

# **SULLIVAN COUNTY EMERGENCY SERVICES TRAINING CENTER**



**HANDBOOK**

**JUNE 2013**

**APPROVED AND ADOPTED BY THE SULLIVAN COUNTY LEGISLATURE JUNE 2013**



## **Sullivan County Emergency Management/Homeland Security**

### **Welcome Message from the Emergency Services Training Center**

Dear Student:

On Behalf of the Sullivan County Emergency Management/Homeland Security, we would like to welcome you to the Emergency Services Training Center (SCESTC) in Swan Lake, New York. This training facility furthers our mission of enhancing public safety and security throughout Sullivan County by using innovative teaching, technical assistance, and research and teamwork.

The SCESTC is ready to offer you hands-on and classroom based training exercises, which will better prepare you and your fellow first responders to deter, prevent, prepare for, respond to, and mitigate a situation that you in counter. Your training experience is likely to be memorable at the SCESTC, due to our ability to provide training opportunities for various categories of first responders. Your classmates may include law enforcement officers, firefighters and Emergency Medical services personnel, utility workers, and various other first responders. It is our goal to provide a cooperative and collaborative environment where all categories of first responders can interact and learn from each other.

The SCESTC staff will assist you in every way possible to ensure that your experience at the Training Center is productive and informative. Should you have any questions, please contact us by phone at (845) 807-0509 or by fax at (845) 292- 0968 or by e-mail at: [John.Hauschild@co.sullivan.ny.us](mailto:John.Hauschild@co.sullivan.ny.us)

We look forward to working with you.

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Emergency Services Training Center 615 Old White Lake Turnpike Swan Lake, New York 12783

# Table of Contents

Welcome Message from the SCESTC	2
Table of Contents	3
Contact Information	4
General Information	4
Mission Statement	5
Code of Student Conduct	6
Prohibited Conduct	10
Firearms and Personal Weapons Security Policy	13
Evacuation Plan	13
Complaint Policy	14
No Show Policy	15
Course Cancellation Policy	15

## **Contact Information**

The contact information for the Sullivan County Emergency Services Training Center is as follows

**Emergency Services Training Center (SCESTC)**  
**Sullivan County Emergency Management/Homeland Security**  
**615 Old White Lake Turnpike**  
**Swan Lake, New York 12783**  
**Office: 845-807-0509**  
**Fax: 845-292-0968**  
**E-mail: [John.Hauschild@co.sullivan.ny.us](mailto:John.Hauschild@co.sullivan.ny.us)**  
**Mailing: P.O. Box 5012 Monticello, NY 12701**

The following contact information is for the Sullivan County Emergency Management/Homeland Security located at the Sullivan County Government Center in Monticello, New York

**Sullivan County Emergency Management/Homeland Security**  
**(SCEMHS)**  
**P.O. Box 5012 / 100 North Street**  
**Monticello, New York 12701**  
**Office: 845-807-0508**  
**Fax: 845-807-0510**  
**E-mail: [Richard.Martinkovic@co.sullivan.ny.us](mailto:Richard.Martinkovic@co.sullivan.ny.us)**

# I. Mission Statement

## Our Mission...

The Mission of the SCESTC is to provide appropriate Emergency personnel with the knowledge, skills and abilities necessary to safely and effectively prevent, prepare for, mitigate and respond to emergency situations and major incidents such as natural disasters. The mission will be accomplished in cooperation with other agencies to enter into a formal partnership with the Sullivan County Emergency Services to achieve common training goals. These partnerships will maximize the use of available resources, minimize duplication, and allow staff to deliver essential interdisciplinary training in a systematic way the best meets the needs of Sullivan County.

## Our Vision...

The SCESTC will be recognized as a facility for developing and delivering a wide variety of high-quality, interdisciplinary training and exercises. The SCESTC will be known for its innovation, the use of the latest technology, and the ways in which students are challenged to apply traditional classroom instruction in real life situations.

Training that is offered at the SCESTC will cultivate confidence, leadership, critical thinking, and other skills that are essential for first responders. In addition, **“ALL TRAINING WILL BE FREE OF INTIMIDATION, CONDUCTIVE TO LEARNING, THROUGH KNOWLEDGE AND LEADERSHIP”**.

## Our Values...

SCESTC will maximize the impact of the instruction that is offered in Sullivan County through a commitment to quality that goes beyond mere slogans. SCESTC will provide to you the best staff to deliver a rich learning experience.

A strong emphasis on personal and organizational accountability will ensure that policies are executed in a thorough and professional manner.

