing substances. Accordingly, we have adopted this drug and alcohol policy.

The following conditions and activities are expressly prohibited on our premises or property or during work time or while representing us in any work-related fashion and will lead to corrective action, up to and including termination:

- Manufacturing, selling, attempting to sell, using, distributing or possessing alcohol or other controlled or illegal substances that impair job performance or pose a hazard when use or possession occurs;
- Reporting for or being at work while impaired using alcohol, illegal drugs, or controlled substances.

A supervisor may request that an employee submit to a screening test under any of the following circumstances (ORS 659A.300):

- The supervisor reasonably believes, based upon objective facts, that the employee is under the influence of alcohol or drugs that are impairing the employee's ability to perform duties safely and efficiently.
- During the performance of duties, the employee drives a motor vehicle and becomes involved in an incident that results in bodily injury to the employee or another person or substantial damage to property.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1032 DRUG AND ALCOHOL-FREE WORKPLACE
CBA ARTICLE 35 DRUG AND ALCOHOL TESTING**

Workplace Violence

WLFEA recognizes the importance of a safe workplace for employees. A work environment that is safe and comfortable enhances employee satisfaction with work as well as employee productivity.

To foster a safe workplace, this organization specifically prohibits any employee, customer, or vendor from bringing any kind of weapon, knife (other than folding pocket-knife), or firearm on premises. If you have a question whether something may be considered a weapon in violation of this policy, you must ask your supervisor prior to bringing the item onto our premises. Our premises include areas such as personal vehicles parked in our designated parking area.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1042 WORKPLACE VIOLENCE

Employee Health and Safety

WLFEA is committed to providing our employees with a safe and healthful work environment. To accomplish this goal, both management and employees must make diligent efforts to promote safety within applicable laws and standards.

We develop and implement safety rules and regulations through our managers and supervisors. This process is ongoing and requires periodic safety audits. Safety audits are undertaken to determine the necessity and feasibility of providing devices or safeguards to make the workplace safe and healthful. We also educate employees about workplace hazards and the proper and safe methods to use in performing job tasks.

You are expected to give your full skill and attention to the performance of your duties, using the highest standard of care and good judgment. You are also expected to always follow safety rules and regulations, including using appropriate protective clothing, shoes, and equipment, attending all training sessions offered, and following directions of warning signs, signals, and supervisory personnel.

While we respect personal taste in clothing, jewelry, and body modification, when any of these areas have the potential to make an employee more vulnerable to injury, we reserve the right to prohibit the attire or behavior or ask the employee to take some steps for safety.

All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In the case of serious injury, your reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to you and could subject WLFEA to fines and penalties. No one will be retaliated against for filing a workers' compensation claim in good faith.

Safety rules and regulations will be issued or modified from time-to-time and will be effective immediately upon communication.

If an injury occurs, you are required to:

1. Take remedial first aid actions; seek emergency care if necessary.
2. Report the injury as soon as possible.
3. Fill out the Accident and Injury Report form and Workers' Compensation form (801) and deliver to the Office Manager.
4. Provide the Office Manager or the Fire & EMS Chief with a medical release from a doctor.
5. Review the incident with the Health and Safety Officer or designee.

Further information on this subject is located in:

**LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1021 ON-DUTY INJURIES
CBA ARTICLE 34 SAFETY**

Early Return to Work Program

Our Return-to-Work program provides guidelines for returning you to work as early as possible after you have suffered an on-the-job-injury. The program is not intended to be a substitute for a reasonable accommodation when an injured employee also qualifies as an individual with a disability.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1025 RETURN TO WORK

Smoking and Tobacco Use in the Workplace

WLFEA is a non-smoking facility. Smoking and tobacco use includes, but is not limited to, any tobacco product, such as cigarettes, cigars, pipe tobacco, snuff, tobacco pouches and chewing tobacco, as well as any device that is intended to simulate smoking, such as an electronic cigarette or personal vaporizer. Places outside the office may be designated as smoking areas; smoking is limited to these areas. Please do not smoke or vape within 10 feet of any entrance, exit, window, or air intake device. If any employee has a concern about the areas designated, that individual should speak with the appropriate supervisor.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1018 SMOKING AND TOBACCO USE

Employee Right to Know/Hazard Communication Program

WLFEA provides a Hazard Communication Program so that all employees are aware of chemical hazards in the workplace. By becoming familiar with this information, you can help prevent injuries and illnesses from chemical exposure. If you have any questions regarding chemical hazards, do not delay in asking your supervisor.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1059 EMPLOYEE RIGHT TO KNOW/HAZARD COMMUNICATION PROGRAM

Emergency Preparedness

WLFEA may be subject to major disruptions as a result of occurrences beyond the control of the organization. All employees should exercise good judgment in responding to these events as the situation necessitates. WLFEA will try to provide emergency and limited services during periods of disruptions. The Fire and EMS Chief or designee shall make the determination to close the organization, suspend activities, or make the organization available for community support.

In the event of potential or actual disruptions that may be weather-related or a result of a catastrophic event such as an earthquake, fire, explosion, or public health emergency, contact a Chief Officer or designee.

Compensation of employees will be determined in accordance with all applicable regulations when individual facilities or activities are closed as a result of emergency conditions. Employees not compensated during an emergency-related closure may be able to use available vacation leave.

Should a threat to company property or an employee be received, it should be reported immediately to the Fire and EMS Chief, designee, or law enforcement.

Further information on this subject is located in:

LEXIPOL: CHAPTER 2 ORGANIZATION AND ADMINISTRATION / POLICY 201 EMERGENCY ACTION PLAN AND FIRE PREVENTION PLAN

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1058.4 INCLEMENT WEATHER AND EMERGENCY CLOSURES

EMPLOYMENT SEPARATION

Separation from Employment

Separation from employment with WLFEA occurs when you voluntarily resign, are laid off, or are discharged by the organization.

