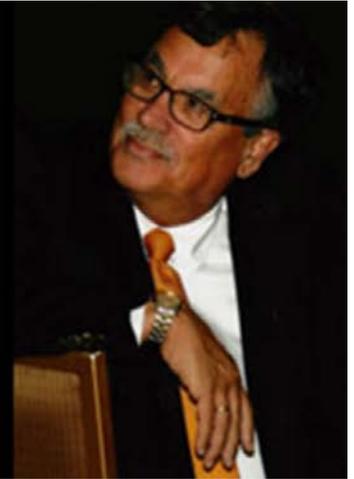


# MY VIEW



Founder Wayne Fortin



## 10 TIP BELIEFS

Every organization, including TIP, is guided by a set of beliefs. These beliefs dictate what the organization does, how members treat each other and how decisions are made. Some of these beliefs are explicit and others are *"hidden."* I believe it's important to occasionally remind ourselves of our TIP beliefs and to ask ourselves *"are we remaining true to our beliefs?"* I would like to articulate our beliefs as we start a new year...

We believe that we will only be successful if we provide **excellent services** to our clients and emergency responders. We must **"sweat the details"** required to fulfill our promise to responders and clients: We will respond to 100% of requests for help quickly on a 24/7/365 basis.

We believe in **"citizens helping citizens"**. Our clients appreciate the fact that the person helping them is there because they want to be, not because they have to be. We believe our volunteers become roving helpers who utilize the skills and experience gained in TIP outside of their TIP roles and long after they leave TIP.

We believe the role of the TIP organization is to **"push volunteers up"** into unpaid leadership positions. Citizens come to TIP wanting to *"stretch"* and be challenged. TIP leaders need to provide them opportunities to grow and be involved in the organization. We don't believe our volunteers are *"just"* volunteers.

We believe that leading a TIP affiliate where volunteers respond to tragic situations on a 24/7 basis requires **extraordinary leaders**. We believe our leaders are extraordinary and that we need to support them in a variety of ways. We believe extraordinary leaders are **humble** leaders who know that it's all about the good of the organization and not about them.

We believe we need to maintain **high standards** for our volunteers, and they must comply with TIP's rigorous training standards and expectations. We believe in high standards because we believe that our clients deserve *"the very best"* from us.

We believe that the major need our clients have is for **"a caring presence."** Providing them this caring presence is simple but not easy. It requires that we continually remind ourselves through training sessions, debriefings and at monthly meetings that it's not about *"fixing"* but about *"being."*

We believe that our most important partnership is the relationship we have with **the public safety and emergency health care systems**. TIP leaders need to spend much of their time strengthening these relationships.

We believe in an **ongoing feedback process** to solicit feedback about our service from responders and clients.

We believe that **"no call is too small."** TIP's uniqueness is that we respond to the *"daily disasters"* in people's lives. Ironically, this day to day experience makes us uniquely qualified to respond to major events when they do occur.

We believe that every community needs a TIP Program and that it's our responsibility to **"spread the word"** nationally. We believe we have a tremendous body of knowledge about how to assist those who are emotionally traumatized, and we believe that we need to make this knowledge available to the community through Emotional First Aid courses.