

Volunteer Emergency Worker Code of Conduct

As a Northshore Emergency Management Coalition (NEMCo) Volunteer Emergency Worker, you represent the Cities of Kenmore and Lake Forest Park, as well as the Northshore Fire Department (NSFD) and Northshore Utility District (NUD) (hereby known as “Coalition Agencies”). It is expressly understood that you are not a coalition agency employee. The continued viability of the NEMCo Community Emergency Response Team (CERT) and Radio Amateur Civil Emergency Service (RACES) programs are predicated on exemplary performance - coordinated, timely action that strengthens our community’s resiliency. It is important to recognize that your activities as a Volunteer Emergency Worker reflect the CERT and RACES programs to new members, the public, and those to whom we render our services.

It is of the utmost importance that all Volunteer Emergency Workers maintain a positive and professional image - both in attitude and personal appearance. (See NEMCo personal appearance policy).

This NEMCo Volunteer Emergency Worker Code of Conduct is a living document and can be updated or amended at any time with approval from the NEMCo Emergency Manager and/or NEMCo Coalition Agencies.

All Volunteer Emergency Workers representing the NEMCo Coalition Agencies shall abide by this Code of Conduct and may be required to follow additional policies set by NEMCo Coalition Agencies.

ALL VIOLATIONS OF THIS CODE OF CONDUCT AND APPLICABLE POLICIES UNDER COALITION AGENCIES WILL BE INVESTIGATED. IF A VIOLATION HAS OCCURRED VOLUNTEER EMERGENCY WORKERS MAY FACE DISCIPLINARY ACTIONS INCLUDING, BUT IS NOT LIMITED TO, VERBAL COUNSELING, WRITTEN NOTICE, RESTRICTION OF INVOLVEMENT WITH NEMCO ACTIVITIES, REVOCATION OF NEMCo CREDENTIALS, AND REMOVAL FROM THE NEMCo VOLUNTEER EMERGENCY WORKER PROGRAM.

As a Volunteer Emergency Worker for NEMCo, you are expected to comply with the following:

1. If an emergency occurs in your presence, assess the scene and dial 911 before rendering aid or assistance if needed.
2. Volunteer Emergency Workers must operate within the scope of the training you have received.
3. DO NOT SELF-DEPLOY. Responding to an emergency beyond your immediate neighborhood/place of business/location is considered self-deployment. (See NEMCo Call Out procedures for deployment information).
4. All responding NEMCo Volunteer Emergency Workers must present appropriate NEMCo credentials when reporting for assignment. The possession or ownership of NEMCo apparel, safety vests, hats, or other such identifying equipment does not authorize a Volunteer to be assigned for response activities.

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5. Accept assignments within the scope of your training and capabilities. Any physical limitations that would affect your ability to perform must be communicated during assignment. (Reasonable accommodations will be made in accordance with ADA guidelines).
6. When reporting for assignment bring or wear, your uniform items and any personal protective equipment assigned to you. (Additional personal support items are highly recommended).
7. Dress professionally and appropriately for the assignment (See NEMCo personal appearance policy).
8. Conduct yourself in a professional manner befitting the NEMCo Coalition Agencies highest standards:
 1. Act appropriately and responsibly at all times.
 2. Do not indulge in obscene or uncivil language.
 3. Avoid altercations or untoward conduct, which might cause an adverse public reaction or result in an injury to another.
 4. Treat fellow team members, visitors, guests, and other volunteer program participants with respect and courtesy.
 5. Be sensitive and respectful to the diversity of team members and those we assist.
9. Refrain from making any public statement regarding the nature or reason for deployment, the scope of work, or any mission specifics. Direct all inquiries regarding incident details, missions, or requests for an official statement to the Public Information Officer, Team Lead or Incident Commander.
10. Respect the privacy of all NEMCo team members, supporting agencies, employees and all persons served.
 1. Hold in confidence all sensitive, private, and personal information.
 2. When using public radio airways, do not broadcast personal or private information using the radio. (See NEMCo Communications Manual)
11. Be aware of and adhere to all HIPAA (Health Insurance Portability and Accountability Act of 1996) patient information privacy policies. Treat all patient information as confidential.
12. Immediately report NEMCo Team Leaders informed of any safety concerns or problems that arise with your assignment.
13. Refrain from using alcohol or any other substance that may impair your ability to perform your role.
 1. Be cautious of the effects of any prescription medication you may be taking. If your medication has physical restrictions, you must advise your team leader and remove yourself from deployment eligibility.
 2. The use of any illegal substance at any time is grounds for immediate removal from the NEMCo Volunteer Emergency Worker program.
14. Abstain from using the name, logo, supplies or equipment for unofficial use without the expressed, written approval of the NEMCo Emergency Manager.

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15. You shall not accept, or seek on behalf of, any other person, any monetary gain, gifts, and/or benefits, offered as a result of your affiliation with the NEMCo Volunteer Emergency Worker program.
16. You shall not use your participation in the NEMCo Volunteer Emergency Worker program to promote any partisan politics, religious matters or positions on any issue.
17. Avoid inappropriate conduct, both on and off duty that would jeopardize program effectiveness or tarnish the reputation of the program.
18. Any participation in illegal activity is grounds for immediate dismissal from the NEMCo Volunteer Emergency Worker program.
19. Smoking, chewing tobacco and vaping is prohibited in NEMCo Coalition Agency facilities and vehicles.
20. NEMCo Volunteer Emergency Worker program maintains a zero-tolerance policy toward discrimination, harassment and retaliation.
 1. Every member is responsible for ensuring that the workplace is free of discrimination, harassment, and retaliation, and is expected to avoid any behavior or conduct that could be interpreted as such.
 2. NEMCo will strictly enforce this policy as all forms of discrimination based on any of the protected classes are illegal, unprofessional and disrespectful.
 3. Each NEMCo Volunteer Emergency Worker is expected to monitor their own behavior and refrain from any action that will have a negative impact on others.
21. Report all injuries and illness that occur when assigned or deployed, regardless of severity, to a team lead or designated safety officer.

NEMCo Volunteer Emergency Workers are subject to the rules specified in the Washington State Administrative Code (WAC) 118-04 and limited by the emergency activities outlined in chapter 38.52 in the Revised Code of Washington.

ACKNOWLEDGED AND ACCEPTED BY:

(Signature)

(Printed name)

(Date)