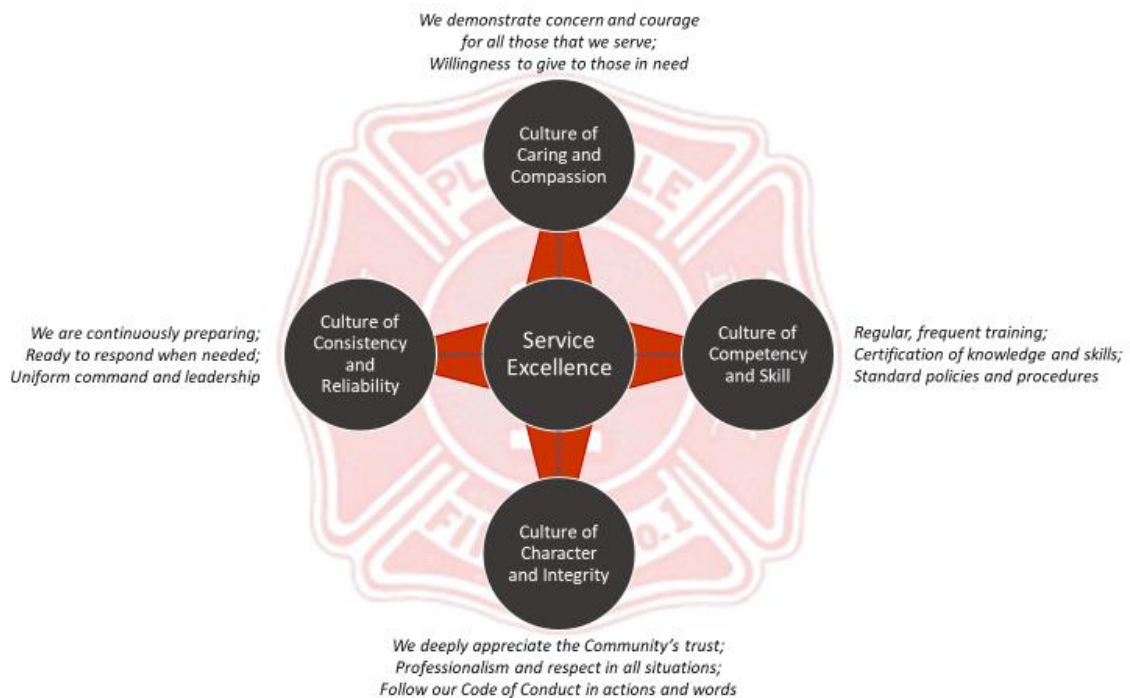


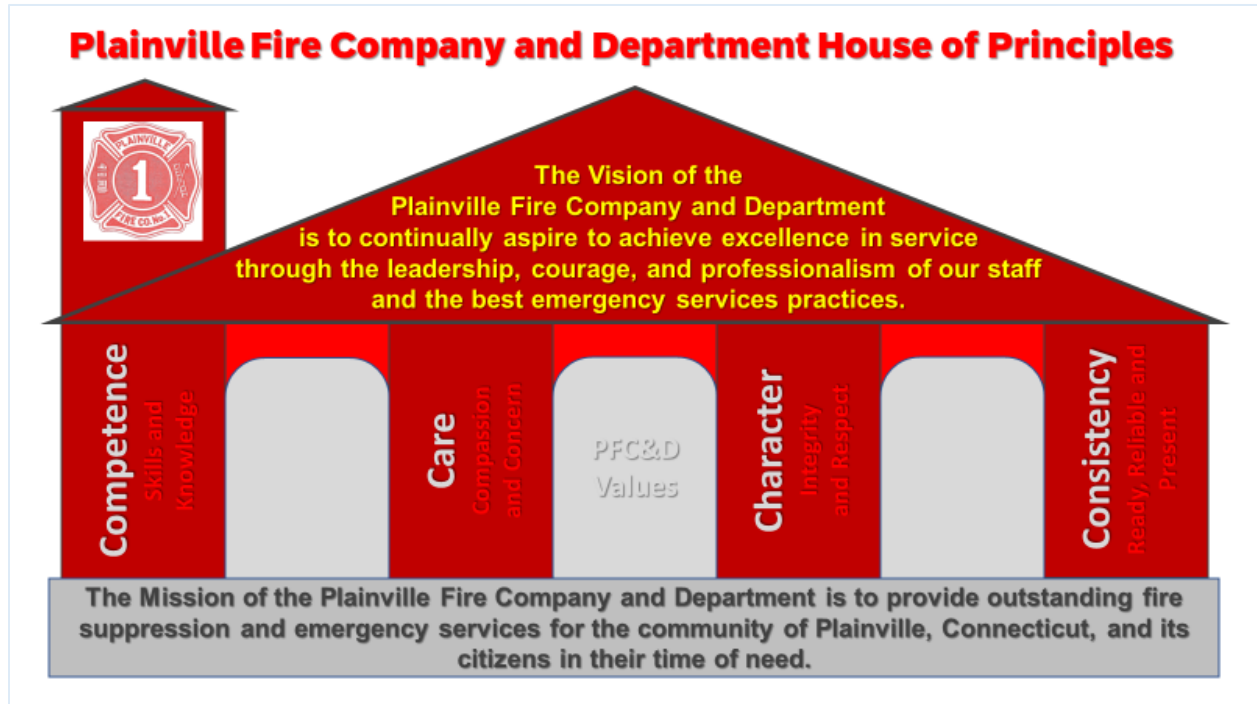


Plainville Fire Company & Department

Mission, Vision, and Values

Plainville Fire Company and Department Vision: A Culture of Excellence in Service to Others





Throughout the over 137-year history of the Plainville Fire Company, our mission has been clear: **To provide outstanding fire suppression and emergency services for the community of Plainville, Connecticut, and its citizens in their time of need.**

The PFC&D Mission forms the foundation of our House of Principles, which serves to represent and convey our mission, core values and vision. Built upon the solid foundation of our mission, the four core values serve as the pillars holding up and enabling our vision and aspirations for the ongoing operations and organization of the PFC&D.

While the PFC&D House of Principles may look like a firehouse, this is strictly symbolic; it is only through our members that the House of Principles can stand. As a member of the PFC&D, you are an integral part of our structure – through your understanding and grounding in the Mission, and demonstration of our Values, you strengthen our organization in upholding the Vision of the PFC&D.

In the next several pages we'll review and explain the Mission, Values, and Vision in more detail, and how each of these helps sustain and support our organization. We will also define your role as a member in the PFC&D House of Principles.



Plainville Fire Company and Department Mission

The Mission of the Plainville Fire Company and Department is to provide outstanding fire suppression and emergency services for the community of Plainville, Connecticut, and its citizens in their time of need.

To accomplish this mission, the Plainville Fire Company and Department maintains a staff of Officers and Firefighters trained and qualified to state and nationally recognized standards, equipped with the apparatus and tools necessary to meet the emergency and non-emergency needs of our community. As an extension of our mission, the Plainville Fire Company and Department further serves the needs of our community by providing education, outreach, and assistance in fire prevention and safety.

The specific scope of services provided by the Plainville Fire Company and Department is defined in Policy POL000.

The **PFC&D Mission Statement** defines the purpose of our organization, and our reason for existence. In other words, it is WHAT we do. The Mission provides a clear definition to our members on what services we must be prepared to provide. The Mission helps define objectives for planning, including training, apparatus, and equipment needs.

