



# Scarborough Fire Department

## Scarborough, Maine



### Standard Operating Guidelines

<b>Book:</b>	<b>Organization</b>
<b>Chapter:</b>	<b>Fire Department Organization</b>
<b>Subject:</b>	<b>1102 – Professional Standards Policy: Mission, Vision, Core Values, Code of Conduct &amp; Ethics</b>
<b>Revision Date:</b>	<b>10/23/2009 revised 10/07/2016</b>
<b>Approved by:</b>	<i>B. Michael Thurlow</i>

#### PURPOSE

- A. The purpose of this policy is to design a comprehensive Professional Standards System. Professional Standards is a philosophy and approach characterized by conforming to the technical and ethical standards of a profession while exhibiting a courteous, conscientious, and generally businesslike manner in the workplace.
- B. To establish behavioral guidelines which all employees are expected to follow while working for the Scarborough Fire Department.
- C. To declare and define the moral obligations of all members of the Scarborough Fire Department.

#### POLICY

The Fire Chief shall establish a Professional Standards System and Professional Standards Committee responsible for upholding department goals, rules, regulations, policies, expectations, code of conduct and ethics, which direct the mission, vision, and core values of our organization and this profession. The Scarborough Fire Department operates on the belief that the code of conduct & ethics, mission, and core values are non-negotiable and each member has an obligation to uphold and adhere to these policies.

The department’s Professional Standards System will ensure the honesty, integrity and professionalism of the department by assuring compliance with rules, regulations, policies, and expectations. This shall be accomplished by outlining standards for the department’s efficient and professional operations.

#### SCOPE

This policy applies to all SFD members regardless of rank or employment group. Those working in the fire/EMS service are held to a higher standard both on and off duty and will conduct themselves ethically and in accordance with the Code of Conduct & Ethics. The relationships that have evolved between this department and the myriad of individuals, companies, governmental agencies, community groups, and others with which the department deals, require that persons representing the SFD conduct themselves in a manner that will withstand the sharpest scrutiny. This requires that employees exercise a high degree of personal responsibility, integrity, and sound judgment.

## **PROCEDURES**

### **A. Mission, Vision & Values**

#### **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 firefighters and EMS 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 benefit 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 acknowledge that firefighters and emergency medical personnel are held to a higher standard of conduct that is non-negotiable, and 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. All SFD members have an obligation to uphold and adhere to all policies and shall conduct themselves in a manner, both on and off duty that will withstand the sharpest scrutiny and requires employees to exercise a high degree of personal responsibility, integrity, and sound judgment on a daily basis.

### 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.

#### B. Professional Standards Committee

- a. The Fire Chief shall name members of the department to the professional standards committee.
  - i. Membership of the committee shall include:
    - a) Two Deputy Chiefs
    - b) A Safety Officer
    - c) A representative of the Scarborough Professional Firefighters Assoc.
  - ii. Selected members of the committee may be responsible for:
    - a) Reviewing & drafting SOPs
    - b) Investigating incidents & complaints
    - c) Making recommendations to the Fire Chief as outlined in SOP 1300 – Incident/Complaint Reporting & Investigation Policy

