



1.02 PUBLIC SAFETY LIFELINE VOLUNTEER CODE OF CONDUCT

The purpose of this Code of Conduct is to identify standards of behaviour by which all volunteers registered with EMBC must abide. Volunteers who violate the Code of Conduct may have their registration revoked or suspended.

COMPETENCY

- Volunteers will carry out their duties to the best of their abilities.
- Volunteers will seek to develop and maintain skills necessary to the performance of their assigned duties.

CONFIDENTIALITY

- Volunteers will keep confidential all information they are exposed to while serving as volunteers, including information concerning other volunteers, clients, EMBC, and other organizations.
- Volunteers will not disclose confidential information, unless required to do so by law, or to assist in responding to an emergency.

AUTHORITY

- Volunteers who are placed in leadership positions will exercise their responsibilities consistently and fairly.
- Volunteers will respect the chain of command and follow reasonable directions given by a person in authority.
- Volunteers will follow operational guidelines and policies.

COMMUNICATION

- Volunteers will not publicly criticize fellow volunteers, clients, EMBC, or other organizations involved in an emergency response.
- Volunteers will not use insulting, harassing, or otherwise offensive language while serving as a volunteer.
- Volunteers will conduct themselves in a manner that positively supports EMBC's policies and guidelines.
- Volunteers will not represent themselves as agents of the Province of British Columbia.
- Volunteers will not comment to the media or in social media on any operations they were involved in unless approved by the Tasking Agency.



PERSONAL CONDUCT

- Volunteers will work as part of a team, with personal and team safety always at the forefront.
- Volunteers will treat others, including other volunteers, clients, and members of other organizations, with respect and dignity.
- Volunteers will not engage in violence, harassment, abusive behaviour, or discrimination.
- Volunteers will carry out their duties in an honest and professional manner.

CONFLICT OF INTEREST

- Volunteers will avoid real or perceived conflicts of interest.
- Volunteers will declare involvement in any form of self-employment or private business which competes with programs or services supported by EMBC which could be considered a conflict of interest.
- Volunteers who find themselves in a conflict of interest will self-declare to the appropriate regional office for vetting.

GENERAL

- Volunteers will not use EMBC facilities, supplies, or equipment for private purposes without permission.
- Volunteers will appropriately care for any materials entrusted to them and return all borrowed equipment and supplies.
- Volunteers will observe all laws.
- Volunteers will dress appropriately while on duty and will refrain from wearing EMBC identification when not on duty.
- Volunteers will not accept an assignment or respond if they are under the influence of drugs or alcohol.
- Volunteers will not respond or act in PSLV duties while under the influence of alcohol or drugs.
- Volunteers will conduct exercises, training and operations in accordance with EMBC policies and operating guidelines; when there is no written EMBC standard, the standard of care shall be that of the related industry

If a volunteer is unclear on any element of the code of conduct, the volunteer will seek out clarity from their PSLV Organization, Local Government or an EMBC regional office.