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# SANTAQUIN FIRE & EMS

January 2014

## **MISSION STATEMENT**

*We are dedicated to protecting and serving the community through prevention, planning, and response with professionalism and performance excellence.*

## **ORGANIZATIONAL VISION**

Firefighters and EMTs want to soar. They want to be successful. They want to grow, learn, help, and promote. Individuals realize job satisfaction when they are challenged, when they feel appreciated, when they feel they are part of something meaningful.

The company is the functional unit of the Department. Every member is part of a company. Team-work and trust are vital in the preparation and delivery of emergency services. All members are required to lift and fulfill their own roles. *“If you take care of me, you can demand that I take care of you. Keep me safe and I’ll keep you safe.”*

Administration’s purpose is to help personnel be successful in the pursuit of the mission. Administration’s purpose is to provide trust (as earned), to show genuine concern for individuals, and to remove obstacles hindering personnel from achieving the mission. We strive to create and maintain a workplace environment that encourages safety, personal growth, positive attitudes, learning, and career development.

Employees represent the community and the department. Employees are expected to be accountable for their own words and actions at all times. Personnel are expected to participate in regularly scheduled training exercises and maintain a state of personal and company readiness to perform the duties and essential functions of the job when called upon. It is up to each of us to answer the call.

## **VISION STATEMENT**

*We will be a recognized leader as a premier fire & EMS department, providing the highest level of service. All members will work together as a cohesive group for the betterment of the organization and our entire community. Every individual is an equal stakeholder in the organization’s success.*

## MISSION PRIORITIES

- **Dedication.** Maintain professional & moral integrity to self, family, department, and the Community. Honor the public trust and the sacred calling to this profession.
- **Caring.** Genuinely care for others around you. Show compassion to those in need. We consider the needs of others before our own.
- **Service.** Our response, words and actions should improve the well-being and quality of life for those to whom we serve. Be conscientious of the needs & goals of the department and community. Don't be afraid to get your hands dirty. Be willing to do what it takes to get the job done
- **Safety.** Safety is everybody's responsibility. Always stay collected and maintain situational awareness. Do not allow yourself to become complacent. Avoid unnecessary risks. If you feel your situation is unsafe, speak up and take action before it's too late. This is still a dangerous job! *Risk a lot to save a lot; risk nothing to save that which is already lost or is not worth saving.*
- **Courage.** The protection and preservation of life is our sacred duty. Stand up for what is right, just, honest, legal, moral, ethical, and within the framework of policy and procedure---even though it will be difficult.
- **Performance.** We are ready to do the job to the best of our abilities, when called upon. Performance levels increase with mastery of concepts and KSAs. Performance of duties should always be within established standards and with regard to safety. Life safety, incident stabilization, property conservation (LIP) are the fundamental incident priorities. Incident operations and priorities are based on direction from the Incident Commander.

## PRINCIPLES

- **Family.** If your family is not provided for and taken care of first, then you are no good to us.
- **Work.** Be the best at whatever you do. Successful firefighters & EMTs are honest and loyal in all other areas in their lives. Be honest and dependable with your primary employer and whomever else you have obligations to.
- **Volunteer Spirit.** Remember why you signed up and what inspired you to be involved. Response and preparation is up to each of us. Each one of us is in control of the way we respond.
- **Team work.** Show mutual trust and respect; help each other succeed. Team work is critical to the success of the team. All parts are essential to move the system and accomplish the mission. No company or individual is superior. All parts rely on each other; we are *Interdependent*.
- **Accountability.** Be supportive of leadership and co-workers. Be responsible as individuals & collectively for success of the organization. Everyone has ownership in the direction & momentum of the Department. Help individuals succeed in accomplishing the mission. Companies should work together to create specific goals and to improve performance. Don't let our culture create "deadwood." Every employee has value.
- **Training.** Training is not about training; it's about learning and skill mastery. Everyone is encouraged to participate in training, in all capacities. Seek to improve knowledge, skills, and abilities (KSA's) through focused and relevant training. Take time to sharpen your saw.
- **Command and Control.** Understand and follow the chain of command. Individuals are only expected to answer to one supervisor. Identify expertise and put it to use. *Take input, make a decision and move forward* is the formula to avoid freelancing.
- **Communication.** Never assume that because you said it, that it was understood. Make expectations and directives clear. If you are unsure, ask for clarification. All should feel free to share ideas and be creative; collaboration instead of confrontation. Conflicts should be first resolved with the individuals directly involved.
- **Personal development.** Provide opportunities to learn and lead. Continuously strive to raise the bar. Create a culture by design, not default. Leadership should learn and practice effective delegation.

## **LEADERSHIP PHILOSOPHY**

Leadership is what it takes to motivate others to fulfill individual roles needed to accomplish the mission. Anyone can be **A** leader, even if they are not **THE** Leader. Being a good leader means caring for and respecting the people around you. Be the kind of leader you want to see. The most effective way to lead is by example.

Factors that strengthen leadership qualities are experience, technical expertise, KSA mastery, and genuine concern for the development and well-being of others. Leadership opportunities can be found in almost every situation. Help provide growth opportunities to others by delegating and sharing responsibilities. Strive to find teaching and learning opportunities in everything we do.

Encourage accountability and maturity within all ranks. Don't always be the one to "rescue" members from their problems/issues. Lead, but don't boss; counsel, but don't parent. Encourage open communication, collaboration, and problem solving. Try to maintain a level playing field by being consistent, fair, and un-biased. Avoid marginalizing members.

Leadership is supposed to remove barriers that hinder members' performance. Don't create more obstacles. A leader is ethical and shouldn't do anything that could compromise the trust of those he/she is striving to serve.

## **ETHICS STATEMENTS**

Personal actions of firefighters should be in accordance with what is right, just, honest, legal, moral, ethical, and within the framework of policy and procedure. All employees should act in a reasonable prudent manner; holding sacred the public trust.

Remain Loyal to Self → Company → Department → Community

1. Each firefighter has a job to do in the department
2. Firefighters work together to accomplish the mission
3. Achieving the mission is paramount
4. Firefighters earn trust, when they are accountable, and prove themselves with performance excellence
5. Firefighter action or neglect that compromises safety or the success of the mission is not tolerated

***It's all up to you!***