C. Code of Conduct & Ethics

- a. Employees will conduct themselves at all times in such a manner as to create respect for themselves, as public servants, and the jurisdiction they represent.
- b. Employees will place public interest above individual, group, or special interests and will consider their jobs as an opportunity to serve the citizens of Scarborough.
- c. Employees will not discriminate because of race, color, religion, age, sex, handicap, political affiliation, sexual orientation, or national ancestry. In his/her job capacity, each employee will work to prevent and eliminate such discrimination in providing services, assigning work schedules, and in executing all personal actions.
- d. Employees will not have any material or financial interest in any private business or professional activity which would be in conflict with their job responsibilities. Employees will not engage in any business activity or professional activity that would appear to be in conflict with their job responsibilities or that would tend to impair independence of judgment or action in the performance of official duties.
- e. Employees will not accept any personal gift, favor, service, money, or anything of value from the public which might reasonably tend to influence or might reasonably be inferred to tend to influence the impartial discharge of duties.
- f. Employees will at all times, when in contact with the public, be fair, courteous, respectful, and impartial.
- g. Employees will refrain from using their position for personal gain.
- h. Employees will exercise all due and reasonable care and good judgment when operating department equipment, tools, and apparatus.
- i. Employees will treat confidential information as such.
- j. Employees will observe all work schedules as established by the department and will not deviate from them.
- k. Employees will not drink any alcoholic beverage or take any drug that might incapacitate them while on duty.
- l. Employees will, when in public, clearly distinguish and identify all statements and actions made as an individual as opposed to those made as a representative of the department.
- m. When requests are made upon the department by those not directly connected with the department (i.e. Town Council, Town Manager, Media, etc.), employees will handle these requests as quickly as is practical and as accurately as possible. All requests made shall be brought to the attention of the next higher official within the department.

D. Employee Recognition

- a. Employees are the Department's most valuable resource. Department productivity and quality service are the result of our employees' efforts.
- b. This is a peer-to-peer driven program that serves to recognize, motivate and reward employees for dedication to continuous improvement, teamwork, customer service, excellence in leadership, motivation and support of staff, exceptional performance, commitment to public service, and years of service.
- c. This program strives to cultivate more frequent day-to-day recognition among colleagues.
- d. The Department encourages staff accolades, peer-to-peer recognition, and employee acknowledgement opportunities. Recognition in the form of positive reinforcement is oriented towards acknowledging voluntary compliance with established policies, procedures, and orders.
- e. Recognition will be tracked in our records management system and/or personnel files. There are multiple forms of acceptable recognition, including:
  - i. The department's Recognition Form.

- ii. Direct praise and acknowledgement of positive activities, contributions, and efforts.
- iii. Recognition of excellent job performance through evaluations, commendations, rewards, and/or awards.
  - a. Coaching
  - b. Kudos
  - c. Training opportunities
  - d. Promotional opportunities
- f. Additionally, each year the Scarborough Fire Department holds two special employee recognition events:
  - i. The Scarborough Public Safety Awards Night is a night where the Fire and Police departments recognize the employees. Department members nominate their peers for the following and other awards:
    - a. Paramedic of the Year Award: The recipient of this award is any paramedic who displays cooperation, initiative and loyalty within the Scarborough Fire Department. The recipient of this award must demonstrate exceptional patient care along with great customer service, and offer assistance to the department administration for work that is above and beyond the departmental requirements. The general attributes of the nominee or events of a specific call are considered as well as the employee's ability to interact positively with the public and co-workers.
    - b. Officer of the Year Award: The recipient of this award displays leadership, initiative, cooperation and loyalty within the Scarborough Fire Department. The recipient is an individual that provides outstanding company leadership and interacts positively with the public and co-workers.
    - c. Firefighter of the Year Award: The recipient of this award is a firefighter who displays cooperation, initiative and loyalty within the Scarborough Fire Department. The recipient will have an overall above average attitude, will often be considered as going above and beyond the departmental requirements, and will regularly interact positively with the public and co-workers.
    - d. EMT of the Year Award: Recipients will be any first responder, EMT-B or A-EMT who displays cooperation, initiative and loyalty within the Scarborough Fire Department. The recipient will illustrate an overall above average attitude and will often be considered as going above and beyond the departmental requirements. Actions at a specific event will be considered along with the ability to interact positively with the public and co-workers.
  - ii. Old Timers' Night is a night where the departments' retired members get together for a special meal and some reminiscing.

## **RESPONSIBILITIES**

All members of the department are expected to adhere to this Professional Standards Policy.

## **REFERENCES**

"Guide to Developing Effective Standard Operating Procedures for Fire and EMS Departments", Federal Emergency Management Agency, United States Fire Administration.