



Mission:

To provide compassionate quality care and service

Vision:

We will be progressive with delivering outstanding customer service, providing evidence-based patient care, and remaining responsive to our patients and the communities in which we serve.

Values:

Professionalism: We will maintain the highest standards of excellence in Emergency Medical Service. Our actions, appearance, and demeanor must represent the best of North Benton Ambulance.

Integrity: We understand that our reputation as a service must be built and maintained on the foundation of trust, honesty, compassion, and ethics.

Confidentiality: We will maintain the highest standard of discretion to uphold the privacy of our patients, families, and team members.

Respect: We will treat our patients, citizens, coworkers, and our partners in EMS with the dignity they deserve as human beings. We will listen with sensitivity, striving to understand rather than judge or with the intent to reply. We will resolve conflict with diplomacy and tact.

Accountability: In order to demand the best from ourselves, we must be willing to be held accountable in all that we do. We must reflect and honestly evaluate our actions and demeanor with Just Culture and train progressively knowing someone's life depends on us.