**Section 100 – Management & Administration**

|  |  |  |  |
| --- | --- | --- | --- |
| General Rules & Administration - 100 | | | |
| S.O.P # 100.10 | **Code of Conduct** | | Page: 1 of 7 |
| EFFECTIVE: 10/14/2019 | | Authorized: Board of Directors | |
| REVISED: | |  | |

**100.10.01 Purpose**

The purpose of this SOP is to establish a Code of Conduct aimed at ensuring that members of the District maintain the highest level of integrity and ethical code both on and off duty. The nature of emergency medical services work places all members in a position of public trust and subject to public scrutiny, and thus requires a level of conduct that is beyond reproach, regardless of work status or location. Thus, it is important that all members strive to achieve the highest level of ethical and professional conduct necessary to maintain the integrity of individual members and the District as a whole.

**100.10.02 Applicability**

This SOP applies to all staff and volunteers.

**100.10.03 General**

1. The District is committed to providing effective emergency medical services to the citizens and visitors of Jefferson County and surrounding areas. The District relies on the pride of its members as emergency medical services providers, their loyalty to the profession, the District, and fellow members, and their dedication to providing outstanding professional services to the community. The District can only succeed in its mission if its individual members maintain their personal integrity. The cornerstone of the District is its relationship with the community it serves.
2. Each member is responsible for his or her actions and the effective interaction with other members to make an effective and cohesive team. Conduct that does not adhere to appropriate standards for the emergency medical services professions impugns the integrity of individual members, which, in turn, reflects on the District as a whole, and impacts the District’s ability to serve the public.
3. As members of the District, all members are expected to comply with established rules and regulations, including Departmental policies and procedures.
4. This policy applies to a member’s conduct as a whole; this includes a member who is on‐duty and may be applicable to a member who is off‐duty if the member’s conduct has a connection to the member’s official duties. This policy is applicable regardless if the misconduct occurs in‐person or through some other means, such as social media.
5. The performance of the District depends on each member’s character, motivation, loyalty to the emergency medical service profession, self‐discipline, adherence to the chain of command, obedience to orders, appropriate action in the absence of a specific order, and orderly interaction with other members of the District in order to accomplish a common objective. The District expects that every member will exercise a high level of self‐discipline to enable the District to meet this goal.
6. At times, members of the District may violate applicable rules and regulations or engage in conduct that brings disrepute on individual members or the District as a whole. A Code of Conduct is necessary not only to set minimum standards of conduct the District expects of its members, but also to alert members to the possibility of disciplinary action for failure to adhere to specified minimum standards of conduct and professionalism.

**100.10.04 Fundamental Expectations**

1. The District has certain fundamental expectations of its members. These fundamental expectations do not themselves constitute specific rules of conduct, and accordingly, are not the basis for disciplinary action. Instead, the District hopes every member will strive to demonstrate these characteristics that are consistent with the highest level of professionalism and personal integrity.
   1. **Selflessness and Dedication** – the commitment of oneself to one’s community is the foundation of the emergency medical services professions and the volunteer corporations. Selflessness exists in the dedication and actions of emergency medical services personnel to ensuring the health, safety and welfare of their fellow members and the community.
   2. **Loyalty** – The District expects that every member will be loyal to the principles that underlie the emergency medical services professions, to their fellow members, the commitment of service to others, the mission of the District and the oath of office.
   3. **Duty** – All members are expected to use their training and experience to protect the public, their fellow members and themselves and to faithfully and diligently carry out their assigned tasks, to adhere to the chain of command, and to meet the requirements of their respective positions and applicable licensing or certification standards. Anything less violates the trust placed in the District by the community. All members are expected to perform assigned tasks throughout their full tours of duty.
   4. **Judgment** – Each member of the Department is responsible for the appropriate exercise of judgment commensurate with the member’s rank, responsibility, and assigned job tasks, after carefully considering the guidance offered by applicable laws, policies and procedures, and professional standards.
   5. **Demeanor and Bearing** – The public’s perception of and trust in the District greatly depend on the actions, appearance, and attitudes of its individual members. All members are expected to present themselves in a professional manner designed to promote and maintain the integrity of the District and its members and the public confidence in the District.
   6. **Role of Supervisors** – The District expects Supervisors and command staff to demonstrate conduct that exemplifies the highest professional and ethical standards. Officers must be leaders and are expected to use their training, experience, and judgment to motivate, manage, and direct subordinate members to perform their duties and to work as a cohesive team in carrying out the District’s mission, even when forced to make decisions that are unpopular or difficult. Supervisors and command staff must be accountable not only for themselves, but also for the conduct and performance of the individuals they supervise.

