

The Big 5

Fire Protection

Continue to provide the people in our neighborhoods the highest level of life and property protection from fire and other related disasters through the following actions:

- Respond safely and quickly/follow SOPs for safe effective evacuation.
- Always manage secondary damage in a way that minimizes loss.
- Train for readiness/improvement.
- Identify, preplan, and train on tactical hazards in your first due area.
- Critique and follow up on lessons learned to continually improve.
- Prevent fires within your company's capability.
- Be nice to everyone you encounter.
- Support and participate in effective internal and external communications.

Medical Services

Continue our commitment to establish partnerships that will provide the customers in our neighborhoods exceptional medical services with the highest level of prevention, appropriate care, and transportation through safe and quick response, and highly trained members.

- Respond safely and quickly/follow SOPs for safe effective execution.
- Train for readiness/use medical and community resources to expand medical skill and continue medical education to all members.
- Use all available resources to help improve the health and welfare of the people we serve.
- Use Continuous Quality Improvement (CQI) in a positive manner to follow up on lessons learned in the delivery of services to our customers.
- Evaluate, treat, transport, and document appropriately.
- Communicate effectively; face to face, electronically, and in written form.
- Practice compassion and consideration for everyone, including patients, family, medical community, bystanders and fire department members/show that you care.

Human Resource Management

Continue to take care of yourself physically and mentally; and help other Department members take care of themselves.

- Practice positive, sensible, humane, progressive, everyday management of self and others.
- Treat each other and the public with dignity and respect.
- Practice total wellness (PT, medical, rehab, MAP, CID, EAP, Chaplain).
- Always follow safety SOPs.
- Communicate: In, Out, Up, Down, and Across/practice effective listening.

- Use open lines of communication with union representatives and department staff members to get your ideas into the system.
- Continually train and develop for personal and professional growth.
- Recreate, eat, bond, rest, TV...watch PFN (Have FUN!!)
- Practice the "PFD Way" with emphasis on consideration, discretion, **acceptance**, and unity.
- Maintain pride in your appearance.
- Consider, participate, and support positive change as an on-going PFD process.
- Work to strengthen interpersonal relationships, they are the foundation of the future.

Physical Resource Management

Continue to provide and maintain the physical needs of fire department members, including fire stations, supplies, fire apparatus, and equipment.

- Maintain fire stations, fire apparatus, and equipment in a constant state of readiness with pride in appearance.
- Use and care for physical resources like you personally bought them.
- Continue to maintain the readiness of safety equipment and use it properly.
- Provide ideas to make the job easier, safer, and more enjoyable.
- Manage and conserve commodities and utilities properly. Order what you need and use what you order. Order effectively – don't hoard.

Urban Services

Continue to actively participate in the community to provide for the safety and well being of the people who live in our neighborhoods.

- Conduct community events.
- Participate in all types of "Urban Survival" programs.
- "Connect" our customers with the appropriate agencies.
- Practice good media and public relations.
- Support the investigation of fires.
- Support fire prevention services for new and existing buildings.
- Practice a positive image everywhere/all the time.
- Consider every person a customer.