

FRY FIRE DISTRICT

ORGANIZATIONAL PURPOSE, PHILOSOPHY AND VALUES

Introduction:

The Purpose, Philosophy and Value system of the Fry Fire District forms the basis for all actions and decisions made by the organization and its individual members. Our purpose, philosophy and values form the foundation for a positive image that includes how others see us and how we see ourselves. This document will bring the organizational purpose, philosophy and values together and shall serve as a focal point for actions.

Purpose:

The Fry Fire District exists **“To provide the citizens of the District with an effective and responsive EMS, Rescue and Fire protection service; to ensure and safeguard life, limb, property and public welfare through all reasonable means in the most cost effective manner”**. The District exists to serve the citizens of this community as directed by the District Board. The employees have an obligation to provide this service in the most professional, efficient and cost effective method possible.

Philosophy:

The Fry Fire District is organized to provide the community with the resources necessary to meet their needs at the highest level of proficiency and quality attainable. The Fry Fire District provides a setting for its employees to obtain personal fulfillment through professional development opportunities and service to the community.

Values:

The image of the District is determined by each individual. Collectively, we determine the strength of our organization through the values we uphold and pursue. As part of this organization, each member must value the personal needs and social goals of others and recognize the need for:

ORGANIZATIONAL VALUES

- A. Preserving the integrity, respect and personal honor of its members and the District.
- B. Maintain ethical standards of conduct. (See Code of Ethics)
- C. Obeying the law.
- D. Developing good business relationships with our customers.
- E. Self development, including the development of one's ability to improve their living and working conditions.
- F. Increasing the knowledge and enlarging the experience of each member.
- G. Supporting interests, safety and welfare of our fellow human beings as persons of equal value.
- H. Providing a fellowship and loyalty which promotes the common good of all; and
- I. Providing for the economic welfare of the District's employees.

Organizational needs should be met while simultaneously maintaining the quality of work environment by providing employees with opportunities for personal growth and development directed at achieving the stated purpose.

The Fry Fire District expects a firm commitment from all of its members. Each individual can and does make a difference. Every employee is expected to accomplish their own tasks with a sense of duty, respect and honor to the District and their fellow members.

Each member is expected to know their job and to use their skills in a professional manner. Each member is expected to be loyal to the organization and to each member in it. Team work is expected and each member is a part of the team. Our District must operate as a team to be successful. The following personal values are required for success:

PERSONAL VALUES

- A. Willingness to accept and operate within the organizational Purpose, Philosophy, Values, Ethics and Priorities as established by the District.
- B. An atmosphere of openness, trust and respect.
- C. Willingness of the individual to interact with each and to participate in goals and objectives of the District for the common good.
- D. Acceptance of change as a way of life.
- E. Willingness to set aside personal interests on behalf of the District as a whole.
- F. Individual preference for team participation over individual contribution.
- G. A strong organizational development program in which all levels of managers and employees participate.
- H. Treat the Fire Service as a Profession, not as just a job.

The Fry Fire District provides an exciting, challenging and rewarding work setting. The District Board and management have an obligation, personal and legal, to insure employees have the facilities, equipment and training needed to fulfill the purpose of the District; thereby providing the basis for personal and professional growth. The primary responsibility for personal growth rests with each employee. Additional opportunities exist for those who are motivated and for those whose personal goals are in line with the organizational purpose, philosophy and values.

FRY FIRE DISTRICT PRIORITIES

The number one priority of the Fire District is the emergency response. When the public calls, the Fire District responds. Every activity is geared to prepare and provide support for the emergency response. However, questions arise concerning what else the District does, what are the other priorities and how do they relate to the stated purpose. Where do training, fire inspections, physical fitness, public education and everything else we do fit into the priorities of the District? The questions regarding priorities of jobs, tasks, projects, programs and studies can lead to frustration or apathy. A general concept that may help to bring together these important issues include five action areas in order of importance to the Fry Fire District.

