

## ***MEMBER RELATIONS SECTION***

*GOAL: To deliver highly effective services to citizens and visitors through a positive and cooperative working relationship between the officers and members of the Coldsprings-Excelsior Volunteer Fire and Rescue station.*

The purpose of the Member Relations process is to make *Coldsprings-Excelsior Volunteer Fire and Rescue* Department more effective as an organization.

The delivery of effective emergency services, fire prevention and public education services and support programs are highly dependent on positive working relationships and a positive approach to the care and development of our members.

The success of the, Members Relations process is dependent on a number of foundational elements, including that we all:

- Value input and diversity.
- Build on an environment of trust.
- Look for solutions where everyone wins.
- Always work to strengthen relationships as well as address issues.
- Agree to disagree at times - choosing to place emphasis on working on areas of agreement.
- Protect the Member Relations process.
- Share the credit and the work of the process.

Coldspring Excelsior Fire and Rescue  
Standard Operating Policies  
6565 County Road 612 NE  
Kalkaska, MI 49646

Section 1.4

Approval Signatures

Fire Chief :

\_\_\_\_\_ Date: \_\_\_\_\_

Assistant Fire Chief:

\_\_\_\_\_ Date: \_\_\_\_\_

Coldsprings Twp Representative:

\_\_\_\_\_ Date: \_\_\_\_\_

Excelsior Twp Representative:

\_\_\_\_\_ Date: \_\_\_\_\_