



# Firefighter's ABC's

## ONLINE INTERNSHIP PROGRAM

<b>Introduction</b>	<b>2</b>
<b>Online Internship Overview</b>	<b>3</b>
<b>Becoming an Intern</b>	<b>4</b>
<b>Savings Plan for EMT &amp; Paramedic School</b>	<b>5</b>
<b>Getting Started</b>	<b>6 - 7</b>
<b>About Firefighter's ABC's</b>	<b>8</b>
<b>Review &amp; Tips</b>	<b>9</b>
<b>Academic Integrity</b>	<b>10</b>

# Introduction

## Online Internship Program

As career options, those of Firefighter, Paramedic and Emergency Medical Technician have much to offer. They are all noble careers that provide the fulfillment of public service throughout each workday.

Additionally, these careers offer a range of benefits that are hard to match by other careers. Included are great pay, medical and retirement packages. However, becoming successfully established in these careers is challenging.

Given the attractiveness of these careers, the competition is stiff. Many apply but few are selected. This is particularly true during periods of economic stress among municipalities as well as the general population.

For those interested in pursuing a firefighting and/or emergency medical career, there is no substitution for early preparation through diligence and hard work. And, there is no better place to start than to enroll in the Online Internship Program offered by Firefighter's ABC's.

This self-paced program familiarizes candidates with a wide range of subjects that are critical to success. This is done through projects and exercises that provide first-hand knowledge and experiences in preparation for the formal application and testing processes. As an important added benefit, anyone who enrolls in the online internship program is also a member of the National Recruit Database (NRD).

The National Recruit Database is an online subscription service that provides candidates with a host of information and tips to enhance their prospects for success in pursuing a firefighter or emergency medical career. Also provided through the National Recruit Database are notifications of jobs and other testing opportunities.

The following pages will walk a candidate through the easy step-by-step process required to activate their online internship.

Wishing each of you success in becoming a member of the fire service or whatever career choice you may choose. We strongly support and encourage diversity of all candidates.

Best Regards



Russell G. Hayden, CEO  
Firefighter's ABC's

## Online Internship Overview

The “**Online Internship Program**” is a self-guided tour of the Fire Service and EMS in general.

Note: **The program is designed for high school or post high school students.**

The Internship Program provides individuals with an opportunity to develop and learn new skills while offering input on how to improve our goal to increase diversity within the fire service. It is an Intern’s responsibility to be assertive, motivated and to have a commitment to succeed in becoming a member of the fire service.

To participate in the Online Internship Program, candidates must be mature, have a positive attitude and a desire to excel. We encourage persons from all ethnic backgrounds, both genders and those with no prior firefighting experience to apply.

We also encourage all school staff to target the following to enroll in the program:

- Females
- At risk students
- All GPA levels
- Students attending non-traditional high schools
- Students who have shown little or no knowledge of the fire or emergency medical service

The Internship Program offers a wealth of knowledge and priceless information that will enhance employment opportunities with any agency or department.

Keep in mind that this internship is an online self guided program; it is up to each Intern to adhere to being honest in all aspects of the program in areas such as:

- Performing all tasks on your own merit
- Completing all tasks without assistance from others
- Completing all tasks in a timely manner
- Realize your local fire department does not oversee this program
- Understand that you may need to research outside of your community or locate information online to complete these tasks
- Tasks are designed to prompt you to seek out additional information as a result of completing the assigned monthly task