Exit Interview

An exit interview may be arranged to give you an opportunity to address unresolved issues before leaving the organization. It also allows us to solicit your opinions about our organization and any suggestions you may have for its improvement. We encourage all employees invited to participate in an exit interview when they separate from employment to do so, and we value all opinions and suggestions we receive in the process.

At the exit interview session, you will be given information regarding your benefit continuation rights and responsibilities and how you will receive your final paycheck.

Return of Organization Property

Upon separation from employment, either voluntarily or otherwise, you must return all organizational property in your possession. Such property may include credit cards, organization vehicles, keys, ID cards, pagers, tools, software, electronic devices, uniforms, and any other items in your possession that belong to the organization.

Further information on this subject is located in:

LEXIPOL: CHAPTER 10 PERSONNEL / POLICY 1060 SEPARATION FROM EMPLOYMENT

Employee's Notes

Western Lane Fire and EMS Authority HANDBOOK RECEIPT ACKNOWLEDGMENT FORM

This signed form should be inserted into each employee's personnel file.

As an employee of Western Lane Fire and EMS Authority, I acknowledge the following:

I have been provided a copy of the Employee Handbook. I understand that the handbook contains important information about Western Lane Fire and EMS Authority's policies, work rules, and my benefits. I have both read and understood the information in the handbook and have asked a supervisor for the clarification of any information I did not understand.

I acknowledge the handbook is neither a contract of employment nor a guarantee of specific treatment in any situation; that the organization has the right to change, modify, add to, substitute, eliminate, interpret, and apply, in its sole judgment, the policies, rules, and benefits described in this handbook; and that the current handbook supersedes all prior handbooks, policies, and understandings related to the subjects it contains.

The Fire and EMS Chief is the only person authorized to make changes to the handbook and all such changes must be in writing to be valid. Any changes to the content will be communicated to employees via official notices.

I understand that, unless stated otherwise in an employment contract or Collective Bargaining Agreement, my employment relationship with the organization is "at-will" and either the organization or I can end the relationship at any time, with or without reason or notice. The Fire and EMS Chief is the only person who has the authority to enter into an employment contract, which must be in writing and signed by both parties to be valid.

Lastly, I am aware that I may be given confidential information during my employment, including customer lists, proprietary organization plans, and other information. I understand this information is critical to the success of Western Lane Fire and EMS Authority and I agree not to disseminate or use it outside of the organization, even in the event of my separation, either voluntary or involuntary.

I also acknowledge that before signing this form, I asked for and received clarification on any of the items discussed above that I did not understand.

Employee Signature

Date

Print Employee's Name

MEMORANDUM OF UNDERSTANDING

This **MEMORANDUM OF UNDERSTANDING** (“MOU”) is made and entered into by International Association of Fire Fighters Local 851 (“Local 851”) and Western Lane Fire and EMS Authority (“the Authority”).

WHEREAS, Local 851 and the Authority entered into a Collective Bargaining Agreement effective July 1, 2022 through June 30, 2025 (“the Agreement”), which was ratified by the members of the Local 851 and approved by the Authority; and

WHEREAS, Local 851 and the Authority now desire to amend the Agreement;

NOW, THEREFORE, in consideration of the mutual advantages contained herein, and further in consideration of the mutual promises and covenants herein more specifically set forth, the parties hereto do **STIPULATE AND AGREE** as follows:

Article 30 Paid Time Off Program of the Agreement is amended to read as follows:

30.7 Employees may use earned leave after completion of ninety (90) days following their hire date.

Agreed to this _____ day of _____, 2024

For the Authority

For the Union

Authority Chairperson

Purchasing and Procurement

216.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the purchasing and procurement of goods and services.

216.2 POLICY

It is the policy of the authority to conduct purchasing and procurement in an efficient and cost-effective manner consistent with federal, state, and local laws, rules, and requirements in order to protect the integrity of the authority and maintain public trust.

216.3 PURCHASING COORDINATOR

The [Administrator] should designate [selected](#) [a](#) [members](#) to coordinate authority purchases. The member's responsibilities should include:

- (a) Remaining familiar with and updating agency practices in accordance with applicable federal, state, and local purchasing and procurement laws, rules, and requirements.
- (b) Obtaining authorization from the Fire & EMS Chief or the authorized designee for each purchase.
- (c) Reviewing proposed purchases to determine the most appropriate method of procurement.
- (d) If the procurement method selected is one other than competitive bidding, documenting why another method was selected.
- (e) Assisting other members involved with the purchasing and procurement of goods or services in following purchasing requirements and rules applicable to the method of procurement.
- (f) Forwarding all contracts and purchase orders to the Fire & EMS Chief or the authorized designee for review, approval, and execution.

216.4 REVIEWS

The [Administrator] should ensure that a review of purchasing and procurement activities is conducted annually to determine compliance with any applicable federal, state, and local laws, rules, and requirements.

Annual Recognition Awards

217.1 PURPOSE AND SCOPE

The purpose of this policy is to describe those awards to be given out at least annually, typically at the awards banquet, in recognition of exemplary conduct by WLFEA members or worthy citizens.

217.2 POLICY

It is the policy of WLFEA to recognize those members who have demonstrated outstanding levels of conduct in representing the qualities as described for each award. It is the policy of Western Lane Fire and EMS Authority to provide recognition for officers, firefighters, EMTs and other personnel that have rendered exceptional or meritorious service to the Authority. Such recognition will be through an awards program, whereby awards are presented to deserving personnel as determined by an Authority Awards Committee appointed by the Fire and EMS Chief. The Awards Committee will be a standing committee appointed by the Chief each year. The Committee shall consist of seven (7) members, including one (1) Director, two career representatives, two reserve representatives, one MCR representative, and a representative from the Administration staff.

Any WLFEA member or civilian may be nominated for awards in accordance with the criteria established herein. Awards will be presented during the Awards Banquet in April of each year unless a different time is deemed more appropriate by the Fire and EMS Chief, the Awards Committee or the Board of Directors.

