

Falmouth Fire-EMS Operating Guideline

Difference of Opinion

Objective: To ensure that differences of opinion do not interfere with operational methods or the safety of personnel at the time of an incident.

General Information:

In following chain-of-command models, it is expected that sometimes differences in opinion may occur. This policy addresses how a staff member may address those concerns.

Guidelines:

A. Differences of Opinion consideration

1. If during an incident, a difference of opinion occurs between a Fire-EMS officer and personnel and/or personnel from another Falmouth agency or mutual aid service, the senior Officer or person in charge will make all final operational decisions regarding the incident in conjunction with appropriate SOGs under the operations structure of the Unified Command in the ICS.
2. Differences of opinion will not be voiced or tolerated over the radio, in front of a patient or at an incident. Any disagreement can be voiced in writing at a later date. The only exception to making the complaint in writing and allowing such to occur on a scene would be in cases of safety concerns and/or imminent danger to personnel, in which case the concern should be made in person immediately to the Incident Commander or Incident Safety Officer.
3. While involved at an incident, any command given by the Senior Officer/person in charge will be followed. Any deviation will be considered insubordination and will be dealt with through disciplinary action.

B. Procedure for Concerns

1. Should an employee have a complaint regarding a difference in opinion, this should be made in writing as soon as possible following the incident to the Assistant Chief so that the matter can be investigated.
2. The Assistant Chief will investigate the incident with all applicable parties, report the incident to the Chief and make a recommendation to the Chief.
3. The Fire Chief will make the final decision.

These guidelines may be changed or altered by the Fire Chief at any time.