



# *City of Winter Park Fire-Rescue*

## *Standard Operating Guideline*

# 100.01

**Title: Chain of Command and Delegation of Authority**

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**Purpose:** To establish a well-defined Chain of Command within the organizational structure of the Fire Department that will encompass all Divisions and all personnel.

**Scope:** This procedure is designed to outline for all personnel the direct chain of command they are to follow when addressing department issues. Every effort should be made to follow this chain of command in order to keep all levels of management and personnel informed and instructed on their particular job function. In addition, this procedure outlines the procedure for the delegation of authority within the Department.

**General:** In order for an organization such as a fire department to operate smoothly, there must be a defined chain of command, and it must be adhered to as closely as possible.

### **100.01.01. Chain of Command:**

- An organizational chart has been provided which clearly depicts each position in relation to the established chain of command.
- All personnel, either on or off duty, should follow this chain of command. Some individuals have been given special responsibilities in addition to their normal duties. At times it will become necessary to have a direct contact with a member of management without following the direct chain of command. The Battalion Chief shall be notified of any special responsibilities given to any of their personnel.
- On emergency scenes, the chain, by necessity, may be broken. For example, the Deputy Fire Chief or the Fire Chief may give an order directly to a firefighter and expect the firefighter to report directly back to him.

- There will be times when more than one order will be given at a time. Under absolutely no circumstances is any order to be ignored, or do only as you see fit.
- If you are given one order by an officer, and either before, or during your carrying out of that order, you are given an additional order by another officer, you must inform the other officer of your previous order. The second officer may permit you to carry out his or her order. If you are directed to carry out the second order, the officer who does so accepts the responsibility for the original officer's order.
- When off-duty personnel are called-in, the senior ranking officer will assume command at the Station location. If the highest rank, regardless of seniority, is the same as the on-duty officer, then command will remain with the officer who is on-duty.
- When personnel from off-duty shifts are being compensated to participate in department-sponsored activities such as classes as a student or instructor, public relations work, and other similar activities, they are working under the direction of the Battalion Chief that is on-duty.
- Obviously, the Fire Chief is the one person who has ultimate responsibility for the actions of the entire department; however, certain areas of responsibility and authority are delegated to other officers within the operation.
- In the absence of the Fire Chief or Deputy Fire Chief the on-duty Battalion Chief or the Fire Chief's designee is in charge of the Fire Department.



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Chief of Department