217.3 AWARD CATEGORIES

The following approved awards maybe presented during the annual Authority Banquet or at any other time in the year deemed to be appropriate:

- A. Medal of Valor
- B. Medal of Bravery
- C. Fire Fighter of the Year
- D. EMT of the Year
- E. Probationary Member of the Year
- [F. Officer of the Year](#)
- [G. Mentor of the Year](#)
- [H F. Life Saving Award](#)
- [I G. Chain of Survival Award](#)
- [J H. Meritorious Service Award](#)
- [K †. Unit Citation](#)
- [L †. Citizen Award](#)

Annual Recognition Awards

[M K](#). Length of Service Award

[N E](#). WLFEA Mission and Vision Award

217.4 AWARDS COMMITTEE

The Awards Committee shall meet at least twice per year to review and discuss nominations for awards. Additional meetings may be scheduled on an as-needed basis. The Committee should solicit nominations from the Authority members at multiple points throughout the year. At least one meeting shall be held in January of each year, so that all award nominations for the previous calendar year can be considered in advance of the April Banquet. The award period shall be from January 1 to December 31 of the previous year. If deemed necessary by the Committee, nominators and/or witnesses may be called to provide verbal statements concerning the actions relating to the proposed award(s). At the discretion of the committee, the award to be presented may be upgraded or downgraded from that specified in the nomination, based upon the circumstances or actions which led to the award nomination.

217.5 AWARD SELECTION CRITERIA

Criteria for awards are as follows:

A. Medal of Valor - This award shall be presented by the Fire and EMS Chief to members who have, under especially hazardous conditions, courageously risked their own life to save another. The intention of this is to reward the truly outstanding performances under times of duress and shall be considered for emergencies only. Members receiving this award shall be nominated for the International Association of Fire Chiefs Benjamin Franklin Fire Service Award.

B. Medal of Bravery - This award shall be second only to the Medal of Valor and will be presented to a member for an act which exhibited significant risk to personal safety in an effort to save another. This will generally be considered for members acting above and beyond the call of duty and within safe operating policies and procedures of the Authority.

C. Fire Fighter of the Year - This award is intended for the career or reserve Authority member who, over the course of the year, has continually put forth an effort of the highest degree. This may involve fire suppression, fire prevention, training, or any combination of the above. Further, it may involve an individual event or a collection of exceptional performances. ~~Any current member of the Authority may nominate anyone for whatever reasons they feel appropriate.~~ The award will be presented by the Fire and EMS Chief at the Annual Awards Banquet and the recipient will also serve as the Authority's nomination for the VFW Firefighter of the Year.

D. EMT of the Year – This award is intended for the career or reserve Authority member who, over the course of the year, has continually put forth an effort of the highest degree. This may involve any aspect of prehospital emergency medical service, training, or any combination of the above. Further, it may involve an individual event or a collection of exceptional performances. ~~Any current member of the Authority may nominate anyone for whatever reasons they feel appropriate.~~

Annual Recognition Awards

The award will be presented by the Fire and EMS Chief at the Annual Awards Banquet and the recipient will also serve as the Authority's nomination for the VFW EMT of the Year.

E. Probationary Member of the Year – This award shall be given to the fire-fighter or EMT who best exemplifies during their probationary year the conduct required of a WLFEA member and continually demonstrates readiness, performance, and excellence in completing the probationary training program. The probationary member shall display maturity and leadership potential and, through dedication and commitment to duty, has made a significant contribution to advancing the goals of the Authority.

F. Officer of the Year - This award shall be given to the Officer who best exemplifies the conduct expected of a WLFEA officer and who continually demonstrates the highest levels of leadership, integrity, customer service, and fellowship to all members of the Authority. The award will be presented by the Fire and EMS Chief at the Annual Awards Banquet.

G. Mentor of the Year - This award is intended for someone of any certification level who stands out in providing guidance, advice, feedback, and support to those around them. The award will be presented by the Fire and EMS Chief at the Annual Awards Banquet.

F. Life Saving Award - To be awarded to an individual for the saving of a human life. Intended for an individual **directly** responsible for the saving of a human life and shall be issued to members of the Authority for the saving of a life through various actions such as the application of pre-hospital emergency medical care or public safety measures.

G. Chain of Survival Award – This award to be awarded to an individual whose prehospital diagnosis and treatment is directly attributed to stabilizing the patient's condition prior to arrival at the hospital ~~emergency Authority~~.

H. Meritorious Service Award - This shall be awarded to members of the Authority whose actions have distinguished them from standard performance expected of the position. This award may apply to any phase of the Authority.

I. Unit Citation - This award may be presented to members of the Authority that participated in an action that contributed to the overall professionalism of WLFEA. This award may apply to any phase of the Authority.

J. Civilian Awards – Any member of the Authority may recommend to the Awards Committee that a civilian be recognized for their efforts in the saving of a life, reducing a serious injury, or the reduction of property loss. Nominations shall be reviewed by the Awards Committee with written recommendation made to the Fire and EMS Chief. All civilians shall receive their award in the form of a certificate. Civilian Citation awards shall be presented quarterly by the Fire Chief at a scheduled Board meeting.

K. Length of Service Award – Any member of the Authority who has completed five (5) years of service in good standing, and every following five (5) years of service, will receive a service pin and certificate signifying the total number of years of service. Those achieving an award for ten (10) or more years of service will receive a plaque in addition to a service pin.

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Policy Manual

Annual Recognition Awards

L. WLFEA Mission and Vision Award – This award may be presented to a member who, through their actions, has demonstrated the fulfillment of the WLFEA Mission and Vision. [This award is selected by the Fire and EMS Chief with input from the Awards Committee and will be presented at the Annual Awards Banquet.](#)

Americans with Disabilities Act (ADA) Compliance

218.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for equal access to Western Lane Fire and EMS Authority services, programs, and activities for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA).

