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|  | Lower Providence Emergency Medical Service Standard Operating Guidelines | |
| | Subject: <i>Administration- Chain of Command</i> | SOG #100-003 |
| | | Initiated: September 2023 |
| Approved: Chief Christopher J. Reynolds | Revised: N/A | |

Purpose: The purpose of this procedure is to establish guidelines/policy concerning authority, direction, supervision, and reporting structures within the organization.

Guidelines/Policy: Lower Providence EMS shall utilize a single rank structure in the execution of duties and responsibilities. An individual's authority will be established by rank and will be applied throughout the organization for both Operational and administrative duties and job functions.

Structure: Rank structure as authorized by the Lower Providence EMS Board of Directors:

1. Executive Director
2. Chief of Operations
3. Deputy Chief
4. Assistant Chief
5. Captain(s)
6. Lieutenant(s)

1. The Chief of Operations is ultimately responsible and oversees all LPEMS ambulance operations under the guidance and direction of the Executive Director and the Board of Directors.
2. When issues or problems arise, personnel shall document the issue/problem via an electronic Incident Report.
 - a. Any issue that requires immediate attention shall be directed to the LPEMS Officer in Charge "OIC."
 - b. Any issues or concerns that directly involve the officer in charge shall be directed to the Chief of Operations.
 - c. Any issues or concerns that directly involve the Chief of Operations shall be directed to the Executive Director.
 - d. Any issues or concerns that directly involve the Executive Director shall be directed to the President of the Board of Directors.
3. Orders/Conflicting Orders
 - a. Any order which is given to a subordinate by a superior member or officer, shall be carried out without delay.
 - b. Should a member of the organization be in the act of executing an order and a subsequent order is given to that individual by a different superior member or officer, the member shall make known to that individual that they are in the process of executing an order.
 - c. In the event the second superior member or officer insists that their order be obeyed, the member shall execute the second order, but the second officer shall then assume full responsibility for the change in orders.