



# CITY OF PLANO

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## COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

### Code of Conduct

This Code of Conduct has been established in order to clarify issues relating to conduct, liability, and duties relating to the responsibilities of volunteers working with the City of Plano Department of Emergency Management. Please read this document and sign the appropriate lines as an indicator of your understanding of this Code of Conduct.

#### AS A VOLUNTEER, ONE SHALL:

1. Conduct himself/herself in a manner that is professional and courteous.
2. Treat fellow team members, visitors, other volunteer program participants, guests, and property with respect and courtesy.
3. Only report for duty when called upon. Volunteers reporting to the Emergency Operations Center or to an emergency scene without being called upon or assigned are subject to removal and disciplinary action.
4. Report any emergency assignments, when not tasked by the Emergency Operations Center, to the CERT Program Coordinator or Director of the City of Plano Department of Emergency Management. This shall be done **before** any emergency missions or assignments are started.
5. Follow their Chain of Command at all times and keep leadership informed of any progress, concerns, or problems with tasks which they have been assigned.
6. Only undertake activities that are within their physical capabilities, within the scope of their training, and will not take risks that are likely to cause injury to themselves or others.
7. Report any problems or conflicts to the CERT Program Coordinator or Director of the City of Plano Department of Emergency Management.
8. Report any injuries sustained while acting as a volunteer for the City of Plano Department of Emergency Management. These injuries shall be reported immediately to the CERT Program Coordinator or Director of the City of Plano Department of Emergency Management.
9. Provide the Department of Emergency Management with all contact phone numbers needed to reach the volunteer while off duty and while on duty.
10. Maintain all issued equipment in good working condition and return all issued equipment in the condition received within two weeks of withdrawal / dismissal from the City of Plano CERT Program.
11. Adhere to the City of Plano CERT Dress Code.



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12. Direct anyone who is looking for official statements from City of Plano CERT to the CERT Program Coordinator or Director of the City of Plano Department of Emergency Management.

#### **AS A VOLUNTEER, ONE SHALL NOT:**

1. Represent themselves in a capacity that exceeds their status in the CERT Program.
2. Perform any illegal activities or be under the influence of non-prescription drugs or alcohol. This includes prior to and during trainings, exercises, meetings, and special events.
3. Report to an emergency scene unless called upon or tasked by the City of Plano Department of Emergency Management.
4. Use any emergency strobe, rotating, or flashing lights when reporting to, or while on, an emergency scene. This against the City of Plano Department of Emergency Management policy and will not be tolerated.
5. Use identification, to gain unnecessary access, favors, special privileges, benefits, exemptions, or gifts from anyone. This includes from law enforcement, fire officials, business owners, or other interests.
6. Disclose any information that is considered to be confidential which is gained for reason of their job position.
7. Solicit any goods or services while acting as a City of Plano Department of Emergency Management volunteer.
8. Engage in inappropriate conduct, both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following: Offensive or profane language or gestures; Public criticism of a CERT team member, its leaders or the CERT Program; and Jeopardizing another team member's safety.

I have read and understand this Code of Conduct for volunteers as set forth by the City of Plano Department of Emergency Management. I do hereby understand that failure to comply with this Code of Conduct will subject me to disciplinary action and possible removal from the status of volunteer for the City of Plano Department of Emergency Management.

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Signature

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Date

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Printed Name of Volunteer