### Guidelines for Delegating and Empowering Your Team

***Identify the task***

* Determine what tasks can be delegated
* Determine the goal or objective of the task
* Define if it is because of time or out of area of expertise

***Identify the individual best suited to complete this task***

* Identify qualities required
* Identify skills required
* Identify knowledge required

***Describe the task to the individual***

* Expectations
* Specific duties
* Timelines
* Communication requirements

***Emphasize responsibility and accountability***

* This is empowerment
* With this delegation comes authority and responsibility
* It is an opportunity to demonstrate your trust and confidence in the individual

***Provide the tools and resources necessary to complete the task***

* This may include time, human resources, finances (have a budget)

***Communicate the authority and responsibility to department members***

* It is imperative that the rest of the department is aware of the task assigned and the authority or responsibility that comes with it. This prevents miscommunication or inadvertent sabotage to the project.

***Review the work, provide positive and constructive feedback***

* Is it meeting or exceeding your expectations?
* Even if it is not quite what you envisioned, does it still meet the need?
* Provide guidance, be a sounding board.
* When reviewing the work, it is important not to over direct. If this is the case, then you need to consider if this task should have been delegated.

***Once completed, thank the individual***

* Remember to recognize the individual’s efforts.

### Examples of Public Recognition

There are many ways to recognize or thank the persons, organizations and families that support the Fire Department and its volunteers. Some of the possible ways are listed below:

* + - Write a ‘Thank You’ letter to the person or organization on behalf of the Fire Department or the local government. A sample letters are included in this file.
		- Make an announcement in the local paper or on the community radio when a new volunteer has joined the Fire Department.
		- Make an announcement in the local paper or on the community radio when members have achieved various certifications or milestone years of service (5 years; 10 years; 15 years, etc.)
		- Present a Certificate of Appreciation that can be displayed at the person’s place of business. An example is included in the file.
		- Publicly recognize employers who release their staff for training or firefighting with an annual announcement in the local paper or on the community radio.
		- Arrange for an annual letter of thanks to each firefighter from the Mayor and Council. An example is included in the file.
		- Make an announcement or presentation at a community feast or other public event.
		- Encourage your community to apply to MACA for Volunteer Recognition Funding to support any event that recognizes volunteers (which can include fire fighters). More information is available at <http://www.maca.gov.nt.ca/?page_id=4489>

### Sample ‘Thank You’ Letter from the Fire chief

*Name of Person*

Fire Chief,

*Name of Community*

*Address of Community Government*

*Date*

*Name of Person or Representative of Organization*

*Address of Person or Organization*

Dear*: Name of Person*

The *[Name of Community]* Fire Department has the important responsibility to respond to fires and other emergencies that occur within our community.

As you probably know, the Fire Department is made of volunteers who generously provide their time and skills to maintain this important service for the community.

In addition to the volunteer firefighters, there are many other persons and organizations that also assist the Fire Department. For example, the volunteers are supported by their families or their employers who provide them with time off from work for Fire Department duties.

I wish to acknowledge the contributions that *you/your organization* has made to the Fire Department. Your commitment to our Fire Department is greatly appreciated.

Sincerely,

*Name*

Fire Chief

### Sample ‘Thank You’ Letter from Mayor and Council

*Name of Person*

Mayor,

*Name of Community*

*Address of Community Government*

*Date*

*Name of Person or Representative of Organization*

*Address of Person or Organization*

Dear*: Name of Person*

The *[Name of Community]* Fire Department has the important responsibility to respond to fires and other emergencies that occur within our community.

As you probably know, the Fire Department is made of volunteers who generously provide their time and skills to maintain this important service for our community.

In addition to the volunteer firefighters, there are many other persons and organizations that also assist the Fire Department. For example, the volunteers are supported by their families and/or their employers who provide them with time off from work for Fire Department duties.

On behalf of the Community Council, I wish to acknowledge the contributions that *you/your organization* has made to the Fire Department. Your commitment to our Fire Department is greatly appreciated.

