

General

We are fortunate to have this awesome career that, personally, I look forward to waking up and coming in for every day. Let's be safe, follow the rules, and have fun. Regardless of what goes on outside our firehouses, you can control the positivity inside your firehouse. I am always available, and if I do not have an answer for you, I will do everything in my power to find the right answer.

- Checkoff should be completed by 0900 (short online delay is understood)
- Any missing equipment should be reported to me immediately with a follow up email.
- Please try to submit EMS order requests by 0930hrs on Mondays
- Never hesitate to reach out if you need anything

Our Mindset-

- Our fireground operations should be focused on those we are sworn to protect
- We consider all dwellings occupied
- Always expect fire
- Always expect victims
- We are offensive until proven otherwise

What to expect from me- I will be fair, honest, and will keep you informed. I will never ask you to do anything that I would not do myself, and I will support you in any way possible. I will not engage in rumor talk and will encourage the same from you. If I am aware of a problem or issue, I will defend you and protect you. If you try to hide an issue, or I am surprised by it, I will not be able nor willing to protect you. Communication is key. If you have a question or if you are confused by anything I say or do, please ask for clarification. I communicate best when it's complete, direct, and uncensored honesty.

I expect you to hold me accountable if I do not meet any of these, or your expectations of me. If you have a problem with anything I do, let me know before it festers.

Communication is key!

Safety / Wellness

- Safety is a priority, always stay alert and think of the possibilities ahead. The most important aspect of my job is ensuring you make it home to your families.
- I value your input
- Be aware of our air consumption in IDHL environments, get out before your vibralert goes off.
- If you are told to exit the structure-it's time to exit the structure.
- Seatbelts are a must
- PPE – set the example
- Physical Fitness is important. Anything.... Go for a walk ... Try pickleball.

Incident Responses

- Follow all fireground procedures
- Review Policies as a group – It's easy to forget
- Don't come to the party empty handed
- All business on the radio / Repeat traffic to each other for confirmation

Training

- Be on time & Engaged
- Be proactive about ensuring we coordinate attending another scheduled day if somebody misses a training session.
- Company training is important, please include me if you are training on multicompany tactics, target hazards, new construction, or difficult access. If I can make it, I will. (I need my hours as well)

Leave

- Follow proper leave policies
- Keep me in the loop and I will help as best I can
- If you know you're going to mark out, please shoot me a text the night before.
- I need to know if you are requesting petty leave for yourself. You can handle petty leave for your crew.

Customer Service

- As important as our safety.
- We will treat the public with a high degree of professionalism. No matter if we agree or not, the customer is right. We will go the extra mile when needed to supply our customer with excellent service.
- We are always being watched by the public. (Cameras are everywhere)
- Our Internal customers are just as important as our External customers.
- Everybody deserves to be treated with dignity and respect.

Development

- I will help you in any way possible to be successful for a promotional process.
- Think of the people who influenced you, pass it on.
- Any success I have achieved is directly attributed to the mentors who invested in me.

Documentation

- Be thorough and accurate / proof your reports
- I try to QC all Fire Alarms and Fire Calls by 0630 on the last day of the cycle, if you could do your best to complete reports the night before on the last day of our cycle, I would be grateful!

Policies and Procedures

- Know them and follow them. Try to review one a cycle as a crew
- Don't ask for permission to break them
- Zero Tolerance for Harassment/Intimidation/Discrimination
- Proper Uniforms.....
- If not covered by policy, you are empowered to make decisions based on the following:
 - Does it follow the spirit of our code of conduct?
 - Is it good for the department, our citizens, and the community?
 - Does it pass the "WRAL/ABC11" test?

Evaluations

- I take pride in writing them and being fair. (Exceeds and Exceptional are achievable, and many of you go well beyond meets expectations).
- I plan to conduct an assessment each quarter to review performance and offer suggestions for improvement and/or praise.
- Based on emergency scene operations, Leadership, Documentation, Professional Development, Attitude toward each other, and job responsibilities)
- There will not be any surprises.

**** Many of you know how important peer support and mental health are to me. During our careers, we will all have ups and downs, and quite simply, life is hard. The firehouse shouldn't make it harder. One thing I have learned in my time working with peer support is that strong crews with great leaders rarely need peer support. You are the first line of defense. Don't be afraid to care about your people. If you have any interest in learning more about our work, I am always available and happy to share.*****

THE BIG4

- **Do your job**
- **Treat people right**
- **Give an all-out effort**
- **Have an all-in attitude**