

# FRONT RANGE FIRE RESCUE



## PROFESSIONAL STANDARDS 2020





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## Introduction

Front Range Fire Rescue (FRFR) is an all hazards first response agency that protects the citizens of Johnstown, Milliken, and Weld and Larimer Counties in Colorado. Our staff is made up of a diverse group of professionals who strive to serve the public in the best way possible. The following pages outline our beliefs, values, and culture. It is our expectation that this document is a living and evolving work. We understand that as we grow and mature this document will do the same. We will strive to live up to these principles in everything we do, in every interaction, on every day. This is our way.

## Why

Why do public service entities write their Mission, Vision, and Values? We do so that all members and the public we serve understand what service we provide, our goals for improving that service for the future, and the way we will present ourselves while doing both. In this document we go even further by outlining examples of how we exemplify our principles and values and what it means to do it “Our Way.



## **Mission**

Front Range Fire Rescue is an all-hazards emergency response and prevention agency. We are committed to providing outstanding service to our community through fire prevention, public education, fire suppression, Emergency Medical Services, and disaster management.

## **Vision**

Members of Front Range Fire Rescue are committed to providing the highest quality service to the citizens and guests of the District. The vision that drives all members to continually strive to embrace the concept of continuous improvement and deliver the best citizen service possible is this:

*To further evolve a culture and a structure that outlasts us and that meets and exceeds the District's anticipated growth. To be recognized by our citizens and external stakeholders as an outstanding public service agency. To be an "employer of choice" for our current and future members.*

## **Values**

Core values are used to establish clear expectations not only for service delivery but also for interpersonal relationships and self-improvement. The values of Front Range Fire Rescue are these:

*Courage, Compassion, Professionalism*

*Courage-* Our members are courageous servants who have sworn to protect the lives and property of the citizens we serve. We recognize that the public's trust is rooted in our unwavering values and principles, and we will courageously hold each other accountable for maintaining that trust.

*Compassion-* We will treat the public and our fellow members not only empathetically, but also compassionately. We recognize that our primary goal in all interactions is to build and maintain relationships. We care for people and will do our very best to relieve their suffering. We know that for many interactions, the little things often make the most significant difference. We honor and respect all people.

*Professionalism-* We are trained professionals who hold ourselves to exceptionally high standards. Our members are continually striving to be better, to innovate, to improve, and to grow as individuals and as public servants. We do what we say we will do and follow through on our commitments.



# **The Front Range Way**

The Front Range Way is our description of our culture and how each member of Front Range Fire Rescue (FRFR) is expected to perform, act, and treat our citizens and each other. We expect our external partners to also adhere to this culture when acting with us and on our behalf.

The following pages illustrate our principles, philosophies, the culture we have, and the one we want to continually enhance.

FRFR is a collaborative and cooperative organization. Members and staff work together to ensure we provide the best quality service to our guests and citizens. The staff works with our elected officials and local political systems to ensure that we are meeting the needs of the public. All of us look for ways to better collaborate and share our knowledge and resources with our surrounding partners and other emergency services organizations to build robust relationships that serve the public's needs.

## **Foundational Principles of The Front Range Way**

### **Service**

Service is the foundation of our business. We aspire to find ways to serve the public in their times of need. We want to predict the public's emergency needs and prevent harm from ever occurring. Where it can't be prevented, we strive to mitigate the impact through proactive public education. When emergencies do happen, we will respond quickly, competently, and professionally.

We serve the public during their worst days and times. We will do so in a caring and kind manner. Being nice is as important as being outstanding in the performance of our duties.

We believe that our response effectiveness is paramount and will seek ways to be better trained and equipped for today's incidents while proactively preparing for tomorrow's incidents. Preparedness includes preplanning our target hazards and working with external stakeholders to ensure cooperation when emergencies occur.

We will work to stay physically and mentally prepared to serve.

We recognize that fire and EMS are ever evolving, and we will seek out research and implement new, safer, and more effective means of service delivery. We will honor the traditions of the past while embracing change whenever it improves our ability. Traditions serve as a guidepost but will never be a hitching post at FRFR.

Improvement and changes in procedures and equipment will be vetted in unbiased evaluation. We seek to create an "Idea Meritocracy" where the best ideas rise to the top and are selected, regardless of their source or who brings them forward. All members have a voice in making improvements.

The department recognizes and supports the members' need to be healthy, both physically and mentally, and works to provide programs that help each individual remain

so. We support each other's need for balance in life and work and value the support that our families provide.

Administration and the Board of Directors are committed to serving our members in such a way that they feel supported and empowered. Our members are the heart of service delivery to the public, and we will maintain open communications and feedback mechanisms to assure that their voice is heard.

### **Servants**

We value our public servants as the fabric of our organization and partner with them to foster a culture aligned with our values.

We embrace servant leadership and acknowledge that all of our members play the role of leader at different times. We balance the need to be great leaders with the need to be great followers.

