

Hollis Volunteer Fire Department and  
Emergency Medical Services  
Triad Work Group

***HVFD& EMS Working Group Guidance and Initial Action Items***

(Drafted 4.14.17, Revised 4.18.17)

***Who and What is the HVFD& EMS Working Group:***

In music, a triad chord is constructed with 3 notes. When in position each note is a third away from the last. Triads are a basic chord structure and the basis of how other types of chords are constructed.

There are three of us in this working group – just as the notes in a triadic chord are different pitches, we all come from varied backgrounds with differing belief systems and skill sets and we hope that together, like a chord, we can create a harmony that will foster something bigger than ourselves. Despite our differences we came together, driven by the common belief in the goodness of our community and we drafted our shared vision of the possibilities for our Hollis Volunteer Fire Department and Emergency Medical Services to move forward and become a positive, unifying community organization.

Working Group Members:

John Ryan:

Community Council Member and Alaska State Trooper. Former NY State Fireman and EMT.

Bill Sharpes:

Fire Chief, HVFD & EMS, long term POW first responder and medical responder trainer, EMT II. Retired Board Member

Lisa Cates:

Hollis School Teacher, retired correctional administrator.

**Goal:**

For the Hollis Volunteer Fire Department & Emergency Medical Services to be a trusted, inclusive and well organized volunteer community organization that serves all of our community.

**HVFD/EMS Triad Working Group Ten (10) Agreements and Norms:**

1. We will keep our stated goal in mind throughout our efforts.
2. We will work together as a collaborative work group with honest, open and trusting communication.
3. We will not allow personal goals, past history or other limiting factors to prevent us from hearing all input and considering all alternatives.
4. When we cannot agree, we will strive to come to a consensus, but if a consensus will not serve the greater good of the community, together we will seek outside counsel and work together for the best solution for the community.

5. We will always be forthright and honest and respectful in our communication with each other and others.
6. We will hold each other accountable to do what we say.
7. We will disagree with ideas not people.
8. We will be driven by solutions, not blame.
9. We will:
  - a) listen to input without focusing on whether we agree or disagree with the information.
  - b) find all of the problems/issues of concern and develop solutions to fix them. No looking back.
  - c) seek what is good and celebrate it
  - d) promote and create systems that foster a community culture of trust
10. Our work will be characterized by transparency, accessibility, honesty and positive forward thinking.

### **Working Group Guiding Qualities:**

#### **1. Design:**

It is not a committee or a task force. The Work Group task is to accomplish the goal and disband. The working group must remain small in order to get the job done. It is comprised of three very different people with very different backgrounds and strengths, who are willing to come together and hold each other to a very high standard, to ensure the work is complete, professional and in keeping with the stated goals of our community.

The group will research similar organizations and applicable policies and standards, conduct community surveys, and send out requests for information as necessary to guide their work.

#### **2. Accessibility:**

All group members have posted e-mail and telephone numbers to ensure unfettered contact by community members. We will not have set meeting dates and times as we all have challenging schedules and we want to take each step as we can. In addition to face-to-face meetings, much of our work may take place on line or via telephone. When we have work events and days, we will ask for help.

#### **3. Transparency:**

All information will be posted. There will be no secrets.

We will have a HVFD & EMS tab on the [Hollis Community Website](#) to publish all documents related to this process. All documents produced to explain the process, carry out the process and /or inform decision-making will be posted on the website.

The written plan with action items will be posted and updated for public review.

#### **4. Integrity:**

We will address everything that will impede goal achievement. We will be honest with each other and the community.

There will be **No sacred cows...** everything gets addressed and discussed with the mindset that we are moving forward to bring our community together. We are going to discuss and cover every issue that has been raised in the past or that will inevitably come up during the survey. We will not convene to rehash the past, complain about personalities or point fingers.

*Example:* If anyone finds something unexpected we are not going to talk about it, we are not going to worry about who or when or why, we are going to fix it. That may mean creating formal inventory systems or records management systems. We will not know until we do our work. We are going to recognize that without systems in place, everyone was doing their best with what they had and with no malicious intent. Instead, we will document the processes that are necessary to function and put systems in place to insure accountability and sustainability.

*Exception:* If the working group finds anything indicating a crime and criminal intent, they will stop and turn that evidence over to law enforcement. (Note – we do not expect this but we want all to know that we will not overlook anything)

### **Initial Process:**

#### **Step I: Community Introduction:**

Start with a message (See draft) from John, Bill and Lisa to introduce process. The message will explain the process, invite input and include the following attachments:

1. The final proposal along with the approved April 11, 2017 motion by the Community Council
2. Working Group Guidance and Initial Action Items (Drafted 4.14.17).

#### **Step II: Conduct a survey of the community to find out:**

1. what community members want from their volunteer fire department and emergency medical services
2. what community members would like to bring to the volunteer fire department and emergency services as far as time or talent or resources.

Allow for people to remain anonymous, but ask for names and contact information and skill areas where they might be willing to share to help with this process. (ex: book keeping, filing, inventory management, training schedule set up, call list and volunteer contact information management, etc)

Assemble survey information to guide planning.

#### **Step III: Conduct a SWOTs (Strengths, Weaknesses, Opportunities, and Threats) Analysis.**

1. Review all of the information received and assemble it in a manner to support planning and decision-making.

#### **Step IV: Use written SWOTs Analysis to move forward.**

1. Identify and fix what is broken and build upon what is working and successful. This will entail looking at what we have and what we know – inventory, policy, needs etc, in order to:
  - a. Analyze and prioritize organization needs.
  - b. Determine best organization structure and roles
  - c. Develop simple sustainable systems created to support the organization through thick and thin.
2. Create a written public plan to address issues, with action items, timelines and identified responsibilities.
3. Recruit others who have the skillsets to help address identified areas within the plan. Some needs will be short-term, for example: a quick inventory, while others may be a request for a long-term volunteer position, for example: monthly filing.