Section: 10.5	Officer Expectation	ons
Effective Date: Revision Date:	10/01/2010	Approved by: J. Ehret, Fire Chief
Purpose:	Provide	e for consistent leadership
Backgroun	d: Adopted Gove We	rnance model: I. VISION STATEMENT e will be the Fire Department others strive to emulate and seek to join.
		II. CORE VALUES
	SM	IFD is committed to our Core Values:
	> Put	t Safety First
	> Pro	ofessionalism and Caring in All We Do
	> Exc	ceptional Public Service
	> Alw	ays Progressive and Innovative
	> Hig	h Level of Integrity and Commitment in All We Do

HONOR:

We have all voluntarily accepted the role and responsibility to carry out our jobs. This not only means providing for the requirements of a job description but fulfilling duties of protecting the safety of our crews and the public we serve in all we do.

"I promise concern for others, I promise courage to face and conquer my fears. I promise strength-strength of heart to bear whatever burdens might be placed upon me. I promise the wisdom to lead, the compassion to comfort, and the love to serve unselfishly whenever I am called"

INTEGRITY:

A commitment to honesty, values and ethics in all we do, built on character and honesty.

PRIDE/OWNERSHIP:

Looking for the positives, taking ownership of our department and making a positive difference each day we work, giving the department all you have every day you work. Caring in all we do. Each of the following expectations can be tied to our department values.

- 1. Provide for safety in all we do; this means not only on the fire ground but also in day to day activities;
 - a. Read journals in you're down time.
 - b. Fire prevention activities; one of the best ways to protect our safety and the public is through fire prevention. Every Multi-family building is inspected each year and that we follow the annual and biannual inspections or as established by the Fire Marshal.
 - c. Your equipment, this is your lifeline. Know your equipment, radio, SCBA, turnout and every piece on each truck. Making sure your equipment is in good repair and immediately bring discrepancies to the attention of those responsible for immediate repair.
 - d. Absolutely no freelancing on the fire ground. The best way to protect you is know where you are through sound ICS principals and accountability.

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- e. Teach safety and survival. A training schedule has been established and must be followed and remain a high priority. Again, this is one of the best ways to protect your safety.
- f. What kills us; lack of strong command, failure to follow SOP(G), lack of good radio communications, accountability, not practicing safe driving/parking procedures, freelancing, and failure focus on basics. Make sure you understand why we preach this. The fire officers and each individual are accountable and are expected to follow and know policies.
- 2. Be nice; Working with the public and co-workers. Treat **All** people with respect at ALL times.
 - a. Be positive, be nice, say good things, be supportive and watch it grow. Bad attitudes are contagious again, be supportive and watch it grow.
 - b. Customer service works. Be active in the community invite the community in, look for opportunities to be visible and supportive in the community.
 - c. Phone calls or email; be polite, sound polite. When someone asks for information; let them know when you will respond, let them know you received the request, if you need longer to complete the project let them know before the due date. This holds true for the way we treat co-workers and the public.
 - d. Treat the public and co-workers with respect and be courteous at all times.
 - e. Ensure that our apparatus look professional and function at all times. Cleaning windows, tires, tools, and other equipment helps display our professional department. These items are not busy work, they represent a department that cares about the way we look and it helps demonstrate that our equipment is operational. This hold true for the station; following the captains/lieutenants high standards.
- 3. Provide mentorship and leadership for all;
 - a. Lead by example; walk the talk. Good attitudes pull people in the right direction.
 - b. Leaders enforce values-mangers enforce rules. While both are important, who do you want to work for?
 - c. Departments are successful because of the firefighters. Appropriately delegate; ask for updates, and monitor progress. Ask for scheduled updates and make incremental adjustments as necessary. This not only helps share the work load but also helps with ownership, and individuals seeking advancement.
 - d. Supervise and lead your crew. They are your responsibility, take care of discipline at the lowest level and don't let discipline issues get out of hand.
 - 4. Communications;
 - a. When you have been delegated a project, keep your supervisor up to date on progress.
 - b. Timely complete all reports including; injury, accident, maintenance etc.
 - c. Do not let any officer become blind sided. When in doubt, communicate.
 - d. Communicate with your relief: last shift alarm activity, repairs and recent activities and items possibly affecting the upcoming shift.
 - e. Come prepared for meetings. When you have an issue that needs to be solved, come prepared with a well thought out solutions or ideas to solve the issue.
 - f. Data is critical for our decision.
 - g. The information from a leadership meeting needs to be accurately shared with your crews. When we decide on a solution it absolutely needs your support with crews, we typically decide as a leadership team and not as individuals.
 - h. Typically lead/communicate through three principals;

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	i. Command;	Gather data and provide an order

- ii. Consulting; Gather data, seek input, we may or may not act on the information provided
- iii. Consensus; The group must agree before we move forward, or seek alternates
- i. As they say, complain up and **NEVER** down.
- f. Tactfully, advise us of something that may have been missed or not completed. "I take care of you, you take care of me". We are all human.