## Becoming an Online Intern

- **Join the National Recruit Database**
  - Through your school or online
  - High Schools on **Native Land** - Free
  - HS Students living on **Native Land** - Free
- **Benefits of membership in the NRD**
  - <http://firefightersabcs.com/nrd/benefits.php>
- **Your welcome letter**
  - User Name – Email is your user name
  - Pass Word – Auto generated in welcome letter
  - Once you receive your welcome letter
    - Go to [www.FirefightersABCs.com](http://www.FirefightersABCs.com)
    - Select Enter Site
    - Select Log On (Upper Right Hand Corner Under Logo)
      - Enter your user name (your email address)
      - Enter your pass word (contained in your welcome letter)
    - Select Log In
      - If you have forgotten your pass word select forgot pass word and a new one will be sent to your email address
    - “Account Manage” tools will then show
      - Select Access Information – Change
        - You may enter a new email address
        - You may change your pass word
      - Select Billing Information – Change
        - You may change your billing information
        - If your account is “Free” skip this step
      - Select Discussion Board
        - This is read only for Interns
      - Select Email Delivery Frequency – Change
        - You may select your choice at this time
      - Select Internship Posting
        - You may see all Intern postings including your monthly task
      - Select Update My NRD Information
        - You should update this on your first log in
        - You should update this when you achieve goals within each step
      - Select View Postings
        - You may view all job and other postings at this time
      - Start your monthly task
        - **Refer all contacts, request and questions to [info@firefightersabcs.com](mailto:info@firefightersabcs.com)**



## Savings Plan for EMT, Paramedic School & Educational Needs

**Santa Clara County Federal Credit Union** promotes career development opportunities by supporting Firefighter's ABC's and schools in Santa Clara County. Joining County Federal will better prepare you to help reach your career goals in the Fire/EMS Field. County Federal not only equips you with the tools necessary to help you save for your future career, but you also receive a Training Voucher good for a free Basic Life Support Healthcare Provider (CPR) Course. CPR Training is a prerequisite for EMT-Basic training

**Open your account today and start taking advantage of all the great student benefits!**

**Items you'll need to open your Account...**

An initial deposit of \$25 to open a Regular Share Savings Account.  
 Your Student ID and Driver's License if applicable  
 Your Social Security Number  
 Students, 19 and under, require a joint owner on the account - legal guardian.



**The best time to start you savings plan is now!**

If you are between the ages of 13 and 19, you will automatically become part of the SCCFCU **Get Started Program: Financial Education**: Complete six Balance Track modules, read materials, download and pass the quiz with a score of (minimum) 80% and you'll receive **\$50** deposited into your Regular Share Savings!

**Other great benefits include - Educational Scholarships**

Each year County Federal awards educational scholarships to graduating high school seniors and post-secondary students enrolled in an accredited university or community/ technical college full- and part-time.

**Sample Savings Plan for EMT School – Start a Saving for Paramedic School Now!**  
 (EMT - Example is based upon \$1700 tuition cost depending on initial starting grade level)

Starting Grade	Monthly Savings	Yearly Saving	Four Year Total
9 <sup>th</sup>	\$35	\$425	\$1700
10 <sup>th</sup>	\$47	\$556	\$1700
11 <sup>th</sup>	\$70	\$850	\$1700
12 <sup>th</sup>	\$142	\$1700	\$1700

**Start A Savings Account Somewhere Now!**

For information about “Free” student accounts contact SCCFCU [sccfcu.org/asp/home.asp](http://sccfcu.org/asp/home.asp)

## Getting Started

How do I begin? Where do I go? Who do I talk to? When can I start? Many of these questions are common among those who hear about the Firefighter's ABC's Internship Program. Regardless of how a person becomes acquainted with the program, the beginning is always the same.

The initial step of contacting Firefighter's ABC's is send an email to [Accounts@FirefightersABCs.com](mailto:Accounts@FirefightersABCs.com). Prospective Intern should provide your full name, telephone number and the following information on the email message:

### How you heard about the program

- Why you want to take part in the program
- Why you should be accepted into the program
- Are you a member of the National Recruit Database
- How can you help increase diversity in the fire service



### Minimum Requirements

- At least in the 9th grade of high school or post high school
- We suggest maintaining a "C" average (**not required**)
- If in high school permission from parent / guardian
- Have access to a computer, have an email address and be a member of the NRD.

All Interns shall provide two 1.5" EZ lock black three D-ring binders. This binder will contain all task assignments etc. One binder will be kept with the Intern at all times. It is suggested that each Intern keep a duplicate binder at home.

