

*Compassion: “Sympathetic pity and concern for the sufferings and misfortunes of others.”*

When you sign this form you agree to treat all citizens with compassion and empathy.

Compassion means –

**1. Treat Everyone With Empathy:** Empathy is being able to understand and share the feelings of others. Not everyone lives the same life. You will come in contact with people you feel are “using the system” or “shouldn’t have called 911 for this”. Remember our mission statement says “As a team, we are dedicated to serving our customers”. Sometimes all they need is information, advice or even someone to visit them. Be empathetic with these people.

**2. Compassion is Learned:** Reading this you have decided to join a very elite group of people who unselfishly respond to the call for help set out by others. This group must respond to these requests and provide a service to those that ask for it. It is easy to just treat a medical patient, or to put the fire out and go home. Compassion is when we go that extra mile to stay and make sure all loose ends for these people are tied up. Make sure they have no questions of “Where will I sleep tonight” or “Who will take care of my dog”. Compassion is giving our customers that peace of mind that everything is taken care of.

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| Recruit Signature |