This policy also includes guidelines to provide effective communication with persons with disabilities and to protect the rights of individuals who use service animals in accordance with the ADA.

218.1.1 DEFINITIONS

Definitions related to this policy include (28 CFR 35.104):

ADA coordinator – The member designated by the Fire & EMS Chief to coordinate the Authority's efforts to comply with the ADA (28 CFR 35.107).

Assistive devices, auxiliary aids, and services - Tools used to communicate with people who have a disability or impairment. They include but are not limited to the use of gestures or visual aids to supplement oral communication; a notepad and pen or pencil to exchange written notes; a computer or typewriter; an assistive listening system or device to amplify sound; a teletypewriter (TTY) or videophones (video relay service, or VRS); taped text; qualified readers; or a qualified interpreter.

Disability or impairment - A physical or mental impairment that substantially limits a major life activity, including hearing or seeing, regardless of whether the person uses assistive devices, auxiliary aids, and services. Individuals who wear ordinary eyeglasses or contact lenses are not considered to have a disability (42 USC § 12102; 28 CFR 35.108).

Facility - All aspects of buildings, structures, sites, complexes, equipment, rolling stock or other conveyances, roads, walkways, parking areas, and other real or personal property (28 CFR 35.108).

Modification - Any change, adjustment, alteration, adaptation, or accommodation that renders a authority service, program, or activity suitable for use, enjoyment, or participation by a person with a disability. This may include alteration of existing buildings and facilities.

A modification includes any change or exception to a policy, practice, or procedure that allows a person with a disability to have equal access to programs, services, and activities. It also includes the provision or use of assistive devices, auxiliary aids, and services.

Power-driven mobility device - Any mobility device powered by batteries, fuel, or other engine type used by persons with disabilities for mobility assistance, regardless of whether the device was primarily designed for that purpose (e.g., golf carts, Segway® PT, mobility scooters). For purposes of this policy, it does not include wheelchairs.

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Qualified interpreter - A person who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include oral interpreters, transliterators, sign language interpreters, and intermediary interpreters.

Service animal - A dog that is trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability.

Service animal also includes a miniature horse if the horse is trained to do work or perform tasks for persons with disabilities, provided the horse is housebroken, is under the handler's control, the building or facility can accommodate the horse's type, size, and weight, and the horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility (28 CFR 35.136(i)).

218.2 POLICY

It is the policy of the Authority that persons with disabilities have equal access to authority services, programs, and activities.

The Authority will not discriminate against or deny any individual access to services, programs, or activities based upon disabilities.

218.3 ADA COORDINATOR

The responsibilities of the ADA coordinator include but are not limited to (28 CFR 35.130):

- (a) Coordinating efforts within the Authority and with the Authority ADA coordinator to provide equal access to services, programs, and activities including:
 - 1. Establishing procedures to provide for the performance of routine maintenance on buildings, facilities, or equipment that provide access to persons with disabilities (28 CFR 35.133).
- (b) Recommending amendments to this policy, as needed.
- (c) Coordinating a process of periodic self-evaluation. The process should include:
 - 1. Inspection of current authority buildings and facilities to identify access issues.
 - 2. Review of current authority services, activities, and programs for access issues.
 - 3. Assessment and update of current compliance measures.
 - 4. Identification of recurring areas of complaint for which new methods of modification should be considered.
 - 5. Review of the authority's emergency programs, services, and activities as they apply to persons with disabilities.
 - 6. Recommendation of a schedule to implement needed improvements.
- (d) Acting as a liaison with local disability advocacy groups or other disability groups regarding access to authority services, programs, and activities.

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- (e) Developing procedures for the review and processing of requests for assistance or modifications that will help members provide persons with disabilities access to authority services, programs, and activities, as appropriate.
- (f) Providing notice to the public regarding the rights and protections afforded by the ADA (e.g., posters, published notices, handbooks, manuals, and pamphlets describing authority services, programs, and activities and the availability of assistive devices, auxiliary aids, and services, as well as modifications) (28 CFR 35.106).
- (g) Developing procedures for members to access assistive devices, auxiliary aids, and services, including qualified interpreters, and making the procedures available, as appropriate.
 - 1. A list of qualified interpreter services with contact and availability information should be maintained and easily accessible to members.
- (h) Developing, implementing, and publishing appropriate procedures to provide for the prompt and equitable resolution of complaints and inquiries regarding discrimination in access to services, programs, and activities (28 CFR 35.107). The complaint procedures should include an appeal process.
- (i) Requiring third parties providing authority services, programs, or activities through contract, outsourcing, licensing, or other arrangement to establish reasonable policies and procedures to prevent discrimination against and denial of access to persons with disabilities.
- (j) Developing and implementing procedures to provide that new construction and any alteration to an existing building or facility are undertaken in compliance with the ADA (28 CFR 35.151).
- (k) Coordinating with appropriate state and local agencies to address the needs of persons with disabilities in the authority's emergency disaster preparedness planning, including consideration of communication methods (e.g., warning and emergency notification systems), evacuation and transportation, shelters and care facilities, emergency medical care, and post-disaster canvassing, transportation, and remediation.)
 - 1. The ADA coordinator or the authorized designee should serve as a liaison to Authority members during an emergency or disaster to provide guidance on issues involving persons with disabilities that may arise.

218.4 REQUESTS

The goal of any modification should be to allow the person to participate in the service, program, or activity in the same way as a person who does not have a disability.

Upon receiving a request for a modification, members should make reasonable efforts to accommodate the request based on the preference of the person with the disability. Members should not ask about the nature and extent of a person's disability and should limit questions to information necessary to determine the need for a modification and the type of modification that is appropriate.

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If the requested modification or an alternative modification can reasonably be made at the time of the request, the member should make the modification. A member who is unable to accommodate a request or unsure about whether a request should be accommodated should contact a supervisor.