The PFC&D Mission also clearly defines our purpose to an external audience that includes our customers, community, and regulators. One of many regulations that we must comply with is the requirement for a written mission statement that clearly defines the scope of services that the organization can provide. This is an OSHA requirement¹ that ConnOSHA enforces, and a similar requirement can be found in NFPA 1500 Standard on Fire Department Occupational Safety, Health, and Wellness².

Plainville Fire Department policy document [POL000 Plainville Fire Department Mission and Organization](#) has been developed to comply with the requirement to clearly define and document our mission and scope of services, and further defines our PFC&D occupational safety policies. You can find POL000 in the SOGs page of the PFC members section of our website PlainvilleFireCo.com, where you can find all the released SOG and SOP documents. Plainville Fire Department SOGs and SOPs can also be referenced in the SOG/SOP library in the Department Conference Room.

¹ OSHA 29 CFR 1910.156(b)(1)

² NFPA 1500-2018, par. 4.1.1



Plainville Fire Company and Department Vision

From our organization in 1885, the staff of dedicated Plainville Fire Company volunteers have proudly served the community of Plainville with fire and emergency services.

Throughout these years the Plainville Fire Company and Department have transformed for and with the community we serve, and we continually aspire to achieve excellence in service through the leadership, courage, and professionalism of our staff and the best emergency services practices.

The specific scope of services provided by the Plainville Fire Company and Department is defined in Policy POL000.

The **PFC&D Vision Statement** serves to describe our legacy, or where we've come from, and who we plan to be in the future. The Vision communicates what we are committed and driven to achieve as an organization.

Our vision is all about achieving and sustaining excellent service to our customers, the members of our community that call on us when they need our help. Achieving excellent customer service involves a great deal of coordination and leadership to assure the best practices and tools are applied in every situation, and it also requires the individual professionalism of every member to demonstrate our core values in every situation that we interface with our customers.

The Plainville Fire Company and Department has long enjoyed tremendous support and appreciation from our community, which in large part has been earned by our hard work in achieving and sustaining our service excellence vision. Maintaining this hard-earned reputation is vital to our success and effectiveness as an organization and demonstrates how each and every member contributes to and can also affect our success. We have an opportunity to demonstrate our vision at each call that we go to, and at each contact we make with our customers who rely on – and expect – us to help them with courage, compassion, respect, and skill.

