

Our Values and Guiding Principles

Every organization has its own unique combination of values which govern the decisions of the group. These values represent the organizational culture. There are many values common to the American Fire Service and below are listed those that we will honor most at the Northeast Teller County Fire Protection District.

Character

We are a fire department family. We are committed and accountable to each other because our lives depend on it. We value each member in our organization. We respect those that came before us and will strive to make the organization better for those that follow. We value the public's trust and are committed to honest and ethical behavior. We hold ourselves accountable and have a personal commitment to the organization and community. Self-discipline is the foundation for managing behavior.

- Be kind to customers, to each other, and to yourself. This must become the most powerful value we create.
- We will demonstrate respect to each other and honor our profession through courtesy and politeness.
- We will respect the camaraderie of the fire service and protect it by carefully choosing new members.
- We will develop trust with our fellow members and will not tolerate betrayal.
- We will demonstrate commitment to the mission through our actions and our statements.
- Our standards, policies and procedures shall be applied fairly to all without malice or contempt.
- We will honor our organizational culture by adhering to our values and swiftly correct a member who violates our code.
- We will solve our differences with maturity and honor the chain of command.

Service Excellence

We do all we can to ensure the best possible service to our customers. We are active participants in the community where we live and work.

- Pride will be valued by our members but we will all understand the meaning of humility.
- We will strive for knowledge and experience but refrain from arrogance.

Teamwork

We seek out and value the input and opinions of members at all levels of the organization. Teamwork is the building block which drives the department's labor/management process. We work with others as a team to cooperate locally, regionally, and nationally to improve service to the public and maintain a safe and effective work environment. We believe that members have a responsibility to mentor others.

- We will value team achievements over those of the individual.
- We will honor our commitment to excellence by passing our knowledge to those that follow us.
- We will not suppress ideas which may seem unusual and encourage creative solutions.
- We will respect the opinions of all of our members even though there is dissent.

Communication

We believe communication is essential to the cohesiveness of our organization. We are committed to providing effective and responsive means of communication throughout the organization and community.

- We will recognize the value of our mistakes and share them in a non-punitive fashion to increase our margin of safety.

Innovation

We recognize the value of change in meeting the ever-evolving needs of our customers and members. We are committed to seeking out effective methods and progressive thinking toward growth. We recognize the value of ongoing education and training.

Embrace Diversity

We are dedicated to reflecting and respecting diversity throughout our organization. Recognizing the value of diversity helps us to work together as a team to better serve our community.

- Our work environment must be free from intolerance and prejudice. Tolerance is a personal decision that comes from the belief that every person is unique. We pledge to have respect for people whose abilities, beliefs, culture, race, sexual identity or other characteristics are different from our own. In order to fulfill this pledge we will examine our own biases and work to overcome them. We will set a positive example for our colleagues and friends, work for tolerance in our own community and quickly speak out against hate and injustice.