- I. Human Resources and Needs
- II. Professional Knowledge and Skills
- III. Emergency Operational Readiness and Capability
- IV. Customer Service, Public Information and Education
- V. Maintenance of Equipment, Facilities and Supplies

We must be careful not to take a literal approach to this outline. Good common sense must naturally direct our actions in priority setting. A conscientious look at the outline of **Organizational Purpose, Philosophy and Values** should also prove helpful.

The Fire District exists to serve the citizens of the Fry Fire District. We are obligated to serve in a professional, efficient and cost effective manner. **“The Purpose”**.

It is an absolute number one priority to deliver the highest quality service attainable in the most cost effective manner. Sacrificing quality is not a prerequisite to cost effective management. It should be clearly understood that we consider quality an **absolute first priority**. We will evaluate our quality in terms of how each of the following are impacted:

1. How the things we do affect our customer.
2. How the things we do affect our business.
3. How the things we do affect us as individuals.

Everything we do will be measured against the answers to these three questions in addition to be assessed for service, value, performance and safety factors.

The Fry Fire District will provide for the community's needs at the highest level of proficiency and quality attainable. Additionally, we aim to provide employees with an opportunity to contribute, in a meaningful way, to their own professional development and to the welfare of the citizens. **"The Philosophy"**.

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The Fry Fire District places a premium upon the person; honor, self development, knowledge, personal welfare, equal opportunity, teamwork, economic welfare, and positive change, as a way of improving oneself and their work environment. **"The Values"**.

How can the purpose, philosophy and values stated be utilized as a guideline for departmental priority setting? By providing departmental direction in establishing and attaining our stated goals and objectives. The Fire District is not a private company selling a product; however, we do merchandise human services and resources which make the human aspect a first priority. Everything we do should be measured against our Purpose, Philosophy and Values Commitment Statement.

Our Challenge begins with:

Priority Category I: Human Resources and Needs.

1. Preserve Personal Integrity, Respect, and Honor.

- A. Recruit the best possible person;
- B. Provide the entry level employee with the appropriate orientation and training;
- C. Provide equal opportunity regardless of sex, race, color, religion, national origin, age, political affiliation or disability;
- D. Provide for health management, physical fitness, disease prevention, education and employee assistance;
- E. Promptly address employee concerns;
- F. Promote good faith labor/management relations;
- G. Assure personnel safety is an important part of the work environment;
- H. Provide career development guidance and opportunity; and
- I. Provide continuing education programs that enhance the value of members to the District.

“Recruit the Best person possible” for entry level and promotional opportunities highlight those activities that center around preserving personal integrity, respect and honor. The District has an obligation to seek the best qualified, most motivated candidates accepting the organizational values for entry level positions. Each employee has a right to expect encouragement, training, no harassment, a healthy environment, a voice, an ear and a path to a successful career. The District also recognizes the need to provide for the professional development of its members when value is added to the organization. Maintaining integrity, respect and honor, in our business and personal dealings will gain us the faith and trust of our customers and of each other.

No where is integrity, respect and honor more important than during emergency operations. Members must have faith in the leadership to guide their efforts to a successful outcome. They must trust in the judgement and actions of other members. Members must be able to count on their partners to back them up even when faced with the risk of making the supreme sacrifice. It is the knowledge of our own uniquely heroic character which produces faith and trust in each other and causes us to so highly value our personal integrity, honor and respect.

Priority Category II. Professional Knowledge and Skills.

2. Assure that individuals and the organization have the knowledge and skills necessary to deliver required services.

- A. Experience, training, and educational standards;
- B. Emergency medical, fire, hazardous materials, and rescue standards/certification;
- C. Officer training, supervision, management, planning implementation and evaluation;
- D. Incident Command: ICS, mutual aid and disaster preparedness.
- E. Verbal, written and automated communications skills;
- F. Administrative, management and technical skills appropriate for the job.
- G. Quality customer service skills.

Priority Category III. Provide a State of Emergency Operational Readiness and Capability.

