

## MILE IN OUR BOOTS Policy & Procedure

### PAYMENTS / CANCELLATIONS

Payment for the academy is expected at the time of registration. Your spot is not confirmed until payment is received.

#### Refund policy – cancellation schedule

Cancellations must be done in writing (via email) to Patti Graham at [patti@scfirefighters.org](mailto:patti@scfirefighters.org)

Cancellations	30+ days prior – full refund, less \$50 processing fee
	15 – 29 days prior – 50% refund
	<14 days – fee paid is forfeited

### PROBLEMS, MISUNDERSTANDING, OR FRUSTRATIONS

#### Purpose

Problems, misunderstandings and frustrations may occur during the academy. It is SC FAST's intent to be responsive to its participants and their concerns. Therefore, a participant who is confronted with a problem may use the procedure described below to resolve or clarify his or her concerns.

The purpose of this policy is to provide a quick, effective and consistently applied method for a "Mile In Our Boots" participant to present his or her concerns to management and have those concerns internally resolved.

#### Procedures

##### Step 1: Discussion with team leader

- a. Initially, the participant should bring their concerns or complaints to their team leader. If the complaint involves the team leader, the participant should request a meeting with the program director to discuss the problem that gave rise to the complaint within five working days of the date the incident occurred.
- b. The program director should respond in writing to the complaint within five days of the meeting held with the complainant participant.

## Step 2: Written complaint and decision

1. If the discussion with the director does not resolve the problem to the mutual satisfaction of the participant and the team leader, or if the director does not respond to the complaint, the participant may submit a written complaint to the employee's director/department head.

The director should forward a copy of the complaint to the South Carolina Firefighters Association.

The submission of the written complaint is due within five working days of the response from the director. The complaint should include:

- The problem and the date when the incident occurred.
  - Suggestions on ways to resolve the problem.
  - A copy of the directors written response or a summary of his or her verbal response and the date when the participant met with the team leader. If the team leader provided no response, the complaint should state this.
2. Upon receipt of the formal complaint, the director must schedule a meeting with the participant within five working days to discuss the complaint. Within approximately five working days after the discussion, the director should issue a decision both in writing and orally to the participant filing the complaint.

## Step 3: Appeal of decision

- a. If the participant is dissatisfied with the decision of the director, the participant may, within five working days, appeal this decision in writing to the South Carolina Firefighters Association.
- b. The South Carolina Firefighters Association may call a meeting with the parties directly involved to facilitate a resolution or refer complaints to a review committee if it believes that the complaint raises serious questions of fact or interpretation of policy. The South Carolina Firefighters Association may gather further information from involved parties.

## Additional Guidance

If a participant fails to appeal from one level to the next level of this procedure within the time limits set forth above, the problem should be considered settled on the basis of the last decision, and the problem should not be subject to further consideration.

Because problems are best resolved on an individual basis, the conflict resolution procedure may be initiated only by individual participant and not by groups of participants. All complaints must be made in good faith.

South Carolina First Responder and Assistance Team reserves the right to impose appropriate action for any conduct it considers to be disruptive or inappropriate to include dismissal from the program.

No "Mile In Our Boots" participant will be subject to retaliation for filing a complaint under this policy.

## **INJURIES**

MIOB Clinicians academy's priority is the safety of its participants. Teams are kept to a maximum of 4. Several team members are assigned to each team to ensure safety of everyone in the group. This academy involves a lot of physical efforts and unfortunately, incidents may still occur. The participant, when you register, assume any and all liability and costs that are associated with the incident.

If you are injured, immediately report it to a team member. A form will be filled out. If treatment is needed, it will be rendered and a report (CCFR) will be made.

If patient needs to be transported for further evaluation / treatment:

Non - life threatening injuries: a team member can transport patient to a Lowcountry Urgent Care

Life threatening injuries: CCFR will be notified and participant transported to the appropriate hospital for further evaluation / treatment.

## **CERTIFICATES**

Certificates for full attendance is awarded at the end of the academy on Sunday afternoon.

No partial credits are awarded.