We represent the department with pride in our appearance, our behavior, and, most of all, our attitudes.

Our behavior will always be aligned with the department's values, policies, and procedures.

We trust each other, and each member is concerned with the success of every other member of the department. We will all actively help each other be successful. If a member can no longer be successful as a part of the organization, we will treat them with dignity and respect and honor their time in the organization appropriately.



All members are encouraged to seek out coaches and mentors inside and outside the organization to help them improve and grow. The department will establish plans for succession and growth. The members will seek ways to grow as individuals and become the best servant they can become.

### **Stewards**

We are entrusted by the public always to Do The Right Thing. We are stewards of their trust in our organization and are stewards of the trust that is universally given to the fire service. That trust is built on a long and proud history.

We will be proactive and diligent stewards of our financial and physical resources. Our spending and use of funds will always reflect our strategic goals and mission statement.

FRFR members will act with integrity, always courageously telling the truth and transparently owning our actions. When corrective action is necessary, it will always be with the intent of helping our members meet the organization's needs.

Supervisors are responsible leaders who are expected to identify and correct unproductive behaviors before they escalate into a bad habit.

We understand that our actions on and off duty affect the level of trust we receive.

We act lawfully and never abuse the privilege of wearing our badge. The use of our position to gain favor is never acceptable.

FRFR members don't use illegal drugs. The abuse of alcohol, prescription drugs, anabolic steroids, or any other substance is not tolerated.

FRFR members understand that their social media footprint can negatively reflect on the department. All members will consider how their online dialogue could affect the reputation of the department. It is not the FRFR way to engage in negative political discussion or to brag about unbecoming activities. All members have a duty to post responsibly.

### **Stakeholders**

We will cultivate authentic relationships with all stakeholders, as they are integral to our organizational success.

We will treat all people with dignity and respect. We are accepting and non-judgmental

We're cooperative and collaborative with our partners in EMS, Law Enforcement, and neighboring fire agencies. Our cooperation has no ego, and we will humbly help whenever possible.

FRFR members look for ways to build relationships and mend fences when necessary. We know that the quality of our relationships is reflective of the quality of our ability to serve. When we make mistakes, we own them, and we apologize.

Supervisors are expected to act as communications conduits in sharing the vision of the department to their workers and to share the concerns and needs of their people to senior leadership.



Listening with open minds and a desire to understand the speaker is critical to our leadership goals. Communication is vital to celebrate outstanding performance as well as areas when we can improve. We all must be open to feedback on ways to improve.

We will provide timely information to our elected officials and the elected officials of the governmental entities who share our boundaries. We know that the relationships we have with such bodies are vital to our success in helping the public and that our partners are members of our team.



## **The Front Range Firefighter Code of Conduct**

**I understand that I have the responsibility to conduct myself in a manner that reflects proper ethical behavior and integrity. In so doing, I will help foster a continuing positive public perception of the fire service in general and Front Range Fire Rescue in particular. Therefore, I pledge to do the following...**

- Always conduct myself, on and off duty, in a manner that reflects positively on myself, my department, and the fire service in general.
- Accept responsibility for my actions and for the consequences of my actions.
- Support the concept of fairness and the value of diverse thoughts and opinions.
- Avoid situations that would adversely affect the credibility or public perception of the fire service profession.
- Be truthful and honest at all times and report instances of cheating or other dishonest acts that compromise the integrity of the fire service.
- Conduct my personal affairs in a manner that does not improperly influence the performance of my duties or bring discredit to my organization.
- Be respectful and conscious of each member's safety and welfare.
- Recognize that I serve in a position of public trust that requires stewardship in the honest and efficient use of publicly owned resources, including uniforms, facilities, vehicles, and equipment and expects that these are protected from misuse and theft.
- Exercise professionalism, competence, respect and loyalty in the performance of my duties and use information, confidential or otherwise, gained by virtue of my position, only to benefit those I am entrusted to serve.
- Avoid financial investments, outside employment, outside business interests or activities that conflict with or are enhanced by my official position or have the potential to create the perception of impropriety.
- Never propose or accept personal rewards, special privileges, benefits, advancement, honors or gifts that may create a conflict of interest, or the appearance thereof. For the purposes of this section, an employee may not accept a gift of substantial value beyond gifts of a drink or food such as when given at an emergency scene or by an appreciative citizen.
- Never engage in activities involving alcohol or other substance use or abuse that can impair my mental state or the performance of my duties and compromise safety.
- Never discriminate on the basis of race, religion, color, creed, age, marital status, national origin, ancestry, gender, sexual preference, medical condition, or handicap.
- Never harass, intimidate, or threaten fellow members of the service or the public, and stop or report the actions of other firefighters who engage in such behaviors.
- Responsibly use social networking, electronic communications, or other media technology opportunities in a manner that does not discredit, dishonor, or embarrass my organization, the fire service, and the public. I also understand that failure to resolve or report inappropriate use of this media equates to condoning this behavior.