The supervisor should review and approve the request, if practicable and appropriate. Otherwise, the supervisor should document the requesting person's contact information and the modification being requested and forward the request to the ADA coordinator for processing as soon as reasonably practicable.

218.4.1 DENIAL OF REQUEST

The following should be considered before denying a request for modification:

- (a) Requests for modifications should be approved unless complying with the request would result in (28 CFR 35.150):
 1. A substantial alteration of the service, program, or activity.
 2. An undue financial or administrative burden on the Authority.
 3. All resources available for use in the funding and operation of the service, program, or activity at issue should be considered in this determination.
 4. A threat to or the destruction of the historic significance of an historic property.
 5. A direct threat to the health or safety of others (28 CFR 35.139).

If any of the above circumstances are present, the ADA coordinator should work with authority staff and the person requesting the modification to determine if an alternative modification is available.

- (b) Where physical modification of an existing building or facility, or new construction, would be unfeasible or unduly burdensome, the ADA coordinator should work with authority staff to determine whether alternative modifications are available. Alternative methods that should be considered include (28 CFR 35.150):
 1. Reassigning services, programs, or activities to accessible buildings or facilities.
 2. Utilizing technology, equipment, rolling stock, or other conveyances.
 3. Delivering the services, programs, or activities directly to a person with a disability by way of home visits or meeting the person at an accessible location.
 4. Any other means or methods that would make services, programs, or activities readily accessible.
- (c) If no alternative modification is appropriate, the ADA coordinator shall issue a written statement explaining why a modification of the public service, program, or activity will not be made (28 CFR 35.150).

218.4.2 PERSONAL DEVICES AND ASSISTANCE

Although members should make every effort to comply with requests, the provision of personal devices or assistance (e.g., wheelchairs, eyeglasses, hearing aids, personal assistance in eating or using the restroom) to persons with disabilities is not required (28 CFR 35.135).

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218.4.3 SURCHARGES

Surcharges shall not be imposed upon persons with disabilities to cover the costs of providing modifications to public services, programs, and activities (28 CFR 35.130(f)).

218.5 MOBILITY DEVICES

Wheelchairs and manually powered mobility devices such as walkers, crutches, canes, and braces are permitted in any areas open to pedestrians.

Power-driven mobility devices other than wheelchairs may be restricted only if a legitimate safety interest is identified that warrants the restriction (28 CFR 35.130(h); 28 CFR 35.137).

A member should not ask a person using a power-driven mobility device to terminate the use of the device or leave the area unless an imminent and legitimate safety issue is present. If a member is concerned about the use of a power-driven mobility device by a person with a disability, the member should contact a supervisor.

The determination of whether a reasonable modification should be made for the use of a power-driven mobility device within a public building or facility should be based on whether the device, given its size and speed, can be safely used within the particular building or facility taking into account the layout and design of the building or facility, the amount of pedestrian traffic present in the building or facility, and whether there is any risk of damage to the building or facility or its immediate environment as set forth in 28 CFR 35.137.

218.5.1 INQUIRIES REGARDING MOBILITY DEVICES

If an individual is using a power-driven mobility device other than a wheelchair, the member may seek credible assurance from the individual that the device is needed because of a disability. Credible assurance of the device's necessity may be provided in one of the following ways (28 CFR 35.137):

- (a) Presentation of a valid, state-issued disability placard or card
- (b) Presentation of any other state-issued proof of disability
- (c) A verbal statement, not contradicted by observable fact, that use of the device is necessary for mobility purposes

218.6 COMMUNICATIONS WITH PERSONS WITH DISABILITIES

Members should remain alert to the possibility of communication problems when engaging with persons with disabilities. When a member knows or suspects an individual requires assistance to effectively communicate, the member should identify the individual's choice of assistive device, auxiliary aid, and service.

The individual's preferred communication method should be honored unless another effective method of communication exists under the circumstances (28 CFR 35.160).

Factors to consider when determining whether an alternative method is effective include:

- (a) The methods of communication usually used by the individual.

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- (b) The nature, length, and complexity of the communication involved.
- (c) The context of the communication.

In emergency situations involving an imminent threat to the safety or welfare of any person, members may use whatever assistive device, auxiliary aid, or service reasonably appears effective under the circumstances. This may include, for example, exchanging written notes or using the services of a person who knows sign language but is not a qualified interpreter, even if the person who is deaf or hard of hearing would prefer a qualified sign language interpreter or another appropriate assistive device, auxiliary aid, and service. Once the emergency has ended, the continued method of communication should be reconsidered. The member should inquire as to the individual's preference and give primary consideration to that preference.

218.6.1 TYPES OF ASSISTANCE AVAILABLE

Members shall not refuse an available type of assistive device, auxiliary aid, or service to a person with a disability who is requesting assistance. The Authority will not require persons with disabilities to furnish their own assistive device, auxiliary aid, or service as a condition for receiving assistance. The Authority will make every reasonable effort to provide equal access and timely assistance to persons with disabilities through a variety of assistive devices, auxiliary aids, and services.

Persons with disabilities may choose to accept Authority-provided assistive devices, auxiliary aids, and services, or they may choose to provide their own.

Authority-provided assistive devices, auxiliary aids, and services may include but are not limited to the assistance methods described in this policy.

218.6.2 AUDIO RECORDINGS AND ENLARGED PRINT

The Authority may develop audio recordings to assist people who are blind or have a visual impairment with accessing important information. If such a recording is not available, members may read aloud from the appropriate form or provide forms with enlarged print.

218.6.3 QUALIFIED INTERPRETERS

A qualified interpreter may be needed in lengthy or complex interactions (e.g., public meetings or hearings, special or emergency meetings, news conferences) for individuals who normally rely on sign language or speechreading (lip-reading) to understand what others are saying. The qualified interpreter should not be a person with an interest in the exchange. A person providing interpretation services may be required to establish the accuracy and trustworthiness of the interpretation in a local government or legal proceeding.

