



# Associate Volunteer

**The Reality:** Not everyone has the interest or ability to serve as a first responder, yet they want to see Fire and Rescue services succeed in their neighborhoods. Associate members may also play an important role in ensuring a successful fire and rescue station.

**Commitment:** Volunteers should commit to attending company meetings and help with company fundraising activities. If a volunteer has a special interest or skill, they may help with recruiting new volunteers, maintaining membership rolls, working on special projects, and providing leadership when serving on the company board or planning events.

**Work Ethic:** Associate members do not have the same need to attend specialized training that first responders have. However, the associate volunteer should be actively engaged in working diligently to ensure the safety, professional appearance and efficiency of the company.

**Judgment:** Associate volunteers must demonstrate reasonable decision-making skills, while prioritizing the safety and support of those who are responding. They must also think through challenges logically, and seek to address problems proactively. They learn from their own, and others', past mistakes.

**Teamwork:** Associate volunteers put the overall mission ahead of their personal interests and strive to work well with others. They demonstrate their support for fellow volunteers and career staff by acting respectfully when differences of opinion or past experiences are present.

**Communication:** Effective associate members recognize that tone of voice, body language and what is written affects individuals differently. Therefore, they communicate in clear, concise ways, remaining positive in all aspects of communication.

**Empathy:** Responds to others appropriately, respectfully and helpfully. Has compassion for others in the company and those they serve in the community.

**Concern for the Community:** Associate members serve others by using their talents to support first responders who serve the community. They show sensitivity towards every citizen in need by making sure their Fire and Rescue company stays in business and is well staffed with volunteers.