

VICTORIA FIRE DEPARTMENT

PHILOSOPHY OF OPERATIONS





MISSION STATEMENT:

*TO PRESERVE
LIFE AND
PROPERTY
WITH
DEDICATED
AND CARING
SERVICE.*

VISION

The Leader in Emergency Service Excellence.

CORE VALUES

- Professionalism
- Leadership
- Accountability
- Teamwork
- Employee Well-being

Victoria Fire Department

Philosophy of Operations

2022



Purpose:

The Victoria Fire Department is an organization filled with dedicated professional members committed to providing excellent service to our customers and creating a positive productive work environment that allows our members to achieve excellence. To ensure we achieve our goals of providing excellent service and maintaining a positive and productive work environment a philosophy of operations has been created for current and future members of the organization. The VFD Philosophy of Operations is a guide defining who we are, what we believe in, and how our members will interact with our customers and their peers through our mission statement, vision of excellence, core values, code of conduct, and member empowerment policy. The VFD Philosophy of Operations is a living document that is constantly reviewed and updated to meet the needs of our every changing internal and external environment.

Making the Commitment

The Victoria Fire Department believes that the success of the organization depends on the strength and ability of its members. If the organization does not attempt to address the needs of and provide a positive and productive environment that promotes excellence for our internal customer our external customer (the community) will not receive the excellent service, they deserve. Membership with the Victoria Fire Department requires a commitment to the community, peers, and the organization. The organization and membership must understand that “good enough” service is not satisfactory, and “excellence” is what is expected in every customer contact. To achieve our goal of “excellence” the organization and membership must be committed to providing excellent service in every contact with our external and/or internal customers.

Each person at every level of the Victoria Fire Department has made the choice to be a member of this organization and no person is forced to remain a member. Therefore, each member is responsible for following and maintaining our philosophy of operations, providing excellent service to our customers (internal/external), and promoting change and improvement for the future.

The organization is responsible for ensuring the concerns and suggestions of the department members are recognized and addressed. The organization will use annual surveys and questionnaires, the Chief’s Advisory Board, a strategic plan, and various committees to provide for and maintain a positive and productive work environment.

In summary, the VFD Philosophy of Operations is our compass pointing us in the direction of “excellence.” As with any compass it only points one in the right direction; to reach our destination each member of the VFD must make the effort and together take the journey to “excellence.”

In the Department, we are all committed to the goal of ***EVERYONE GOES HOME, WELL.*** It is each member’s responsibility to ensure we all go home after every tour mentally, physically, and emotionally well.

Victoria Fire Department Philosophy of Operations 2022



The philosophy for success held by the men and women of the Department is vital to the organization's Mission, Vision, and Values. To help us achieve this philosophy we also have several other key principles and expectations that reinforce the overall Philosophy of Operations.

Each member in the Department has a basic expectation to achieve the mission through the following guide:

Be Prepared – Know your “job” and know it well. Always be willing to learn and grow in the profession.

Have a Positive Attitude – Have an open mind and positive interaction with all internal /external customers & partners.

Execute – Each member is expected to execute the Policies and Procedures of the VFD to the best of their ability.

Give Maximum Effort – Each day we must come to work wanting and willing to do our best.

If we achieve the above principles, we'll be successful regardless the outcome.

Fire Ground Goals and Expectations –

On the fire ground, we expect our Companies to perform their tasks in a ***Safe, Aware, Efficient, and Disciplined*** manner. These goals are critical to the success every major emergency operation and must be accounted for at each event. We account for these goals and other key benchmarks through our FireSTAT Program. The program also allows us to learn from our experiences and share with others.

EMS Response Expectations –

On the emergency, medical incident our team members are committed to dedication, professionalism, and compassionate service. We also strive to improve the quality of service through participation in advanced educational opportunities and through a consistent call review process with our community partners.

Performance Measurement –

“If we don't measure it; we can't improve it.” – Lencioni

We consistently attempt to measure multiple aspects of our performance through our Critical Care and FireSTAT programs. These programs allow us to not only demonstrate our performance but identify trends for future policy and procedure development.

Victoria Fire Department Philosophy of Operations 2022



Communication and Behavioral Agreement

The members of the Department will operate under the following code:

- Demonstrate Respect
- Create Transparency
- Publicly One
- Extend Trust
- Honor Commitments
- Strive to always improve
- Practice Accountability
- Listen First
- Be specific
- Address the issue not the person
- Go to the person you have issue with not others

Leadership –

Leadership is key to the overall success of the Organization. The Officers of the Victoria Fire Department are charged with getting results through others. They accomplish this by having a positive attitude and open communication. Our Leadership Core Values include the following:

VFD Leadership

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| <i>Integrity –</i> | The Leader is trustworthy and acts with dignity. |
| <i>Commitment–</i> | The Leader can perform his or her job at a high level and always striving to learn and grow in the profession. |
| <i>Decisive–</i> | The Leader is willing to make difficult and unpopular decisions in a timely manner. |
| <i>Accountable -</i> | The Leader takes responsibility for the team's actions. |
| <i>Respect –</i> | The Leader always shows respect for the profession, organization, team, and individual. |



Basic Member Empowerment

Ask Yourself:

- Is it the right thing for the customer?
- Is it the right thing for our Department?
- Is it legal, ethical, and nice?
- Is it safe?
- Is it on your organizational level?
- Is it something you are willing to be accountable for?
- Is it consistent with our Department's mission, vision, values, policies and procedures?

If the answer is yes to ALL of these questions, don't ask for permission,

Just Do It!