



<b>Wintergreen Fire and Rescue Standard Administrative Policy</b>	
Subject:	Chain of Command
Reference Number:	ADM 01-001
Effective Date:	30-Jul-04
Last Revision Date:	17-Sept-20
Signature of Approval	Curtis Sheets, Chief

**Purpose:**

To provide a clear and concise understanding of the chain-of-command procedures involving operations.

**Policy:**

Wintergreen Fire and Rescue has established a chain-of-command for each member to have a chain to follow either in or out of an emergency situation. Members should speak with their immediate supervisor with any concern(s) he/she may have before approaching the next level in the chain-of-command. If the concern(s) involves their immediate supervisor, the employee should speak with the next level higher in the chain-of-command. The Executive Director of Wintergreen Property Owners Association is the last step in the chain-of-command; therefore his/her decisions are final and binding on all employee concern(s).

The chain-of-command is as follows:

Executive Director of Wintergreen Property Owners Association  
Chief of Fire and Rescue  
Deputy Chief  
Captain  
Lieutenant  
Senior Career Employee

All concerns regarding department operations, policies or problems on calls are to be handled as follows:

- Members having a problem on a call will document the nature and report the same to his/her Shift Captain. The Shift Captain will report the matter to the Deputy Chief who will determine any necessary action.
- Concerns over shift operations are to be discussed first with the Shift Captain. Should the Shift Captain be unable to resolve the concern(s), or if the member is not satisfied with the resolution, the member should document the concern(s) and report the same to the Deputy Chief.
- Members receiving questions from the public regarding agency policies or procedures should refer the same to the Shift Captain.