

Mission Statement and Values of the Henrico County Division of Fire

Our Mission

Henrico County Division of Fire is a community driven, professional public safety and service organization that takes PRIDE in stewardship and innovation, while maintaining the public trust.

Our Values

Henrico County Division of Fire takes Pride in our unique calling to fulfill the needs of our customers in the community we share.

- **Professionalism**—We will provide service in an accountable, competent and innovative manner.
- **Respect**—We will hold in high regard, the diversity within our organization and community.
- **Integrity**—We will uphold public and organizational trust by committing ourselves to the highest ethical and moral codes.
- **Dedication**—We will remain loyal to our commitment, our oath and our community.
- **Empathy**—We will support, understand and meet the needs of our organization and the community in a compassionate manner.



Commission on
Fire Accreditation
International

ISO CLASS 1

The Henrico County Division of Fire is an Internationally Accredited Fire Department, and carries Class 1 rating from the Insurance Services Office (ISO).

Anthony E. McDowell
Fire Chief

Henrico County Division of Fire
P.O. Box 90775
Henrico, VA 23273-0775
(804) 501-4900
www.henricofire.org

Emergency: 911
Non-emergency: (804) 501-5000



August 2018

Compliments



Understanding the Compliment Process

*Henrico County
Division of Fire*



Understanding the Compliment Process



The Henrico County Division of Fire is proud to provide internationally accredited Fire and EMS services to the citizens of Henrico County and its visitors. The Division of Fire regularly notifies and recognizes personnel who have gone “*above and beyond*” when providing services to the citizens and visitors of Henrico County. In addition the Division of Fire annually recognizes personnel at our Awards Ceremony that have gone “*above and beyond*” in emergency situations. In each of these instances your submitted compliments help us with recognizing our personnel. Thank you for taking the time to compliment one or more of our personnel.

When a compliment is filed, information regarding the compliment is gathered and documented.

1. Compliments may be submitted in person or by phone, in writing through the U.S. Mail, or in writing through email. If you make a compliment by phone, you may also send a written statement.
2. To submit a compliment by email please use the Compliment Form located under Services and Programs at www.henricofire.org
3. Once the compliment paperwork is completed, the compliment is submitted to the appropriate Assistant Chief, and the employee is notified.
4. Any person filing a compliment will be notified that the compliment was received and documented.

No employee of the Henrico County Division of Fire is allowed to accept gifts or monetary contributions. Instead contributions may be made to the **Henrico Firefighter’s Foundation**, the only approved fundraising organization for the Henrico County Division of Fire.

Visit www.henricofirefighterfoundation.org for more information.



**If you still
have more questions, call our
Office or Professional Standards at
(804) 501-4906
Or email them at
firedepartment@henrico.us**

