

## EMERGENCY PREPAREDNESS AND RESPONSE

### AGREEMENT/EXPECTATIONS FOR SUCCESS

**1. Be IMPECCABLE with our word.**

- ~ We will never say anything negative about our team behind their backs.
- ~ We will never let one of our team members say anything negative behind our backs.
- ~ Disagreeing opinions are inevitable, respect the uniqueness of our team, and know that there will be times when the team may have to agree to disagree, but drive on unified.

**2. Act with INTREGRITY to build trust.**

- ~ For individual and team success we need to be open, honest, and trust each other.
- ~ As we work together we must trust each other, the process, and those we work with.

**3. Be COURAGEOUS in your ETHICAL behavior.**

- ~ Never do something that could embarrass you, your family, our team, or the agency.
- ~ Hold those you work with accountable to the same courageous and ethical behavior you expect of yourself.
- ~ Do what is right all the time, even when no one is looking!

**4. RISK TAKING is not only encouraged, it is EXPECTED.**

- ~ Making minor errors in the flow of what we do will happen and should be tolerated; however, we must learn from them so they don't reoccur and we can move forward.
- ~ When possible/practical decision making should occur at the lowest level; making sound well thought out decisions and owning them (empowerment without bounds).

**5. SOLVE internal problems from within (know our team can do it).**

- ~ Open, honest, and timely feedback must occur.
- ~ Don't take things personal, as personal attacks are not acceptable.
- ~ Don't make assumptions, but rather base your problem solving on facts and working together toward a common goal/understanding.