

# JORDAN VALLEY EMS AUTHORITY POLICY

**POLICY #:** 101.2.1

**SUBJECT:** CHAIN OF COMMAND

**CAAS STANDARD:** 101.2.1

**SCOPE:** ALL EMPLOYEES AND VOLUNTEERS

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## **PURPOSE:**

The purpose of this policy is to identify the proper chain of command and organizational structure of the company.

## **POLICY:**

It is the policy that employees will follow the chain of command and organizational structure when dealing with internal matters.

## **PROCEDURE:**

### **THE CHAIN OF COMMAND FROM TOP TO BOTTOM WILL BE AS FOLLOWS:**

1. EMS Director
2. Operations Director
3. Assistant EMS Director
4. Office Manager
5. Field Supervisors (Paramedics)
6. Field Staff (EMT's)

The chain of command starts with the employee. In other words employees should make an effort to resolve conflicts between each other prior to advancing problems up the chain.

The company does have an open door practice. Any employee should feel free to bring concerns to any member of the chain of command. It is up to that member of the chain to refer matters to appropriate level for further follow up if necessary.

Members of the chain of command should not allow the chain of command to interfere with matters that need to be addressed immediately. The "Hot Stove Theory" should always be utilized. Then matters requiring additional attention should be addressed with the proper member of the chain.

The company has several policies that refer to the chain and how it is to be used in specific situations such as disciplinary actions, dealing with the public etc.

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