

Camp Verde Fire Department
Company Training



The CVFD Way

The “CVFD Way”

Camp Verde Fire Department Members Will Provide the Best Possible Service to Our Customers

Members do this by adopting the following characteristics:

- * quick
- * skilful
- * caring
- * standard
- * professional
- * resourceful

The CVFD will Provide the Best Possible Support to Our Members

Best possible member support includes the following duties:

- * life-time membership offered/self-selection out
- * being advocates for each other
- * second chance management
- * equality, irrespective of rank, civilian or sworn status
- * appropriate rehabilitation
- * courteous and respectful treatment of all members
- * health, fitness, medical, rehab support
- * complete EAP services
- * strong leaders and strong followers (team players)
- * smart and approachable management/leadership
- * internal relations behaviors (peer principle)
- * consideration
- * discretion
- * tolerance
- * unity
- * pleasant/fun atmosphere (management policy)
- * positive labor relations
- * equipment/technology (a priority)
- * on-going education and training opportunities

The CVFD "Way" Encourages Members to Fit CVFD Member Characteristics

CVFD member characteristics include the following attributes:

- * smart
- * unique individual/special differences
- * on-going desire to be a member
- * self-discipline/self-development = self-respect/self-pride
- * understanding that conduct off-duty can affect members
- * committed/accountable
- * humble
- * skilled
- * committed to being healthy and physically fit
- * appreciative of CVFD benefits/CVFD members
- * cooperative/team player

The “CVFD Way”

- * inclined to coordinate/lead everywhere at every level
- * positive/constructive
- * no sniveling
- * no harassing other members maliciously
- * always helpful
- * nice

The CVFD will Manage Change and Strive to Always Improve

Members reach the above goal by doing the following:

- consider change as a regular event and a well managed process (always under construction)
- * help other members adapt to change
- * live and promote the CVFD "Way"
- * maintain problem-solving environment
- * always improve/always care
- * seek opportunities to improve
- * admit when change hasn't worked and change back, or again, if necessary
- * plan and change creatively/actively
- * communicate change
- * support CVFD's "change environment"
- * process better ways, disagreement, or complaints, appropriately through the system

Each Member is Directly Responsible for the Welfare and Support of the CVFD

In order to be successfully responsible for the welfare and support of the CVFD, members remember the following:

- * CVFD operation is essentially internal
- * members are paid and responsible for managing their affairs
- * members don't exploit negative times (hurts everyone)
- * members don't snivel about "they" - we are "they"
- * members don't reinforce negative attitudes and/or behaviors
- * members lose if inside atmosphere is awful (it's where we spend our whole working life)
- * if CVFD fails, it will do so from the inside, not outside

Members will Support the CVFD "Way", by doing the following:

- * CVFD "way" works well for us, but members shouldn't be arrogant or self-righteous about it
- * CVFD membership doesn't bring with it celebrity status
- * CVFD culture is not well understood outside the Department.
- * members must attempt to stop bad thing from happening
- * members don't bail out on other members
- * members are equally important

The “CVFD Way”

- * members don't ever take CVFD "Way" for granted - good times last only as long as members work at it
- * members do not leave their "wounded or dead" behind

Everything Gets Passed on and Members Don't Get Left Behind

Remember the following:

- * our reputations start when we do, so we should be concerned about it from the start
- * members protect/direct/mold/nurture the young and respect the old
- * CVFD environment is tradition based
- * members who retire are still members
- * family members are also part of the department
- * members appreciate the contributions of those who came before them
- * members inherit what previous members produced
- * CVFD "Way" is permanent and continuous
- * CVFD's "past" gives members their identity (members should learn from it)
- * CVFD's "today" gives members their purpose (members should enjoy it)
- * CVFD's "tomorrows" gives members their future (members must plan for it)
- * CVFD "Way" is human based
- * members' actions establish CVFD's future