**(Adopted from the National Society of Executive Fire Officers)**

## Front Range Fire Rescue Member Health, Safety, and Wellness

Firefighting and the fire service is often described as one of the most dangerous professions. While some may dispute this and cite injury statistics of other occupations as having more deaths or injury per capita, we who do the work of first response know that our injuries are often internal and often not measured. Our members are often exposed to not only hazardous environments but also to unseen toxic gasses, dangerous roadways, violence, and the never-ending exposure to mental trauma from our day-to-day work.

Because of the mental and physical hazards of our work, Front Range Fire Rescue has adopted a philosophy of balanced wellness. As an organization, we see it as our responsibility to assure that our personnel are supported when it comes to their wellbeing. Because of this, we have adopted the Eight Dimensions of Wellness as our guide to doing our best for the responders and workers who give their best for the communities that we serve. While we cannot provide all that is needed, we will strive to provide resources and attention wherever we can to add resiliency and assistance to our most important resource- our members.



## The Eight Dimensions of Wellness

### Emotional

The fire service has gone through a monumental transformation over the last decades, and as firefighters are exposed to more violence and trauma, it has had a devastating effect on many members. Front Range Fire Rescue is no exception to this exposure. We will continue to strengthen programs such as peer support, EAP, and resiliency training. Our members are encouraged and supported to come forward when they find themselves struggling with mental health issues. Our leaders will strive to know the people in their charge and to recognize when there may be a concern. We will have courageous conversations and work to open avenues of communication so that no member is lost to the mental stresses of the job.



### Spiritual

We will maintain an open, non-judgmental environment of any member's religious or spiritual beliefs. We know that in the close-knit environment of a firehouse privacy and solitude can be difficult. Our leaders will make every effort to provide the quiet, reflective time when a member requires it. We will continue to build a fire service chaplaincy program as a resource for those members who want an avenue to such service, and understand that such resources are not needed or desired by everyone.

### Intellectual

While the tasks of emergency response are often characterized as "blue-collar" or "manual labor," we at Front Range know the importance of continuing our education and training. The environment that we work within is changing. The buildings, the fires, our medicine, and the public have ever-evolving changes and challenges. We will provide training programs as an organization that looks to the future to anticipate those changes. We will be open to new concepts and thoughts and work to keep an open mind to find better and more effective ways to do our jobs. We are supportive of formal education, and our members are encouraged to seek college degrees and advanced programs. As our knowledge grows, we believe that we are better equipped to serve.



## **Physical**

The dangers of the job are best handled through knowledge, resiliency, and a level of fitness commensurate with the work that we do. Front Range will maintain the necessary equipment to ensure that our members can sustain their fitness levels. When appropriate, we will locate experts in fitness and nutrition to provide training to our members. We will utilize best practices, national standards, and input from a variety of sources to assure that our medical surveillance, our fitness for duty, and our wellness initiatives are best in class. Our goal is to not only survive the work that we do but to have a long and healthy life after we leave the fire service.

Members are empowered and encouraged to identify safety hazards on the fireground and in the firehouse. We are empowered to speak up about safety. Leaders will always work to maintain an open line of communication regarding health and safety. Incident commanders are responsible for selecting an emergency scene strategy that meets our risk management plan.

## **Environmental**

The work environment that we operate in can be challenging and uncomfortable. When not engaged in on-scene or training activities, members should have a comfortable and relaxing work environment. Front Range Fire Rescue will build, maintain, or modify facilities to maintain health and wellness as a focus. Members will strive to always use appropriate ways to keep the environment healthy.

## **Financial**

Front Range Fire Rescue is committed to maintaining a wage and benefit package that is competitive and fair for our members. We will always balance that desire with a healthy respect for the public's trust and our desire to be financially responsible. We will seek ways to utilize alternative funding methods wherever possible to ensure that our members' benefits are maintained in the soundest ways possible.

## **Occupational**

While the fire service is a calling and holds a critical mission, it is also a job. We take the responsibility of doing our work seriously and know that the public relies on us to do our job well. FRFR will build and maintain succession programs so that those who desire to promote will have the needed knowledge, skills, and abilities to do so. We will maintain training programs so that all members are confident in their abilities. Members take responsibility for mapping their future career paths and will work toward gaining and maintaining the certifications and education needed for their current position and their desired positions in the organization. FRFR is supportive of professional growth, and should a member look to advance outside of our district, we will be supportive in helping them meet their goals.

## **Social**

The fire service is a unique work environment in which workers live together for long periods. Leaders will be aware of the challenges that this can create and work to minimize disruption and discord. Like all families, there will be conflict. We will



courageously handle conflict in an open manner. We will not tolerate gossip, talking behind backs, or triangulation. These activities destroy trust in a social environment, and we hold the trust of each other in high esteem. We are open to constructive feedback and trust that feedback is given to help us all succeed and improve.

