

# CASPER FIRE DEPARTMENT CORE VALUES

## Teamwork

- together, we can do more than as individuals
- goals are achieved through teamwork

## Excellence in Customer Service

- constantly seeking opportunities to provide quality customer service
- strive to always achieve customer satisfaction

## “Can – Do” Attitude

- expect creativity and innovation
- rise to challenges
- self-motivated, “driven” attitude
- overcome obstacles and hurdles in service implementation

## Safety and Welfare of the Employees

- maintain a sense of urgency without compromising safety
- promote safe work habits through training
- be pro-active in injury prevention efforts
- realize your limitations

## Be Prepared

- promote readiness and knowledge through in-service training and continuing formal education
- maintain equipment and resources
- maintaining excellence in physical fitness
- avoid complacency

## Honesty and Integrity

- instill unequivocal trust in one another
- maintain community trust and respect
- always remain loyal, reverent, honorable
- maintain a high level of pride in the Department

## This Agency Values and Respects all Persons

- strive to ensure that all customers and co-workers are treated with respect and dignity
- our employees are indispensable, valuable components of this agency and community
- maintain consistency, equality and fairness in all personnel matters

## Future Planning and Vision

- anticipate the future and the imperative for positive change and growth
- stay abreast of fire service trends and patterns
- seeking new opportunities in service implementation

## Excellent Communications

- good communication is the key to outstanding service and morale
- up, down, and lateral internal communications are indispensable
- inform and educate the public while continually seeking feedback