

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

1.02.2 PROCEDURES

REPORTING

- (1) If a volunteer commits an act which EMBC, the Tasking Agency, the Emergency Program Coordinator, PEP Air Zone Commander, ESS Director, Communications Coordinator, or SAR Leader feels is unsatisfactory or unbecoming, that person will address the situation verbally with the volunteer and request the offence not be repeated. This action needs to be documented, and documentation retained by the PSL Organization and/or local authority.
- (2) If a volunteer observes an act that they believe violates the code of conduct, then the volunteer is to report their concern in confidence to an appropriate person within their PSL Organization or an EMBC regional office as soon as possible.
- (3) If a repeat offence occurs, EMBC, the Tasking Agency, the Emergency Program Coordinator, PEP Air Zone Commander, ESS Director, Communications Coordinator, or SAR Leader shall write to and meet with the volunteer advising of the concern, documenting past infractions and indicating further infractions could lead to termination or suspension of the volunteer's membership. A copy of this letter shall be sent to the EMBC Regional Office.
- (4) EMBC reserves the right to suspend or withdraw a volunteer's membership if that volunteer commits an act that brings the Crown into disrepute and/or violates the code of conduct. A follow-up investigation will ensue and an appeal process is available to the volunteer.

APPEALS TO EMBC

- (1) When a PSLV receives notice of determination regarding a complaint or code of conduct violation, the volunteer is advised of the appeal procedure. The volunteer is allowed 30 days from the date of receipt of the determination to deliver to the EMBC, Executive Director of Operations a written notice of appeal.
- (2) If an appeal is received within the 30-day period, EMBC may, after conducting a review confirm or overturn a decision. The PSLV will be informed of the status of their appeal within 60 days of EMBC receiving an appeal.
- (3) An appeal decision by EMBC is final and conclusive.