Sincerely,

*Name*

Mayo

Date

Signature

Date

Signature

### Certificate of Appreciation

#### \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This certificate is awarded to

in recognition of valuable contributions to

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Fire Department

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### Department of Municipal and Community Affairs (MACA) Fire Service Merit Awards Program

*The following information was taken from the MACA website. Please check the website (see below) to be sure that the information is current or contact the Office of the Fire Marshal.*

***INTRODUCTION***

The Department of Municipal and Community Affairs acknowledges and recognizes the important contributions made by firefighters and community fire departments through the Fire Service Merit Awards Program (“the Program”).

The Program includes length of service awards, fire service merit awards and an Honours award, all which may be awarded annually.

***LENGTH OF SERVICE AWARDS***

1. **General**

The Department recognizes volunteer and paid firefighters who have served for lengths of two, five, ten, 15 and 20 years. Recognition takes the form of individual certificates and length of service pins for each period.

Firefighters recognized for 10, 15 and 20 years of service receive a bronze (ten years), silver (15 years) or gold (20 years) medal recognizing their commitment to fire protection in the NWT.

Firefighters being recognized for 25 and 30 years of service receive a commemorative clasp along with service bars to be added to the 20 year medal ribbon.

1. **Eligibility**

All volunteer and paid firefighters are eligible to receive length of service awards corresponding to the number of years served in the Northwest Territories.

1. **Application**

As the Department does not keep records on community firefighters, it will issue a call annually to fire departments and community governments for applications for each level of award as firefighters become eligible. Length of service will be verified by the community Senior Administrative Officer or Fire Chief on each application.

Application forms are available from MACA regional offices and on the MACA website (<http://www.maca.gov.nt.ca/wp-content/uploads/2011/09/MACA_Public-Safety_Fire-Service-Merit-Award_2007.pdf>).

1. **Presentation**

The Office of the Fire Marshal issues length of service awards as applications are received and verified. Awards may be sent directly to recipients or may be presented at an organized event by the Minister of Municipal and Community Affairs or his/her designate.

***FIRE SERVICE MERIT AWARDS***

1. **General**

Fire Service Merit Awards are presented to individual firefighters and/or community fire departments that have made significant contributions to the Northwest Territories’ fire service and community fire protection.

An Honours designation may also be awarded annually in recognition of an individual and/or community fire departments’ contribution to the fire service on a territorial basis.

1. **Eligibility**

All community fire departments, volunteer and paid firefighters in the Northwest Territories are eligible to receive a Fire Service Merit Award or an Honours Fire Service Merit Award.

1. **Nominations**

Any member of the public may nominate individual firefighters and/or community fire departments for a Fire Service Merit Award however individual firefighters cannot nominate themselves.

Nomination forms are distributed though MACA regional offices and community government offices.

The deadline for nominations each year is established and announced by the Department of Municipal and Community Affairs.

1. **Selection Criteria**

Nominees are considered for Awards based on their contribution to the Northwest Territories’ fire service and/or community fire protection. This contribution may include but is not limited to an outstanding achievement in fire protection, an innovative idea/solution to a fire related issue, a high degree of personal commitment or a demonstrated improvement over the past year (including training achievements). The impact of achievements on the community and/or the territory may also be considered.

1. **Selection Committee**

A selection committee may choose award recipients, including Honour Award recipients, from among all nominations received by the public. The selection committee consists of the Fire Marshal, the Assistant Fire Marshals and one representative each from the NWT Fire Chiefs’ Association and the Local Government Administrators of the Northwest Territories.

1. **Presentation**

Fire Service Merit Awards, including Honour Awards, may be presented to recipients at a public awards ceremony to be held each year to coincide with Fire Prevention Week (the week containing October 9th of each year). Awards are presented by the Minister of Municipal and Community Affairs or his/her delegate. The ceremony may be held in the Great Hall of the Legislative Assembly in Yellowknife or may be rotated to other communities at the discretion of the Minister of Municipal and Community Affairs.