A spirit of sincere and open cooperation will be promoted to ensure that the Center addresses the needs of several first responder disciplines and the agencies that the responders represent.

Students who attend classes at the SCESTC will be treated with respect at all times. Student feedback and constructive criticism will be actively solicited so that the Center can provide even higher levels of customer service.

## **II. Code of Student Conduct**

The primary goal of the SCESTC staff is to provide Sullivan County first responders with a cooperative and collaborative learning environment, which is safe, conducive to learning and promotes interaction among all first responder disciplines. To achieve this goal it will require the highest degree of professionalism on the part of all those involved in the training including students and staff. Please remember that while you are attending training you not only represent your agency, you represent Sullivan County first responder community and the SCESTC and you will be expected to act in a professional manner at all times.

### **A. Personnel Regulations**

It is the responsibility of every student participating in a training course at the SCESTC to familiarize him or herself with the contents of this Student Handbook. The policies and procedures of the SCESTC are explained in detail in this manual, and as a student and guest of the SCESTC, you are required to follow the policies and procedures laid out herein. It is understood that students are also subject to the rules and regulations of their home agencies. However, if there is any questions on how to proceed while at the SCESTC, the rules and regulations of the SCESTC shall take priority.

### **B. Knowledge of Regulations**

Every student participating in training exercises of classes at the SCESTC is required to establish and maintain a working knowledge of pertinent New York State laws, as well as the rules and regulations of the SCESTC. In the event of and improper action or breach of discipline, it will be presumed that the student in question was familiar with the directive in question.

### **C. Obedience to Laws and Regulations**

All students shall observe and obey all laws and ordinances, as well as the directives of the SCESTC. Students should abide by copyright laws regarding materials obtained from the Training Center. The Training Center is not responsible for students' physical activity that is not job or training related.

## **D. Performance of Duty**

All students shall perform their duties as required by law/NFPA Standards, SCESTC directives, or by the order of an SCESTC supervisor or instructor. All lawful duties required by competent authority shall be performed promptly as directed. Students shall understand that supervisors and instructors at the SCESTC have the right to demonstrate authority and control over student, both with respect to training purposes and safety precaution. For their part, instructors shall observe the rights and protect the well-being of students in their charge, and in no way abuse their authority.

## **E. Dress Code**

It is each student's responsibility to use good judgment in attire that projects a professional image and that is appropriate for both climate differences and classroom activities. Generally, the standard is business casual. SCESTC staff has the authority to make a determination that a student's attire may be inappropriate. Students whose attire is determined to be inappropriate will be required to change into more appropriate clothing before being allowed to continue class. Certain courses require special attire and /or equipment. If so, it will be specified in the course confirmation.

## **F. Reporting Violations**

Any student who has any knowledge of other students, individually or collectively, who are knowingly or unintentionally violating any laws/NFPA Standards, SCESTC directives, or who disobey orders, especially those pertaining to safety precautions, shall bring any and all facts pertaining to the matter to the attention of his/her instructor. Students are encouraged to deal directly with their instructors, and to not bypass official chains of command unless absolutely necessary.

## **G. Standards of Conduct**

### 1. Unbecoming Conduct

Students shall conduct themselves at all times, both on and off the SCESTC campus, in such a manner as to reflect most favorably on the SCESTC and their home agencies. Conduct unbecoming of a student or trainee shall include behavior which brings the SCESTC or their agency into disrepute or reflects discredit upon the student as a member of the SCESTC or that which impairs the operation or efficiency of the SCESTC or its employees.

### 2. Acceptable Conduct

Students shall maintain a level of acceptable conduct in their personal and business affairs, which is in keeping with the highest standards of their profession. Students shall not participate in any incident involving conduct which would impair their ability to perform their duties, educational tasks, or cause the SCESTC or their agency to be brought into disrepute.

## **H. Cooperation/Coordination/Integrity**

Students and trainees shall coordinate their effort with other students of the SCESTC and member agencies with the objective of ensuring maximum achievement and continuity of purpose through teamwork. The respective institutional cultures of participating agencies shall not be allowed to corrupt the learning environment. Students, trainees, and instructors shall all work to create a cooperative, cohesive learning environment with the goal of fostering better inter-agency and interdisciplinary cooperation both inside and outside of the SCESTC training grounds. This cooperation shall in no way be understood to mean that students may assist each other during evaluation procedures, or that instructors may provide test answers to a student at any time.

## **I. Assistance to Fellow Students**

No student shall fail to aid or assist a fellow student in non-testing situations to the full extent of his or her capability at any time, in accordance with established SCESTC directives.

