



CHARLOTTESVILLE-ALBEMARLE RESCUE SQUAD

STANDARD OPERATING GUIDELINE

TOPIC: Line Officer Responsibilities	S.O.P. # 1.4
Approved by: L. Dayton Haugh, Chief	Revised: 04/05/2008 Approved:

I. PURPOSE

- a. To set forth line officer responsibilities.
- b. To guide interaction between officers and members.

II. POLICY

- a. Line officers will be committed to total quality management. Officers will strive to assist crew captains and crewmembers in any way necessary to provide the highest quality service to the community.
- b. Line Officers will endeavor to set the example in the following areas:
 - i. Commitment to quality service to the community.
 - ii. Training.
 - iii. Provision of patient care.
 - iv. Public relations.
 - v. Assistance to members.
 - vi. Fairness and discretion.
 - vii. Appearance.
- c. Line Officers will strive to resolve all complaints and problems in the following priority:
 - i. Firstly, to correct system problems to insure the highest quality public service.
 - ii. Lastly, to correct individual behaviors.

NOTE: This does not mean individuals may act with impunity - it means that problem resolution and continual quality improvement is of higher priority.
- d. Open Door Policy.
 - i. Members are encouraged to share their concerns, seek information, provide input, and resolve problems/issues through their crew captain and as appropriate, consult with any Officer toward these ends. Crew Captains and Officers are expected to listen to member concerns, to encourage their input, and to seek resolution to their problems/issues.
- e. Suggestions.
 - i. Any member with suggestions or ideas they feel would benefit the Squad or public is encouraged to tell us about them. We are always looking for suggestions, ways to reduce costs or errors, and ways to benefit the Squad, its members and the public we serve.