Qualified interpreters should be:

- (a) Available within a reasonable amount of time.
- (b) Experienced in providing interpretation services.
- (c) Familiar with the use of VRS and/or video remote interpreting services.
- (d) Certified in either American Sign Language (ASL) or Signed English (SE).

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- (e) Able to understand and adhere to the interpreter role without deviating into other roles, such as counselor or legal adviser.
- (f) Knowledgeable of the ethical issues involved when providing interpreter services.

Members should use authority-approved procedures to request a qualified interpreter at the earliest reasonable opportunity or when it is reasonably apparent that an interpreter is needed. Persons with disabilities shall not be required to provide their own interpreters (28 CFR 35.160).

218.6.4 TTY AND RELAY SERVICES

The Authority will accept all TTY or TDD calls placed by those who are deaf or hard of hearing and received via a telecommunications relay service.

Note that relay services translate verbatim, so the conversation must be conducted as if speaking directly to the caller.

218.6.5 COMMUNITY VOLUNTEERS

Interpreter services may be available from community volunteers who have demonstrated competence in communication services, such as ASL or SE, and have been approved by the Authority to provide interpreter services.

When qualified interpreters are unavailable to assist, approved community volunteers who have demonstrated competence may be called upon when appropriate. However, Authority members must carefully consider the nature of the interaction and the relationship between the person with the disability and the volunteer to be reasonably satisfied that the volunteer can provide neutral and unbiased assistance.

218.6.6 FAMILY AND FRIENDS

While family or friends may offer to assist with interpretation, members should carefully consider the circumstances before relying on such individuals. The nature of the interaction and relationship between the person with the disability and the person offering services must be carefully considered to determine whether the family member or friend can provide neutral and unbiased assistance.

Children shall not be relied upon except in emergency or critical situations when there is no qualified interpreter reasonably available.

Adults may be relied upon when (28 CFR 35.160):

- (a) There is an emergency or critical situation and there is no qualified interpreter reasonably available.
- (b) The person with the disability requests that the adult interpret or facilitate communication and the adult agrees to provide such assistance, and reliance on that adult for such assistance is reasonable under the circumstances.

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218.6.7 FIELD ENFORCEMENT CONSIDERATIONS

It is important that members are able to effectively communicate with persons with disabilities even though the location of the communication may hinder the member's ability to provide assistive devices, auxiliary aids, and other services in a prompt manner.

Members involved in interactions with persons with disabilities that occur in the field and that could result in any type of civil or criminal enforcement action (e.g., issuing code enforcement citations, shutting off a utility service, fire investigations) should assess each situation to determine if communication assistance is necessary. The length, complexity, and importance of the communication, as well as the individual's preferred method of communication, should be considered when determining what, if any, resources should be used and whether a qualified interpreter or other service is needed.

218.7 SERVICE ANIMALS

Service animals that are assisting persons with disabilities are permitted in all authority buildings and facilities and other areas where the general public is allowed. Authority members are expected to treat people with service animals with the same courtesy and respect that the Authority affords to all members of the public (28 CFR 35.136).

218.7.1 IDENTIFICATION AND USE OF SERVICE ANIMALS

Some service animals may be readily identifiable. However, many do not have a distinctive symbol, harness, or collar.

Service animals may be used in a number of ways to provide assistance, including:

- (a) Guiding people who are blind or have low vision.
- (b) Alerting people who are blind or have low vision.
- (c) Retrieving or picking up items, opening doors, or flipping switches for people who have limited use of their hands, arms, or legs.
- (d) Pulling wheelchairs.
- (e) Providing physical support and assisting with stability and balance.
- (f) Doing work or performing tasks for people with traumatic brain injury, intellectual disabilities, or psychiatric disabilities, such as reminding a person with depression to take medication.
- (g) Alerting a person with anxiety to the onset of panic attacks, providing tactile stimulation to calm a person with post-traumatic stress disorder, assisting people with schizophrenia to distinguish between hallucinations and reality, and helping people with traumatic brain injury to locate misplaced items or follow daily routines.

218.7.2 INQUIRIES REGARDING SERVICE ANIMALS

If it is apparent or if a member is aware that an animal is a service animal, the individual generally should not be asked any questions as to the status of the animal. If it is unclear whether an animal meets the definition of a service animal, the member should ask the individual only the following questions (28 CFR 35.136(f)):

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- (a) Is the animal required because of a disability?
- (b) What task or service has the service animal been trained to perform?

If the individual explains that the animal is required because of a disability and has been trained to work or perform at least one task, the animal meets the definition of a service animal and no further questions as to the animal's status should be asked. Members should not question individuals about their disabilities, nor should members ask any individual to provide a license, certification, or identification card for a service animal.

218.7.3 CONTACT WITH SERVICE ANIMALS

Service animals are not pets. Authority members should not interfere with the important work performed by a service animal by talking to, petting, or otherwise initiating contact with a service animal.

218.7.4 REMOVAL OF SERVICE ANIMALS

If a service animal is not housebroken or exhibits vicious behavior, poses a direct threat to the health of others, or unreasonably disrupts or interferes with normal business operations, a member should notify an appropriate supervisor who may direct the handler to remove the animal from the premises. Barking alone is not a threat, nor does a direct threat exist if the person takes prompt, effective action to control the service animal (28 CFR 35.136(b)).

Each incident must be considered individually, and past incidents alone are not cause for excluding a service animal. Removal of a service animal may not be used as a reason to refuse access to services, programs, or activities to a person with a disability. Members are expected to provide all services that are reasonably available to a person with a disability, with or without a service animal.

218.8 WEBSITE ACCESS

The ADA coordinator should work with appropriate Authority members to develop online content that is readily accessible to persons with disabilities. Authority web content should be developed in conformance with the most current guidelines issued by the U.S. Department of Justice.

Website content should also be made available to persons with disabilities in an alternative format upon request, if reasonably practicable.