**100.10.05 Rules of Conduct**

1. The District has established these specific rules of conduct for its members that go beyond Departmental expectations. These rules are not intended to be an exclusive list and violations of these rules of conduct may be used as the basis for disciplinary action.
   1. **Compliance with Policy**
      1. Members shall not commit any act or fail to commit any act that would constitute a violation of District Policy.
      2. This may include but is not limited to: Department Standard Operating Guidelines, Standing Orders, Special Orders, memoranda and directives.
      3. In accordance with JCEMSD Policy, all employees are expected to comply with the Drugs and Alcohol Testing Policy.
   2. **Compliance with Laws**
      1. Members shall obey all local, State, and federal laws and the laws of any foreign country they visit.
      2. Any member who is arrested or charged with a criminal violation or a serious traffic violation or learns that he or she is the subject of a criminal investigation must notify the District immediately.
      3. A misdemeanor or felony conviction, guilty plea, or finding of guilt shall be assumed to be an admission of a violation of this section.
      4. From an employment perspective, the District may take appropriate disciplinary action against its employees regardless of pending criminal actions, charges, or citations.
   3. **Performance**
      1. While on duty, members shall not engage in activities that cause them to neglect or be inattentive to their assigned duties.
      2. While on duty, members shall at all times remain available and in a sufficient and appropriate stage of readiness to quickly respond to any situation requiring performance of their assigned duties and responsibilities of their positions.
      3. Members may not leave their duty posts without the approval of their supervisor.
      4. Members shall maintain competency and fitness sufficient to perform their assigned duties and responsibilities associated with their positions.
      5. Inability or unwillingness to meet performance standards may include, but are not limited to:
         1. Repeated or consistent lack of knowledge of applicable laws or policies,
         2. Unwillingness or inability to perform assigned tasks;
         3. Failure to meet standards associated with the member’s rank, grade, or position;
         4. Repeated unsatisfactory performance evaluations and/or the inability or unwillingness to improve performance with appropriate remedial training or education;
         5. Failure to maintain or renew required licenses and/or certifications associated with the member’s rank, grade, or position.
   4. **Insubordination**
      1. Members may not intentionally engage in conduct, through actions or words, which are disrespectful to, or that otherwise undermines the authority of, a supervisor the chain of command.
      2. Members shall comply with the chain of command and shall obey any lawful order of a superior or a person authorized to be in command.
         1. If a member is given an order that conflicts with an existing order, the member shall notify the superior giving the latter order. If that order is repeated, it will stand.
         2. They shall not obey any order which they reasonably believe to be immoral, unsafe, or illegal.
   5. **Conduct Unbecoming**
      1. A member shall not engage in conduct that is unbecoming to the member, the District or the profession.
      2. Conduct unbecoming includes any conduct that would bring the District, or member into disrepute or dishonor; or would disgrace the integrity of the profession; or undermine public trust; or would be detrimental to the operation and efficiency of the District.
   6. **Honesty**
      1. Members shall not intentionally or willfully make any false statement, either verbal or written, or withhold material information associated with the members’ position, official duties, or the District’s official business.
      2. Members shall not lie, steal, cheat, or make intentionally deceptive statements associated with the members’ position, official duties, or the District’s official business.
      3. Members shall not knowingly enter or cause to be entered any inaccurate or false information into an official record of the District.
   7. **Employee Relationships**
      1. Personal relationships between members shall not interfere with the performance of a member’s duties.
      2. Supervisors may not have romantic or sexual relationships with members in their direct chain of command and shall be responsible for alerting the Chief to determine whether reassignment is required.
      3. For purposes of performance evaluations, the Department will not assign an employee to a supervisor who is a blood relative, spouse, or romantic partner.
         1. Incidental or temporary assignments are not considered a violation of this policy.
         2. Members may not engage in sexual acts or conduct while on duty.
   8. **Abuse of Position**
      1. Members shall not use their positions as members of the District for personal gain for themselves or others or to obtain for themselves or others some benefit not available to the general public.
      2. This includes but is not limited to: the use of District identification cards, badges, uniforms, insignia, or equipment.
      3. Members shall not lend their identification cards or badges to anyone, nor allow them to be reproduced without Departmental approval.
      4. Members may not use their position with the District, including District identification cards, badges, uniforms, insignia or equipment, in connection with an endorsement, advertisement, or testimonial.
      5. No part of the District uniform, badge, logo, identification card, insignia or equipment shall be used in a way that brings disrepute on an employee or the District.
   9. **Confidentiality of Information**
      1. Members shall not disclose or disseminate any information, including pictures and/or video, obtained or retained by the District or pursuant to the members’ official duties that is confidential and not generally available to the public, except as authorized by the District.
      2. Members shall not use their authority to obtain information that would not be obtainable by the public, unless necessary to carry out the official business of the District and/or the job duties of members.
   10. **Public Statements and Appearances**
       1. Members shall not hold themselves out as speaking on behalf of the Department unless authorized to do so.
   11. **Courtesy**
       1. Members of the Department shall treat members of the public and other District members with the respect and courtesy expected in a professional environment.
       2. No member, in the performance of his or her duties, shall address another individual in a way that can reasonably be interpreted as violent, derogatory, or discriminatory.

**100.10.05 Rules Continued**

1. Carrying or possessing weapons or defensive devices on or within District property, facilities, or equipment is prohibited at any time. **Exception**; Law Enforcement officers.
2. All employees shall keep the District informed of their current phone number and residential address. Phone numbers and address shall not be given out unless authorized by the employee.
3. Pets will not be allowed in the station without prior approval of the Duty Officer.
4. When visiting District facilities, employee’s children shall neither be left unsupervised nor be supervised by an on-duty employee.
5. Pets or animals are not permitted in the sleeper’s quarters or the ambulances at any time.
6. While covering standby events the crew will remain in the ambulance and prepared to respond while the event is active.
7. At no time will any employee, volunteer or student loosen, remove or tamper with any restraint, i.e. handcuffs, placed by law enforcement.
8. When responding to the prison, all employees shall remove cell phones, pagers, computers, knives and utility tools and leave them secured in the ambulance. It is the lead EMT/Paramedic’s responsibility to ensure that all crew members have removed said items prior entering the prison.
9. No District employee shall solicit any assessments, contributions or services for any political party during assigned work hours of that employee.
10. District Employees and volunteers are allowed to use District tools and equipment, providing no tools or equipment are removed from the premises without written permission from either the Chief or Asst. Chief.