

DRAFT:

Proposal for the Hollis Volunteer Fire Department and Emergency Medical Services

(Created: March 21 & 23, 2017; Revised: March 28, 2017)

Background:

For some, the Hollis Volunteer Fire Department and Emergency Medical Services (HVFD/EMS) has become a polarizing flashpoint in the community.

Everyone seems to have a desire to address this issue but cannot seem to get beyond the anger, arguments and frustrations.

Can we agree?

- *What we are doing now is not working.*
- *Everyone wants things to be “better”, but there is no clear definition of what better entails.*
- *Everyone is trying their best, there are no bad intentions.*
- *No one person knows all that needs to be done and how to make it happen but everyone knows that something needs to change.*

Opportunity:

There has been substantial change in our community recently and this is a time to come together and move forward. To make that happen, we have to all:

- Let go of past hurts, rumors, facts and misunderstandings.
- Work together to find ways to serve our community in a positive way.

A group of three has come together, willing to:

1. listen to input without focusing how they disagree with the information.
2. find all of the problems/issues of concern and develop solutions to fix them. No looking back.
3. seek what is good and celebrate it
4. promote and create systems that foster a community culture of trust

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.

Process:

Appoint John Ryan, Lisa Cates and Bill Sharpes to serve as a small working group with a shared directive and give them the freedom to use creative solutions to do the job to move the HVFD & EMS to a trusted organization to serve our community.

The group's work will be transparent with ongoing written progress reports, action plans and goals.

Their first step will be to 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, talent or resources.

SWOTS (Strengths, Weaknesses, Opportunities, and Threats) Analysis. The working group will use the written SWOTS Analysis to:

1. identify and fix what is broken and build upon what is working. This will entail looking at what we have and what we know – inventory, policy, needs etc. in order to:
 - a. Analyze and prioritize organization and community 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 timelines
3. recruit others who have the skillsets to help with different areas that need to be addressed.

Caveat:

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 and that will inevitably come to light through the survey. We will not convene to rehash the past, complain about personalities or point fingers.

Example: If anyone finds money in a drawer we are not going to talk about it, we are not going to worry about who or when or why but we will fix it. 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 that we need a system to manage and deposit cash and we will put one in place that all agree to follow

Exception: If the working group finds anything indicating a crime and criminal intent, they will stop and turn that evidence over to law enforcement.

Motion:

Appoint a John, Lisa and Bill to serve as working group and give them the freedom to use creative solutions to do the job to move the HVFD & EMS to a trusted organization to serve our community.

They will identify, create and implement systems to fix what is broken and document and build upon what is working and successful in a manner that ensures quality and builds community trust.

They will write up the process as it unfolds and will provide monthly progress reports to the community at the council meetings. They will be documenting organizational structure, systems and procedures as they are put into place. Policies will be brought before the council for review and approval.

The appointments will last six (6) months after which the Community Council and working group will determine if more time is necessary.