218.9 DOCUMENTATION

Whenever any modification, assistive device, auxiliary aid, or service has been provided, the member involved should document:

- (a) The type of modification, aid, or service provided.
- (b) Whether the individual elected to use an assistive device, auxiliary aid, and service provided by the Authority or some other identified source, if applicable.
- (c) Whether the individual's express preference for the modification, assistive device, auxiliary aid, or service was not honored, and the reason why an alternative method was used.

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The documentation and any written communications exchanged should be maintained consistent with the Records Maintenance and Release Policy.

218.10 COMPLAINTS

A member who receives a complaint or becomes aware of potential disability discrimination, an ADA violation, or a person's inability to access a authority program, service, or activity should document the complaint and refer the matter to the ADA coordinator (28 CFR 35.107).

218.11 TRAINING

Members who may have contact with persons with disabilities should receive periodic training on ADA compliance, to include:

- (a) Awareness and understanding of this policy and related procedures, related forms, and available resources.
- (b) Procedures for handling requests for modifications.
- (c) Accessing assistive devices, auxiliary aids, and services needed to communicate with persons with disabilities.
- (d) General requirements of the ADA, including modifying policies and practices, communicating with and assisting customers, accepting calls placed through alternative systems, and identifying alternate ways to provide access to programs, services, and activities as appropriate to the member's job duties.

Training records should be maintained in each member's personnel file in accordance with the established records retention schedule.

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219.1 PURPOSE AND SCOPE

This policy provides guidance to members when communicating with individuals with limited English proficiency (LEP) (42 USC § 2000d).

219.1.1 DEFINITIONS

Definitions related to this policy include:

Authorized interpreter - A person who has been screened and authorized by the Authority to act as an interpreter and/or translator for others.

Interpret or interpretation - The act of listening to a communication in one language (source language) and orally converting it to another language (target language), while retaining the same meaning.

Limited English proficiency (LEP) individual - Any individual whose primary language is not English and who has a limited ability to read, write, speak, or understand English. These individuals may be competent in certain types of communication (e.g., speaking, understanding) but still exhibit LEP for other purposes (e.g., reading, writing). Similarly, LEP designations are context-specific; an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

Qualified bilingual member - A member of the Authority, designated by the Fire & EMS Chief or the authorized designee, who has the ability to communicate fluently, directly, and accurately in both English and another language. Bilingual members may be fluent enough to communicate in a non-English language but may not be sufficiently fluent to interpret or translate from one language into another.

Translate or translation - The replacement of written text from one language (source language) into an equivalent written text (target language).

219.2 POLICY

It is the policy of the Authority to reasonably provide LEP individuals with meaningful access to services, programs, and activities, while not imposing undue burdens on the Authority or its members.

The Authority will not discriminate against or deny any individual access to services, rights, or programs based upon national origin or any other protected interest or right.

219.3 LEP COORDINATOR

The Fire & EMS Chief or the authorized designee should delegate certain responsibilities to an LEP coordinator.

The responsibilities of the coordinator should include but not be limited to:

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- (a) Coordinating and implementing all aspects of the authority's LEP services to LEP individuals.
- (b) Developing procedures that will enable members to access LEP services, including telephonic interpreters, and ensuring the procedures are available to all members.
- (c) Maintaining and making available to members, as appropriate, a list of all qualified bilingual members and authorized interpreters. The list should include information regarding:
 - 1. Languages spoken.
 - 2. Contact information.
 - 3. Availability.
- (d) Ensuring signage stating that interpreters are available free of charge to LEP individuals is posted in appropriate areas and in the most commonly spoken languages.
- (e) Reviewing existing and newly developed documents to determine which are vital documents and should be translated, and into which languages the documents should be translated.
 - 1. Content on the authority website should be included in this review and should be translated on the website, if appropriate.
- (f) Annually assessing demographic data and other resources, including contracted language services utilization data and data from government and community-based organizations, to determine if there are additional documents or languages that are appropriate for translation.
- (g) Identifying standards and assessments to be used to qualify individuals as qualified bilingual members or authorized interpreters.
- (h) Periodically reviewing efforts of the Authority in providing meaningful access to LEP individuals and, as appropriate, developing reports, developing new procedures, or recommending modifications to this policy.
- (i) Receiving and responding to complaints regarding authority LEP services.
- (j) Ensuring appropriate processes are in place to provide for the prompt and equitable resolution of complaints and inquiries regarding discrimination in access to authority services, programs, and activities.
- (k) Requiring third parties providing authority services, rights, or programs through contract, outsourcing, licensing, or other arrangement to establish reasonable policies and procedures to prohibit discrimination or denial of access or services based upon national origin or any other protected interest or right.

219.4 FOUR-FACTOR ANALYSIS

Because there are many different languages that members could encounter, the Authority will utilize the four-factor analysis outlined in the U.S. Department of Justice (DOJ) Guidance to Federal Financial Assistance Recipients, available at the DOJ website, to determine which

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measures will provide meaningful access to its services and programs. It is recognized that contacts and circumstances will vary considerably. This analysis, therefore, must remain flexible and will require an ongoing balance of the following four factors, which are:

- (a) The number or proportion of LEP individuals eligible to be served or likely to be encountered by authority members, or who may benefit from programs or services within the jurisdiction of this authority.
- (b) The frequency with which LEP individuals are likely to come in contact with authority members, programs, or services.
- (c) The nature and importance of the contact, program, information, or service provided.
- (d) The cost of providing LEP assistance and the resources available.

219.5 TYPES OF LEP ASSISTANCE AVAILABLE

Members should never refuse service to an LEP individual who is requesting assistance, nor should they require an LEP individual to furnish an interpreter as a condition for receiving assistance. The Authority will make every reasonable effort to provide meaningful and timely assistance to LEP individuals through a variety of services.

The Authority will utilize all reasonably available tools, such as language identification cards, when attempting to determine an LEP individual's primary language.

LEP individuals may choose to accept authority-provided LEP services at no cost, or they may choose to provide their own.