### Dress Code

Casual slacks no jeans and t-shirts. We suggest additional clothing such as pants, socks, shirt, and durable shoes with closed toes are kept in a bag nearby. This is to allow for occasions when Interns are involved in tasks in field situations. Interns shall not wear any fire service related clothing such as T-shirts, caps or sweatshirts at anytime while completing tasks as part of this program.

Nor should interns wear clothing with any other type of markings while conducting task. This may be cause for termination from the program.

### Tips

- Dress for success.....
- Be clean and neat at all times.....
- Have pen and paper on hand at all times.....
- Have camera on hand at all times.....
- Carry three resumes in car at all times.....
- Remember for Males and Females fitness counts.....





## Identification Card

Carry picture or school identification at all times when conducting intern tasks.

**You will not have an actual interview. However think about the following: Also relate these questions to an actual job interview with a fire department.**

## Introduction

- |   |     |    |
|---|-----|----|
| 1. Did you research FFABC's before the interview?             | Yes | No |
| 2. Did you arrive on time (half hour early)?                  | Yes | No |
| 3. Did you offer a warm and business greeting?                | Yes | No |
| 4. Did you introduce yourself in a proper manner?             | Yes | No |
| 5. Did you send a copy of your resume prior to the interview? | Yes | No |
| 6. Did you wait until asked to start the conversation?        | Yes | No |

## Appearance

- |  |     |    |
|--|-----|----|
| 7. Did you carefully select your interview outfit?           | Yes | No |
| 8. Was your hair away from your face/shaved?                 | Yes | No |
| 9. Were your make-up and/or cologne subtle and professional? | Yes | No |
| 10. Did you wear small accessories, earrings, etc.?          | Yes | No |

## Attitude

- |   |     |    |
|---|-----|----|
| 11. Did you start with an upbeat attitude?  | Yes | No |
| 12. Do you know all the interviewers names? | Yes | No |
| 13. Were your hands and legs relaxed?       | Yes | No |
| 14. Was your voice moderate yet assertive?  | Yes | No |
| 15. Were you courteous yet assertive?       | Yes | No |

## During the Interview

- |  |     |    |
|--|-----|----|
| 16. Did you answer all the questions completely?                 | Yes | No |
| 17. Did you discuss your strengths?                              | Yes | No |
| 18. Did you ask important questions?                             | Yes | No |
| 19. Did you discuss your desire to work for in the fire service? | Yes | No |
| 20. Did you use workplace vocabulary?                            | Yes | No |
| 21. Did you moderate your voice?                                 | Yes | No |

## Completing the Interview

22. Did you ask when they would be calling?	Yes	No
23. Did you thank them for the interview?	Yes	No
24. Did you shake hands upon leaving?	Yes	No
25. Did you remember your interviewer by name?	Yes	No
26. Did you leave the building right after the interview?	Yes	No
27. Did you send a thank you note for the interview?	Yes	No

After an excellent interview, you will have checked all 27 answers "YES"!

## About Firefighter's ABC's

With a passion for diversity and recruitment, Russell G. Hayden, CEO, founded **Firefighter's ABC's** in 1999. He brings 34 years of fire service experience that culminated with

his retirement from San Jose Fire Department in CA. His many years of service spanned a broad array of positions including Recruitment, Public Education, Public Information and Company Liaison Officer. He also spent three years as the Environmental Compliance Programs / Fire Safety Manager for a large private sector company in CA.

Recognizing the needs of candidates to be better prepared for their application and testing process, Mr. Hayden developed the acclaimed eight-hour course entitled "**The ABC's of Becoming a Firefighter.**" He continues to conduct this highly effective course throughout the nation.

Through hundreds of conversations with fire departments nation-wide, **Firefighter's ABC's** observed a host of challenges that hinder the fulfillment of diversity recruitment goals within the fire service. Many fire departments proclaim that recruiting qualified candidates, from diverse backgrounds, is literally like finding the proverbial "Needle in a Haystack".

