



Scarborough Fire Department Scarborough, Maine



Standard Operating Procedures

Book:	Organization
Chapter:	Fire Department Organization
Subject:	1102 – SFD Mission, Vision & Core Values
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Approved by:	<i>B. Michael Thurlow</i>

Mission Statement

The Scarborough Fire Department's mission is to provide a range of progressive programs and compassionate, prompt, professional services designed to protect the lives and property of all who live, work, and visit our community from the adverse effects of fires, medical emergencies and exposure to other dangerous conditions through education, prevention, and incident stabilization.

We accomplish this mission by maintaining a well equipped, highly trained, and motivated force of professional fire fighters and rescue personnel who respond to the emergency needs of the community while promoting safety, fire prevention, and other public safety education programs.

Vision Statement

The Scarborough Fire Department will continuously strive to meet the changing needs of our community by:

- Being committed to our values, mission, and dedication to our fire service profession.
- Being accountable to those we serve, each other, and all organizations we interact with.
- Being role models in the community and leaders in our profession.
- Being driven to provide a cost effective and efficient fire protection and EMS service while honoring our values, accomplishing our mission, and achieving our goals.
- Providing outstanding public service with respect, honesty and integrity, through the use of modern technology, innovative training, advanced equipment, and responsive actions.
- Leading our department into the future through productive teamwork, open and honest communications, and participative decision-making throughout the organization.

Core Values

Customer Service

Providing excellent community service requires that we are accessible, consistent, responsive, compassionate, and understanding. We will strive to provide assistance beyond the expectations of those we assist and seek effective solutions to problems. No request or inquiry will go unanswered. We will value partnerships and build working relationships with other town departments and agencies, as well as our mutual aid neighbors to support this vital core service.

Health & Safety

Our personnel are our most valuable asset. Their physical and mental health is critical to the overall performance and mission of the department. We are committed to looking out for the health and safety of each other in the performance of our jobs and to providing wellness and fitness information and tools for their use. Our personnel are trained to know that they should always use the protective equipment that has been provided for their safety and that they have the right and responsibility to immediately stop unsafe acts by others. They are trained to drive and operate apparatus safely and to conduct a risk reward analysis for every action, while not cutting corners or taking chances. They understand that going home safe and uninjured at the end of the call or their shift is the number one priority. We will use the following guidelines for risk when responding to emergencies:

- We will risk ourselves more, within a structured action plan, to save life.
- We will risk ourselves less, within a structured action plan, to save property.
- We will not risk ourselves to save a life or property that is already lost.

Attitude & Teamwork

We strive for personal and professional excellence and exhibit a professional attitude. Each of us will demand as much from ourselves as we do from the organization as a whole. We achieve our best results from a team approach emphasizing high levels of trust, cooperation, tolerance, and a positive attitude. Our employees recognize that attitude is a choice and that they need to bring a good one every day they come to work. Our members understand the strength of the fire service is the team and that individually we play a very small part. Members are encouraged to actively attend and participate in meetings, trainings and group activities and to recognize the contributions of others.

Personal Honesty & Integrity

We know that firefighters and emergency medical personnel are held to a higher standard of conduct and we understand the trust placed in us by the public and our colleagues is integral to the performance of our duties. We are committed to honest and ethical behavior, and we will hold ourselves accountable to these values. We value the ability to tell the difference between right and wrong and make decisions based on those differences without consideration of personal interests. Our personnel will be trustworthy and show integrity and pride in the organization at all times.

Professional Excellence

We believe the pursuit of excellence and demonstrating high professional standards are critical to our work. Our commitment to professionalism is reflected in our support of continuing education and professional development training. We employ a wide range of talented individuals that are encouraged to be mentors, coaches, and counselors to our less experienced members so they can reach their full potential within the organization. We expect our members to be self motivated and driven to succeed.

Effective Communications

We believe communication is essential to the cohesiveness and performance of our organization. We are committed to providing effective and responsive means of communication throughout the organization and the community. Employees are encouraged not to let problems, conflicts, or co-workers spread negativity or create discontent. Conflict should be handled at the lowest possible level with the goal of meeting the department's values and mission. Members should strive to find a reason to catch a co-worker doing something right everyday and praise them for their efforts.