Authority-provided LEP services may include but are not limited to the assistance methods described in this policy.

219.6 WRITTEN FORMS AND GUIDELINES

Vital documents or those that are frequently used should be translated into languages most likely to be encountered. If English versions of any vital documents are published on the authority website, the translated versions of the same document must also be posted on the website. The LEP coordinator will arrange to make all translated documents available to members and other appropriate individuals, as necessary.

219.7 AUDIO RECORDINGS

The Authority may develop audio recordings of important or frequently requested information in a language most likely to be understood by those LEP individuals who are representative of the community being served.

219.8 QUALIFIED BILINGUAL MEMBERS

Bilingual members may be qualified to provide LEP services when they have demonstrated through established Authority procedures a sufficient level of skill and competence to fluently communicate in both English and a non-English language. Members utilized for LEP services

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must demonstrate knowledge of the functions of an interpreter/translator and the ethical issues involved when acting as a language conduit.

When a qualified bilingual member from this authority is not available, personnel from other Authority departments who have been identified by the authority as having the requisite skills and competence may be requested.

219.9 AUTHORIZED INTERPRETERS

Any person designated by the Authority to act as an authorized interpreter and/or translator must have demonstrated competence in both English and the involved non-English language, must have an understanding of the functions of an interpreter that allows for correct and effective translation, and should not be a person with an interest in the transaction involving the LEP individual. A person providing interpretation or translation services may be required to establish the accuracy and trustworthiness of the interpretation or translation in a legal or other proceeding.

Authorized interpreters must pass a screening process established by the LEP coordinator that demonstrates their skills and abilities in the following areas:

- (a) The competence and ability to communicate information accurately in both English and in the target language.
- (b) Knowledge, in both languages, of any applicable specialized terms or concepts and of any particularized vocabulary or phraseology used by the LEP individual.
- (c) The ability to understand and adhere to the interpreter role without deviating into other roles, such as counselor or legal adviser.
- (d) Knowledge of the ethical issues involved when acting as a language conduit.

219.9.1 SOURCES OF AUTHORIZED INTERPRETERS

The Authority may contract with authorized interpreters who are available over the telephone. Members may use these services with the approval of a supervisor and in compliance with established procedures.

Other sources may include:

- Qualified bilingual members of another authority within the Authority.
- Individuals employed exclusively to perform interpretation services.
- Contracted in-person interpreters, such as court interpreters, among others.
- Interpreters from other agencies who have been qualified as interpreters by this authority, and with whom the Authority has a resource-sharing or other arrangement that they will interpret according to authority guidelines.

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219.9.2 COMMUNITY VOLUNTEERS AND OTHER SOURCES OF LANGUAGE ASSISTANCE

Language assistance may be available from community volunteers who have demonstrated competence in either monolingual (direct) communication and/or in interpretation or translation (as noted in above), and have been approved by the Authority to communicate with LEP individuals.

Where qualified bilingual members or other authorized interpreters are unavailable to assist, approved community volunteers who have demonstrated competence may be called upon when appropriate. However, members must carefully consider the nature of the contact and the relationship between the LEP individual and the volunteer to ensure that the volunteer can provide neutral and unbiased assistance.

While family or friends of an LEP individual may offer to assist with communication or interpretation, members should carefully consider the circumstances before relying on such individuals. For example, children should not be relied upon except in exigent or very informal and non-confrontational situations.

219.10 CONTACT AND DOCUMENTATION

Although all public contacts, services, and individual rights are important, this authority will utilize the four-factor analysis to prioritize service to LEP individuals so that such services may be targeted where they are most needed, according to the nature and importance of the particular activity involved.

Whenever any member of this authority is required to complete a report or other documentation that involves a situation in which interpretation services were provided to any involved LEP individual, such services should be noted in the related report or documentation. Members should document the type of interpretation services utilized and whether the individual elected to use services provided by the Authority or some other identified source.

219.11 RECEIVING AND RESPONDING TO REQUESTS FOR ASSISTANCE

The Authority will take reasonable steps to develop in-house language capacity by hiring or appointing qualified members proficient in languages representative of the community being served.

219.11.1 EMERGENCY ASSISTANCE

Authority members will make every reasonable effort to promptly accommodate LEP individuals who appear to be in need of emergency assistance. A member who determines that a person in need of emergency assistance is an LEP individual should attempt to gather sufficient information to determine what type of assistance the person needs and to initiate an appropriate response to the situation. As soon as possible, if language assistance is still needed and the language is known, the member should attempt to locate a qualified bilingual member to assist with the situation.

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If a qualified bilingual member is not available or the member is unable to identify the primary language used by the LEP individual, the member should contact the contracted interpretation service for assistance.

219.12 COMMUNITY OUTREACH

Community outreach programs and other such services offered by this authority are important to the ultimate success of local government and achievement of the authority's mission. This authority will continue to work with community groups, local businesses, and neighborhoods to provide equal access to such programs and services.

219.13 TRAINING

To ensure that all members who may have contact with LEP individuals are properly trained, the Authority will provide periodic training on this policy and related procedures, including how to access authorized telephonic and in-person interpreters and other available resources.

New members should receive LEP training. Those who may have contact with LEP individuals should receive periodic refresher training. Training records should be maintained in each member's personnel file in accordance with the established records retention schedule.

219.13.1 TRAINING FOR AUTHORIZED INTERPRETERS

All members on the authorized interpreter list must successfully complete prescribed interpreter training. To complete interpreter training successfully, an interpreter must demonstrate proficiency in and ability to communicate information accurately in both English and in the target language, demonstrate knowledge in both languages of any specialized terms or phraseology, and understand and adhere to the interpreter role without deviating into other roles, such as counselor or legal adviser.

Members on the authorized interpreter list must receive refresher training annually or they will be removed from the authorized interpreter list. This annual training should include language skills competency (including specialized terminology) and ethical considerations.

Authorized interpreters will receive annual refresher training.