



# Emergency Medical Services (EMS) Recruitment and Retention Manual

*By Federal Emergency Management Agency, United States Fire Administration*

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## **Emergency Medical Services (EMS) Recruitment and Retention Manual** By Federal Emergency Management Agency, United States Fire Administration

This manual presents guidance for the managers of emergency medical services (EMS) organizations in the recruitment and retention of volunteer personnel. The knowledge gained from research concerning the use of volunteers in both public and nonprofit agencies has been combined with the experiences, practices, and ideas of EMS agencies that have successfully recruited and retained volunteer members. Practical solutions to common problems in the use of volunteers are suggested, and examples of effective recruitment and retention techniques that may be adopted by a variety of communities are described. The manual does not specify a single, correct way to recruit and retain EMS volunteers. The ideas and alternatives presented for EMS volunteer recruitment and retention are possibilities, which EMS managers may consider and adopt according to local needs, preferences, and limitations.

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