While some departments do a better job than others, the anecdotal evidence clearly indicates that the vast majority of programs are not sustained over time and are not comprehensive or broad enough in scope. This led Mr. Hayden to form the Firefighter Diversity Recruitment Council and to couple it with the National Recruit Database.

This "Power in Numbers" approach benefits from the collaboration of shared "Best Practices" and the budgetary efficiencies of sharing a much broader pool of diverse candidates.





## Review These Key Items and Tips:

Firefighter's ABC's "Free Downloads"

[http://www.firefightersabcs.com/resources\\_directory/downloads.php](http://www.firefightersabcs.com/resources_directory/downloads.php)

Join National Recruit Database

<http://www.firefightersabcs.com/nrd/about.php>

High School & College Support Information

[http://www.firefightersabcs.com/school\\_information/index.php](http://www.firefightersabcs.com/school_information/index.php)

Firefighter Diversity Recruitment Council Members

<http://www.firefightersabcs.com/fdrc/membership.php>

Affiliate Member List and Sponsorships

[http://www.firefightersabcs.com/affiliate/affiliate\\_listing.php](http://www.firefightersabcs.com/affiliate/affiliate_listing.php)

A very important part of your **National Recruit Database** membership is a powerful assessment tool that you can use to determine your current level of preparedness as a viable candidate. Simply fill-in the blanks to develop your personal assessment profile.

A "Candidate Rating" score is automatically generated as you fill-in pertinent information. You can then make changes to determine what areas of qualifications will increase your rating to become a more desirable candidate.

This is a great way to find out what will better prepare you to become a successful recruit.

As a subscriber to the **National Recruit Database**, you can save your profile and update it as your qualifications change. And, you can use this great tool in total confidence. Neither your assessment profile, nor any other personal information, will ever be shared with any Fire Department or anyone else.

Go ahead and take a "Free Tour." You will immediately see how the assessment profile can help you.  
**Our goal is to open the Fire Service to everyone including you!**

In addition to receiving valuable tips to help you become a more qualified candidate, there are many other useful resources available, for example:

- Links to resources such as Paramedic and Emergency Medical Technician training, schools with a Fire Science programs, etc.
- Tips to consider:
  - Avoid smoking, drugs and drinking
  - Think before you apply tattoos and body art
  - Maintain a clean background, choose your associates wisely
  - Maintain an excellent driving record and an excellent credit rating
  - Graduate for high school. Attend EMT and Paramedic school then continue with other college courses
  - Look clean and sharp at all times – you never know when and who you may meet



## Academic Integrity

“Academic Integrity” is a fundamental value implicit for learning. The fire service cannot tolerate acts of academic dishonesty, such as cheating, misrepresentation or plagiarism.

There are five fundamental values that characterize academic integrity:

**Honesty:** The quest for truth and knowledge requires intellectual and personal honesty in learning, research and production.

**Trust:** Firefighter’s ABC’s and the Intern must foster a climate of mutual trust in order to stimulate the free exchange of ideas and learning.

**Fairness:** All interactions among the Intern and administrators from Firefighter’s ABC’s should be grounded in clear standards, practices and procedures.

**Respect:** Learning is acknowledged as a participatory process, where a wide range of opinions and ideas is respected. Interns may have ideas or thoughts which are different than Firefighter’s ABC’s and which are also just as valid.

**Responsibility:** A thriving Intern Program demands personal accountability on the part of all Interns and depends upon action in the face of wrongdoing. Acts of academic dishonesty compromise these core values and undermine the process by which knowledge is created, shared and evaluated.

Repeated offenses cast suspicion not only upon the integrity of individuals, but also damage the reputation of Firefighter’s ABC’s, the Intern Program and most importantly the Intern themselves.

### I agree with all the terms of this program:

Print Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
Signature \_\_\_\_\_



**Please keep a signed copy of your agreement in your possession at all times and present at any task if requested:**

## Firefighter’s ABC’s

[info@firefightersabcs.com](mailto:info@firefightersabcs.com) - 408-842-8326 PST - [www.FirefightersABCs.com](http://www.FirefightersABCs.com)