## **J. Reporting for Training**

Students shall report for training at the time and place required by their instructor, and as detailed in the course confirmation packet. Students shall complete all pre-course readings and /or assignments as required on a class by class basis, as necessary. Students shall give their undivided attention to instructors and any other information that may be disseminated as necessary. Unexcused absences and or failure to report to class on each scheduled day of training may result in removal and or failing the course and the student's organization being notified of the absence.

## **K. Conduct towards Others (Human Relations)**

Every student is expected to participate in his or her training in an efficient, courteous, and orderly manner, while employing patience and good judgment at all times. Students shall refrain from harsh, profane, or insolent language, and shall be courteous and civil in the dealings with others. Students shall not use racial or ethnic slurs. They shall use respectful civil forms of address to all persons regardless of their lifestyle. No student will disperse information either verbally or in writing that has not been verified as factual. At no time will any student disperse information regarding another student, instructor or SCESTC employee that is defamatory in nature. Displays of bias toward any person on account of race, sex, religious preference, or lifestyle shall be considered conduct unbecoming a student or trainee. Student and trainees should not engage in any activity which could be perceived as encouraging or fostering any reason for an instructor to demonstrate favoritism to any student.

## **L. Prohibited Conduct**

### 1. Attendance

Attendance is required at all class sessions.

### 2. Use of Tobacco Products

The use of tobacco products is prohibited in all SCESTC facilities and vehicles. Smoking is prohibited on Sullivan County property (Buildings and Grounds)

### 3. Use of Liquor, Drugs, or Other Intoxicants

a. Students shall not consume intoxicants while off duty to the extent that evidence of such consumption is apparent when reporting for training sessions, or to the extent that the ability to perform appropriately during a training session is impaired. Students shall not consume or purchase any intoxicant while on duty.

b. Students shall not, at any time, be under the influence of liquor or drugs while on duty.

c. Students shall not bring onto or keep any intoxicants on SCESTC premises. Intoxicants shall not be transported in any SCESTC vehicle, except as necessary in accordance with official duties or for specific instruction where the use of intoxicants (as with Standardized Field Sobriety Testing instruction) is required.

### 4. Gambling

Gambling is forbidden at the SCESTC.

## **M. Gifts and Gratuities**

### 1. Soliciting

Students shall not under any circumstances solicit any gift, gratuity, loan, or fee where there is a direct or indirect connection between solicitation and their connection with the SCESTC or their home agency, while conducting any business or training sessions at or with the SCESTC.

### 2. Accepting

Students shall not accept any gift, gratuity, or any other form of material benefit, directly or indirectly, when the rendering of any such gift, gratuity, or material benefit is accompanied by an explicit expectation of special consideration at any time involving the use of the recipient's position or relationship with the SCESTC.

## **N. Hazing**

### 1. Definition

Hazing is defined as subjecting an individual to unnecessary and excessive abuse, humiliation, or physical danger, or by committing any action or causing any situation that recklessly or intentionally endangers mental or physical health or involves the force consumption of alcohol or drugs for the purpose of initiation into or affiliation with any organization.

### 2. Prohibition of Hazing

Students and trainees shall not participate in any form of hazing, nor allow any individual to participate in any form of hazing. All incidents of mistreatment of anyone are to be reported immediately, through the chain of command to the SCESTC Training Coordinator

## **O. Sexual and Other Forms of Harassment**

Harassment of any Center personnel or student, by anyone employed by, contracted by, or being trained by the Center, has the effect of unreasonably interfering with an individual's work or learning performance, and/or creating an intimidation, hostile, or offensive work or training environment. Therefore, all employees, instructors, and students or trainees will be familiar and comply with the SCESTC sexual harassment policy. Any violations of this policy will be reported to the person's immediate supervisor or their instructor, unless the supervisor or instructor is the subject of the complaint. Then, and only then, the chain of command will be bypassed to file the complaint. The policy prohibiting sexual harassment at the SCESTC can be found on page 11 of this Student Handbook.

## **III. Prohibited conduct – Sexual Harassment Policy**

- A. Sexual harassment is defined as any unwanted verbal or physical sexual advance. It may include sexually explicit derogatory statements or sexually discriminatory remarks made by someone in the workplace that are offensive or objectionable to the recipient, cause the recipient discomfort or humiliation, or interfere with the recipient's job performance.
- B. The following types of conduct are examples of sexual harassment and are prohibited. These examples do not represent all the ways in which sexual harassment may occur and are not intended to limit the definition of sexual harassment in Section III.
  - 1. Explicit or implicit promises of career advancement or preferential treatment in return for sexual favors. Such promises or preferential treatment may include, but are not limited to hiring, promotion, training opportunities, acceptance of a lower standard of performance, providing higher performance evaluation, and lax timekeeping.