We've briefly reviewed the foundation of our House of Principles – our Mission – and the roof of our House of Principles which is the Vision. However, the House of Principles can't exist without the pillars, which are the values that each of our members must know and demonstrate through their actions. In the next section we will discuss these core values, and what they mean to our organization.



Plainville Fire Company and Department Values

As members of the Plainville Fire Company and Department, we commit ourselves to upholding a system of values that have been passed down to us from our founding members to provide us with a foundation on which we base all of our actions, as well as our vision for the future:

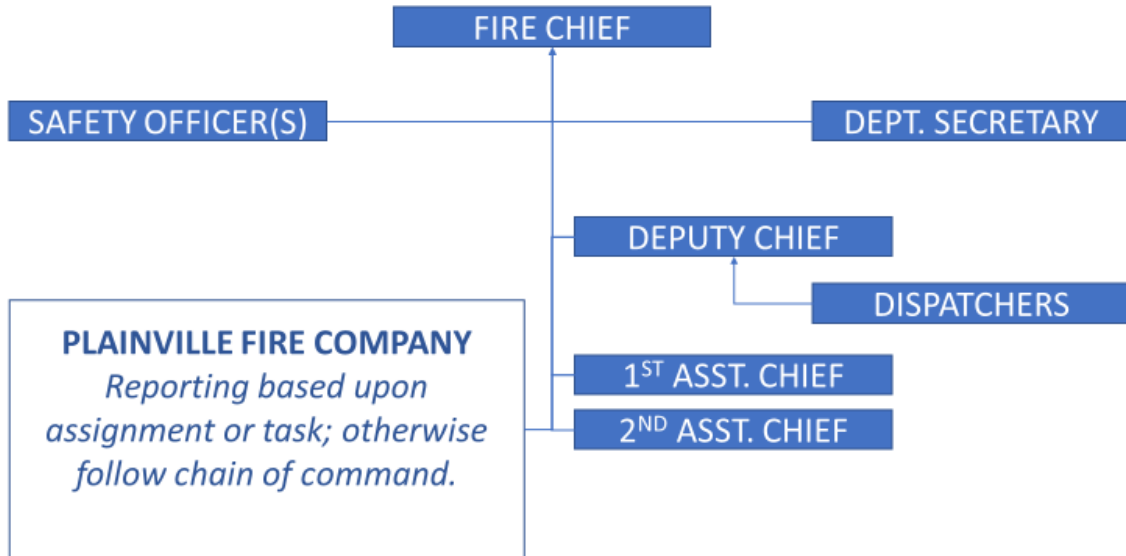
- ❖ **Competence:** Our Mission defines what we do for our community; each member strives to attain and maintain the high degree of skills and knowledge necessary to carry out this broad and critical mission as a Fire and Emergency Services Professional.
- ❖ **Care:** We give our help and service to others, often in their greatest time of need; we demonstrate courage, compassion, and concern for all those that we serve, as well as for each other in the Plainville Fire Company and Department family.
- ❖ **Character:** We recognize and deeply appreciate the trust that is placed in each of us by our community as a fire and emergency services Professional; and with this trust the expectation of uncompromising integrity and respect for every community member as well as each other. We adhere to our Code of Conduct in our actions and our words.
- ❖ **Consistency:** We are always ready, reliable, and present when we are called upon; we continuously work to prepare ourselves individually and organizationally to assure that we will fulfill our mission every time we are called upon.

As discussed previously, the Plainville Fire Company and Department has a long history of deep appreciation and support from our community, and this has been earned throughout the years by the words and actions of our many members. Reflecting on this, we found that there are four core values that define us as an organization, and each one of us individually as members:

- We are competent and work hard through training and practice to master the skills necessary to carry out every type of service defined within our scope of services (*refer to POL000 for this list of services*). We challenge each other to learn new skills and polish existing skills, sharing our knowledge and skills formally and informally.
- We are caring; demonstrating compassion and great courage in our unselfish efforts to aid and assist all those who call on us. We take care of each other as brothers and sisters.
- Our character is that of a true professional; we are trustworthy and respectful to each other, as well as to every one of our customers and community members. Within our organization we value open and honest discussion to address our differences in a manner that strengthens us through diversity rather than weakening us through adversity. Our Code of Conduct (*refer to the Fire Department Ordinance, subsection 38-14*) further defines our standards of behavior, along with consequences for non-compliance.
- We demonstrate consistency in several ways that are critical to our mission. We reliably respond with appropriate timeliness and with adequate resources to every call. Our resources – people and equipment – are in reliable condition and ready to work every time. Our leadership is steady and dependable in all situations, externally and internally.

The PFC&D organization, just like each and every one of us is not perfect. Each of us has strengths and weaknesses, some recognized, some not. **As an organization, we don't demand perfection of our members; we do expect a personal commitment to our core values and code of conduct.**

Plainville Fire Department Organization



Plainville Fire Company Organization

