

# Grand Bay-Westfield Fire-Rescue (GBWFR) Strategic Plan



## Working with our Partners



### COLLABORATION

- GBWFR utilizes and investigates a collaborative approach to meeting the Town's Level of Service.
- GBWFR works collaboratively with neighbours and the Fundy Regional Service Commission on the training and development of firefighters.
- GBWFR has a defined working relationship with the City of Saint John and the Fundy Regional Service Commission.
- GBWFR invests and utilizes provincial and federal resources.
- GBWFR is an active community member & resource.

## Responding to the Call



### OPERATIONS

- Bylaws, policies and procedures are current, measured, reviewed regularly and enforced to the Level of Service provided to the community.
- The resources of GBWFR match the Level of Service provided to the Town.
- The department facilities meet the needs of GBWFR.
- The department takes a proactive approach to pre-planning scenarios of significance.

## Pride in our People



### HUMAN RESOURCES

- Firefighters are trained to the Level of Service of the Town.
- Firefighters have a clear understanding of the training goals and expectations.
- GBWFR has an engaged team with a strong culture.
- GBWFR has a recruitment and retention strategy that highlights the benefits of joining the team.
- The firefighter's mental and physical health are supported, ensuring a resilient team.
- Firefighter's time and capacity is respected and reciprocated.

## Engaging the Community



### COMMUNICATIONS

- GBWFR works to maintain and expand their public image.
- GBWFR has annual public education campaigns and a fire prevention plan.
- The department has an active internal engagement and communications process.
- GBWFR conducts regular satisfaction surveys (internal/external).
- GBWFR has a formal communications and engagement plan.
- The Community understands the Level of Service provided by GBWFR.