2. Explicit or implicit threats that an employee, sworn staff member, or trainee will be adversely affected if sexual demands are rejected. Such threats include, but are not limited to, lower evaluations, failing grades, denial of promotions, punitive transfers, terminations, and altered or increased work assignments.
3. Verbal comments and gestures of a sexual nature. This includes any type of sexually suggestive remarks, pictures, jokes, and offensive noises.
4. Repeated and unsolicited touching of any kind. This includes the touching, patting or pinching of another person and the repeated brushing against another person's body.

C. Sexual harassment – Roles and Responsibilities of Trainer/Staff

1. Employees, Supervisors, and trainees have a responsibility to conduct themselves in a manner that will ensure proper performance of job responsibilities and maintenance of public confidence.
2. Employees have a responsibility to register a complaint about sexual harassment and to pursue their complaint to a higher authority if not satisfied with the response of anyone in the chain of command.
3. Supervisors have a responsibility to act promptly and affirmatively when they observe behavior that violates this regulation, and/ or when they receive complaints of sexual harassment. They have a responsibility to ensure that this regulation is circulated among all their employees.
4. Sexual harassment Prevention training information can be found on the Governor's Office of Employee Relations (GOER) web site under Training and Development at [www.goer.state.ny.us/train/programs/statepolicy/](http://www.goer.state.ny.us/train/programs/statepolicy/)  
[http://goer.state.ny.us/Training\\_Development/Online\\_Learning/SH/ExecOrder.html](http://goer.state.ny.us/Training_Development/Online_Learning/SH/ExecOrder.html)
5. Online sexual harassment prevention training is available through the GOER's Online Learning Center at [www.goer.state.ny.us/train/onlinelearning/](http://www.goer.state.ny.us/train/onlinelearning/)  
[http://www.goer.state.ny.us/Training\\_Development?online\\_learning/SH/intro.html](http://www.goer.state.ny.us/Training_Development?online_learning/SH/intro.html)

#### **IV. Prohibited Conduct – Workplace Violence**

The SCEMHS is committed to promoting a safe and secure work environment that promotes the achievement of its mission. All trainees of the center are expected to maintain a learning environment free from violence, threats of harassment, and threats of violence, intimidations or coercion. The purpose of the policy is to address the issue of potential violence at the SCESTC, prevent violence in the learning environment from occurring to the fullest extent possible, and set forth procedures to be followed when such violence has occurred.

#### **A. Policy**

SCEMHS prohibits violence in the learning environment. Violence, threats of violence, intimidation, harassment, coercion, or other threatening behavior towards people or property will not be tolerated. Individuals who violate this policy may be removed from the learning environment and are subject to disciplinary and/or personnel action up to and including expulsion, that is consistent with New York State and agency policies, rules and agreements with consortium partners, and /or referral to law enforcement authorities for criminal prosecution. Complaints of sexual harassment are covered under the SCEMHS Sexual Harassment in the Workplace Policy Statement. Workplace Violence information can be found on the New York State Department of Labor web site:

[http://www.labor.state.ny.us/workerprotection/safetyhealth/PDFs/Workplacae%20Violence%20Flyer Nov3.pdf](http://www.labor.state.ny.us/workerprotection/safetyhealth/PDFs/Workplacae%20Violence%20Flyer%20Nov3.pdf)

1. Examples of violence in the learning environment include, but are not limited to:
  - a. Intentional physical contact for the purpose of causing harm.
  - b. Menacing or threatening behavior (Such as throwing objects, pounding on a desk or door, damaging property, stalking, or otherwise acting aggressively; or making oral or written statements specifically intended to frighten, coerce, or threaten) where a reasonable person would interpret such behavior as constituting evidence of intent to cause harm to individuals or property.
  - c. Possessing firearms, imitation firearms, knives or other dangerous weapons, instruments or materials with the intent of using such weapons to threaten, intimidate or physically harm any individual. No trainee at the agency, shall have in his/her possession a firearm or other dangerous weapon, instrument or material that can be used to inflict bodily harm on an individual or damage to agency property unless such weapon is authorized as a part of their official duties, or is required for the training session that the student is attending.
2. Any person experiencing or witnessing imminent danger or actual violence involving weapons or personal injury should call 911.