### NWT Fire Service Merit Awards Nomination Form

Nominee Name (Individual Firefighter and/or Community Fire Department):

Nominee Contact Information (phone, address):

Nominator Name:

Nominator’s Contact Information (phone, address):

Are you willing to be recognized as the Nominator: Yes ☐ No ☐

Using the space below, please identify the fire protection related achievement this individual firefighter or community fire department has performed and give your reason(s) for your nomination. These achievements can include but are not limited to:

* An innovative idea/solution to a fire related issue;
* A high degree of personal dedication and/or commitment;
* A demonstrated improvement over the past year (including training achievements);
* What impact the achievement had on the community in terms of fire protection; and contribution(s) to the territorial fire service.

**NOMINATION GUIDELINES:**

1. All nominations must be received by the nomination deadline. Nominations received after the deadline will be considered ineligible for the NWT Fire Service Merit Awards.
2. Nominations must be for paid or volunteer firefighters and community fire departments in the Northwest Territories.
3. Firefighters, supervisors, co-workers and the public may make nominations; firefighters are not permitted to nominate themselves.
4. All nominations must follow the format outlined above and include specific information about the nominee’s achievement.

**For more information, contact:**

Office of the Fire Marshal

Department of Municipal and Community Affairs

P.O. Box 1320

Yellowknife, NT X1A 2L9

Phone: 867-873-7469

Fax: 867-873-0260

Email: stephen\_moss@gov.nt.ca

Additional nomination forms and Program Guidelines are available on the MACA website: <http://www.maca.gov.nt.ca/?page_id=618>

### Canada Revenue Agency – Federal Income Tax Rebate

**Line 362 of the Income Tax Form – Volunteer firefighters’ amount**

*The following information has been taken from the Canada Revenue Agency website. Please check the website (see below) to be sure that the information is current.*

You can claim an amount of $3,000 if you meet the following conditions:

* you were a volunteer firefighter during the year; **and**
* you completed at least 200 hours of eligible volunteer firefighting services with one or more fire departments in the year.

However, if you provided services to the same fire department, other than as a volunteer, for the same or similar duties, you cannot include any hours related to that department in determining if you have met the 200-hour threshold.

***Note***

As a volunteer firefighter, you may be eligible for an income exemption of up to $1,000 if you received a payment from a government, municipality, or other public authority for carrying out volunteer firefighter duties. If you choose to claim this income exemption, you will **not** be eligible for the volunteer firefighters' amount.

***Eligible services***

Eligible volunteer firefighter services include primary and secondary services you provided to a fire department.

Primary services include:

* responding to and being on-call for firefighting and related emergency calls as a firefighter;
* attending meetings held by the fire department; and
* participating in required training related to the prevention or suppression of fire.

Secondary services you provided as a volunteer firefighter to a fire department are also eligible, such as the maintenance of vehicles and equipment used by the fire department and the delivery of educational sessions undertaken by the fire department.

***Calculating eligible hours***

You must complete a minimum of 200 hours of eligible volunteer firefighter services with one or more fire departments in the year.

For the purpose of counting the number of eligible hours, the number of hours devoted to primary services **must** exceed the number of hours devoted to secondary services for a particular fire department.

For more information, visit:

<http://www.cra-arc.gc.ca/tx/ndvdls/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns360-390/362-eng.html>

<http://www.cra-arc.gc.ca/tx/ndvdls/tpcs/ncm-tx/rtrn/cmpltng/rprtng-ncm/lns101-170/101/vlntr-eng.html>

### Outstanding Volunteer Awards

Every January, the Department of Municipal and Community Affairs calls for nominations for the NWT Outstanding Volunteer Awards Program in order to recognize the voluntary achievements and contributions made by volunteers in Northwest Territories communities.

***Who is a volunteer?***

You probably already know a volunteer, a friend or neighbor, who is always there ready to help someone. For example, someone who:

* raises money for school activities;
* helps in the school;
* provides food for the needy;
* preserves and teaches their culture;
* helps those who are less able to take care of themselves; or
* cuts wood, shovels walkways, helps with reading.

