



# POLICY MANUAL

## Personnel - Standards

### Communication

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Book Chapter Subject

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3.0 Purpose: Establish and Define Good Communication Practices.

3.01 Scope: All Fire Department Personnel.

#### 3.02 **GOAL**

Good communication is essential. It helps the Department in maintaining a high level of operational readiness while providing an effective, efficient service. Good communication works in all directions. It involves passing information along at each level of the organization, and ensures that the necessary information moves up and down to all levels. The better we communicate, the better the organization operates.

#### 3.03 **RESPONSIBILITY**

Passing along information does not pass along responsibility. Responsibility for handling concerns and problems remains at the lowest level of the operation possible. For example: An Engineer finds a problem with the apparatus; he/she is not relieved of his/her responsibility to see that the problem is fixed by simply advising his/her Officer of the problem. He/She must follow up by making the appropriate apparatus log entry, attempt to accommodate the repair by the shop, and passing the information along to his/her relief. He/She didn't give up his/her responsibility to follow through by advising his/her Officer. The communication process is one of his/her responsibilities.

#### 3.04 **LEADERSHIP ROLE**

Efforts by all Department Members, especially those in leadership roles, should be directed toward allowing communications to flow freely and unobstructed. Members in leadership roles should specifically communicate with their supervisors on matters involving or relating to operational readiness, overtime, budgetary expenditures exceeding approved levels, potential personnel problems, administrative program activity and training.

#### 3.05 **HORIZONTAL COMMUNICATION**

Horizontal communication throughout the Department is encouraged and considered necessary to effectively coordinate activities. Good communication is a critical element of every member's job within the Department. The most productive environment the Department could foster is to empower all its members by maintaining open communication. Gossip and innuendo are not part of an open communication process and is not acceptable within the organization.