



1.02 PUBLIC SAFETY LIFELINE VOLUNTEER CODE OF CONDUCT

1.02.1 RELATED DOCUMENTS

- [1.02 Public Safety Lifeline Volunteer Code of Conduct Policy](#)
- [1.02 Public Safety Lifeline Volunteer Code of Conduct Procedures](#)
- [1.02 Public Safety Lifeline Volunteer Code of Conduct](#)

1.02.2 FREQUENTLY ASKED QUESTIONS

Q. Where is the actual Code of Conduct?

A. The code is located on the back of the PSLV application and is an annex to the policy.

Q. Does this apply to me?

A. This is intended to cover all EMBC Public Safety Lifeline Volunteers (PSLVs). This may be used for local government PSL volunteers in the absence of an existing code of conduct.

Q. Where is the process to follow if someone does something against the code of conduct?

A. The process for a breach of the code is contained within the policy.

Q. Does EMBC become involved in every code of conduct infraction?

A. No. It is expected that PSL organizations will deal with minor infractions at the organization level, using the code of conduct as a guide. Serious infractions and matters that cannot be resolved at the organization level would involve EMBC.

Q. Why is this not included in PSLV manuals?

A. As PSLV manuals are updated the code of conduct information will be included. The GSAR course and manual are in the process of being updated and the code of conduct information will be included.

Q. What defines a conflict of interest?

A. EMBC has a conflict of interest policy. See [1.06 Personal/Commercial Conflict of Interest](#).



Q. The Code of Conduct addresses volunteers publicly criticizing fellow volunteers, clients, EMBC, or other organizations involved in an emergency response. What avenues are available for organizations to address these concerns?

A. There are avenues to address concerns surrounding an emergency response (hot washes, debriefs, operational reviews, etc.). Concerns can also be raised directly with your EMBC Regional Manager.

In Search and Rescue, there are various types of operational reviews where concerns can be raised. Concerns can also be raised directly with EMBC staff and/or through BCSARA.

Q. What does it mean that volunteers will not comment to the media or in social media on any operation they were involved in unless approved by the Tasking Agency?

A. This is intended to address information specific to an operational response and provides opportunity to have information approved by the requesting agency. Organizations and volunteers are able to profile for your specific organization (ABC organization is responding to support the police with a search, the community with an evacuation, etc.) or speak to their experience (I am cold, wet, etc.). It is expected PSL organizations will have the conversation about media releases with the requesting agencies prior to a response.

Q. Should there be an exemption on the release of confidential information regarding responses, volunteers, and organizations if the consent of either the volunteer or that organization has been obtained?

A. Volunteer organizations need to ensure processes are in place to ensure the safeguard of all confidential information that they retain. All information received during a response should be considered confidential and only released on approval of the requesting agency.

Q. What defines confidential information?

A. Confidential Information means any information that is not public information, obtained by a person while serving as a volunteer, including information concerning other volunteers, clients, EMBC, or other organisations involved in an emergency response.

Q. Do we need to get approval from the tasking agency when we do a news release on a rescue? This would be a very cumbersome procedure.

A. It is expected that the requesting agency will be consulted so that all organizations understand what broad details can be released and what specifics will require approval. This consultation can be done prior to a response and could be included in a media pre plan.