3. Provide a State of Emergency Operational Readiness and Capability.

- A. Be first to act;
- B. Insure adequate personnel and equipment resources are available for the emergency response;
- C. Provide emergency advanced life support, basic life support transport, fire suppression, hazardous materials, rescue and disaster services to the District and Contract areas within our capabilities;
- D. Providing emergency pre-incident planning and preparedness;

- E. Make professional fire prevention inspections;
- F. Develop and execute realistic budgets;
- G. Acquire compliance with the Fire Codes without unethical trade-offs;
- H. Do good planning and plan for the future;
- I. Develop goals and objectives which are consistent with the “Purpose, Philosophy and Values Statement”, and
- J. Provide technical and logistical support services.

Category III ensures that we have a high level of emergency readiness. The question is, **“Do we want to just get by, or do we want to be better than the other guy?”** Old pre-incident plans, cursory or do-it-yourself fire inspections and budget reductions to make the numbers look good can undermine our performance. In the case of not updating pre-incident plans, we will know the difference when trying to manage an incident with an old incident plan that does not accurately portray the current conditions of the subject property. A fire hazard noticed and corrected during a fire inspection can mean the difference between having a fire and not having one. Hazard abatement interdicts the likely need for incident responses and is an assurance of a less likely loss to life and property. Taking the cheap way out when making purchasing decisions can lead to embarrassing and even disastrous consequences. Imagine buying a ladder truck which could not operate effectively or safely at a multi-story fire because the necessary ladder elevation could no be reached.

Priority IV: Customer Service, Public Information and Education

4. Customer Service, Public Information and Education by:

- A “Doing the right thing” will always deliver quality service to our customers;
- B. Constantly be aware of the needs of our customers and continually seek new ways to provide quality service.
- C. Handle all requests, suggestions and inquiries in a timely manner;
- D. Educate the public in First Aid/CPR, fire safety, and disaster preparedness;
- E. Provide public information regarding major emergency incidents and other activities of the District;
- F. Train citizen groups and organizations; and,
- G. Deliver quality Fire and Life Safety programs throughout all grade levels in schools.

Our stated purpose is to serve the citizens of the Fry Fire District. Customer service, public education and information are important factors in that purpose. People believe what they see. We need to demonstrate to the people we serve a clear fire and life safety message. We must treat each customer contact as if it were “the moment of truth”. Giving that extra something the customer wants can mean the difference between being good and being great. The feedback we receive from the public might seem small to us but the citizens want and appreciate it when their concerns are handled smoothly and quickly. Customer concerns should be viewed as opportunities for us to improve our service. A hundred praises will win you not a single bye for one negative customer contact. To be trustworthy in the public’s eye is not a luxury, **but a must!**

Priority V: Maintenance of Equipment, Facilities and Supplies.

5. Maintenance of equipment, facilities and supplies:

- A. Ensure that all emergency equipment, medical supplies and medications are in a state or readiness for use and are of the highest quality;
- B. Maintain thorough apparatus and equipment inspection programs;
- C. Purchase only the highest quality, most reliable equipment;
- D. Provide timely apparatus and equipment maintenance and replacement;
- E. Maintain an adequate level of supplies for emergency operations and personnel living needs;
- F. Assure that response maps are current and up-to-date;
- G. Maintain quality communications equipment and systems;
- H. Maintain all fire stations in a operative, safe, sanitary and pleasing condition;
- I. Test all equipment, pumps, hoses and ladders as needed.

Without our equipment, all we have are good intentions. Our equipment is vital to the success of our service and as such should be of the highest quality and reliability. We must know how to properly deploy and use our assets to gain maximum benefit. Most maintenance issues can be planned and scheduled for through attention. Please remember that common sense is always a consideration. Waxing fire station floors should not be done first if the ambulance will not start or if one of the crew members does not know how to operate the SCBA.

The majority of our operations have no controversy. Our calendars have become filled, even overflowing, with layer upon layer of priorities and opportunities for success. Fortunately, each member is not expected to schedule and complete each and every task alone. It is only when we work as a team that we accomplish the tasks necessary to be the best at what we do. The principal of **synergy** as applied to organizations states that, **“Multiple members acting as a team can accomplish more than the sum total of each individual capacity”**.

Therefore, our stated “Purpose, Philosophy and Value” statement should guide us in our every day pursuit of duty, integrity and honor.