3. Any person, who is the subject of a suspected violation of this policy which does not involve violence, weapons or personal injury, or is a witness to such suspected violation, should report the incident to his or her instructor, or an SCESTC staff member, or in lieu thereof, to SCEMHS Administration. SCEMHS Administration will work with the SCESTC staff and instructors on an appropriate response.

## **V. Firearms and Personal Weapons Security Policy**

### **A. Ammunition and Firearms Security**

1. Firearms are prohibited at the center by civilians. For your own protection, and to make your training at the SCESTC safe, do not bring weapons of any kind to the center. Weapons include knives with blades longer than 3 inches, machetes, bows and arrows, ammunition, rifles, shotguns, pistol, etc.
2. Sworn/ commissioned federal, state and local police or peace officers, as defined by New York State Criminal Procedure Law sections 1.20 and 2.10, who require a fire arm for the performance of official duties, are exempt from this section.
3. Civilians arriving at the SCESTC with weapons of any kind will have their entry to the center significantly delayed.
4. Please remember that you, personally, carry the most responsibility for your own safety. It is in your best interest to remain aware of your surroundings at all times.

## **VI. Evacuation Plan**

### **Classroom Building Evacuation Procedures**

#### **A. SCESTC Classroom Building**

1. The ESTC is equipped with a fire alarm system that will broadcast a loud buzzing sound which will indicate the need to evacuate the building.
2. All occupants will immediately exit the building through the closest outside exit to their location.

3. After exiting, occupants will proceed to the student parking lot on the side of the building, where there will be an accounting of all occupants. Everyone will wait there for further instructions.
4. The building may not be reoccupied until the responding emergency personnel give the “ALL CLEAR” signal.

**EMERGENCY RESPONSE PERSONNEL FROM THE LOCAL JURISDICTION ARE IN CHARGE. ALL FURTHER INSTRUCTION MUST COME FROM THEM.**

## **VII. Complaint Policy**

- A. The SCEMHS and the SCESTC seek to offer a user-friendly environment for the purpose of training, learning, and cooperative interaction between agencies. To this end, it is the role of every student and staff member associated with the ESTC to work together in an effort to create an educational environment that is conducive to meeting these goals.
- B. The SCEMHS encourages everyone to safeguard the health, safety, and welfare of all persons associated with the ESTC, including both students and staff members. This Student Handbook includes a list of prohibited behavior, and explains the policy on sexual harassment and violence in the workplace. In the event that a student files a complaint against another student or ESTC staff, the ESTC Coordinator will take the complaint and advise the Public Safety Commissioner and deal directly with the incident.
- C. Further instruction on the complaint policy will be explained by the Public Safety Commissioner in the event that a complaint is filed. At the very minimum, the individual filing the complaint must initiate the proceedings by a written description of the act or incident giving rise to the complaint no later than 30 calendar days after the date of occurrence to the ESTC Coordinator.
- D. Conduct of the student during an investigation
  1. Students are expected to follow all Training Center procedures and policies during investigations.
  2. During or as a result of an investigation, students may be prohibited from attending training as determined by the SCEMHS and the ESTC Coordinator. It is expected that students abide by the decision made by the Public Safety Commissioner or the ESTC Coordinator.

## **VIII. No Show Policy**

- A. If you are unable to attend a training course you're enrolled in, please let the SCESTC Coordinator know as soon as possible.** Space in most of our courses is limited; therefore, any student accepted for a class and then who does not attend ("No Show") without notifying the Training Center prior to that particular course will result in their supervisor and /or organization contacted. Unexcused absences are investigated by the ESTC Training Coordinator and may result in a student being given lower priority for future classes, requiring a student to provide a letter from their organization requesting permission to attend future training or being barred from attending courses for a period of six months. Please remember: we may have several other people who can fill your slot in the course. We appreciate your cooperation in this matter.

## **VIX. Course Cancellation Policy**

Generally, courses are not cancelled due to inclement weather; however, in the event those Sullivan County facilities are closed due to adverse weather: a directive will be issued from the County Managers Office to the Public Safety Commissioner. The Commissioner will notify the ESTC Coordinator who will make the necessary notifications to the instructors that the facility will be closed due to adverse weather.

If the ESTC is to be closed due to adverse weather and a course is already in progress or scheduled for the time frame determined for the closing, instruction on what actions students need to take will be provided by the Instructor. These instructions will include steps that need to be taken by the students.

If a course needs to be canceled due to adverse weather conditions and the County Facilities are not closed, and it is after hours it is the instructor's responsibility to notify their students.