***How do we say Thank You?***

Volunteers improve our quality of life and strive to make our communities better places to live. We want to thank them for their work. The Outstanding Volunteer Awards is a great way to say thank you to the selfless individuals who give their time to our communities.

Territorial winners receive $500.00 to give to a volunteer organization of their choice as well as a certificate recognizing them for their efforts in building our communities through volunteering.

***How does the Awards Program work?***

Anybody can nominate an individual or a group whose voluntary work strengthens and enriches northern life.

There are four categories:

* Youth
* Individual
* Elder
* Group

You can nominate someone online or download a nomination form.

**How to Nominate**

The nomination form requires details about the volunteer’s type of achievement, type of involvement and level of impact on the community.

**Type of achievement:**Describe the significant contributions or participation made by the volunteer or group designed to improve the quality of life.

**Type of involvement:** Describe the volunteer’s participation, or if nominating a group, the work performed by the group

**Level of impact on the community:**Describe the ways the community has benefited from the volunteer or group’s work.

Please include any other information you believe is relevant.

The nomination form can filled out online, or printed and mailed, or faxed back to your MACA Regional office or to the Sport, Recreation, and Youth Division office in Yellowknife.

***Judging Criteria***

**The evaluation guideline includes, but is not limited to:**

* The duration (minimum of 100 hours) and impact of the volunteerism;
* The number of years, months, and approximate number of volunteer hours the nominee committed to the activity;
* The uniqueness and inclusiveness (involving others) of the nominee’s contributions and commitments;
* Their leadership role in the community or organization; and
* The challenges and/or barriers the nominee had to overcome in order to achieve their goal.

### Municipal and Community Affairs Volunteer Recognition Policy

The Department of Municipal and Community Affairs (MACA) may provide financial assistance to community governments to support the recognition of volunteers.

MACA is guided by the following principles when implementing this policy:

1. Volunteers play an important role in contributing to sustainable, safe and vibrant communities and should be recognized and encouraged to continue these efforts.
2. Community governments should be encouraged and supported to promote community volunteerism through planned community recognition events.

The policy applies to community governments in the Northwest Territories.

***Eligibility and Criteria***

(1) Application Process

* 1. A call for applications will be issued every spring. Each community government may apply for a maximum of $1000 per application cycle to support the recognition of volunteers. A second call for applications may be issued should there be available funding after the first round of applications is approved.
	2. Applications for funding must include budget estimates that detail all sources of revenue and all expected expenses. Applications must also include an event design description, event objectives, and the date of the planned event.
	3. Applications must be submitted in accordance with the application form and guidelines provided by the Department.
	4. Applications for events which have already taken place will not be considered.
	5. Only those planned community events which serve to recognize and/or promote community volunteers and/or volunteer organizations are eligible for funding under this policy.

Eligible expenses include:

* + 1. Materials and supplies (gifts/plaques, etc.) having a total value of less than three hundred dollars ($300.00)
		2. Rental of venues
		3. Food/catering
		4. Other expenses may be submitted for approval to the department prior to being incurred

Ineligible expenses include:

1. Core operational funding;
2. Per diems, fees, wages or similar payments to participants;
3. Expenses related to the conduct of fundraising events
4. Cash gifts; or
5. Prizes valued at three hundred dollars ($300.00) or greater.

Reimbursement and Reporting Considerations:

Funding under this policy will be provided upon receipt of the following documents within 30 days after the event:

1. A summary report detailing how the funding was used, in the template provided by the Department (see [www.maca.gov.nt.ca](http://www.maca.gov.nt.ca)); and
2. A financial report showing all revenues and expenses related to the event, accompanied by receipts.

***Review and appeal***

1. Applications will be reviewed on the basis of the completed application form and according to the precepts of this policy by the Sport, Recreation and Youth division of the Department.
2. In the event an applicant wishes to appeal the review or decision of their application, an appeal may be made in writing to the Deputy Minister.