

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Member Guidelines- Code of Conduct (Officers)</i>	SOG #101-005
		Initiated: May 2023
Approved: Chief Christopher J. Reynolds	Revised: N/A	

Description: All members of the organization must effectively work as a team to protect their own safety and the safety of their peers, while providing effective emergency medical services to the public. Failure to adhere to a certain level of conduct undermines the public’s confidence in individual members and the organization.

Purpose: The purpose of this guideline is to establish a Code of Conduct aimed at ensuring that the Officers of LPEMS maintain the highest level of integrity and ethical conduct both on and off duty. In fulfilling their responsibilities, each officer of LPEMS serves as a moral and ethical agent. Every action, order and decision will affect the health and well-being of the individuals, organizations, and communities we serve; therefore, officers must assess the consequences of their decisions and actions and accept responsibility for them. Officers must speak out and strive for the most moral and ethical course of action for themselves, the personnel they command and the community they serve.

Procedure:

1. LPEMS is committed to providing effective emergency services to the citizens and visitors of Lower Providence, Upper Providence & Worcester Townships, Collegeville Borough, along with the citizens of any requested mutual aid location. The organization relies on the pride of its members as emergency services providers, their loyalty to the profession, the organization, and fellow members, and their dedication to providing outstanding professional services to the community. LPEMS can only succeed in its mission if its individual members maintain their personal integrity. The cornerstone of LPEMS is its relationship with the community it serves.
2. Each member is responsible for their 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 services professions impugns the integrity of individual members, which, in turn, reflects on the organization, and impacts our ability to serve the public.
3. As members of LPEMS, all are expected to comply with established rules and regulations, including organizational SOG’s, Montgomery County DOH Requirements, and the Pennsylvania Department of Health Procedures as applicable. In adopting a Code of Conduct, LPEMS intends to further clarify what constitutes both acceptable and unacceptable conduct, with the goal of promoting positive conduct and preventing conduct that undermines the integrity of the organization and its members.
4. This guideline 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 procedure is applicable regardless of if the misconduct occurs in-person or through some other means, such as social media.

5. The performance of this organization depends on each member's character, motivation, loyalty to the emergency 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 to accomplish a common objective. The management of LPEMS expects that every member will exercise a high level of self-discipline to enable us to meet this goal.
6. At times, members may violate applicable rules and regulations or engage in conduct that brings disrepute on individual members or LPEMS. A Code of Conduct is necessary not only to set minimum standards of conduct that we expect of our members, but also to alert members to the possibility of disciplinary action for failure to adhere to specified minimum standards of conduct and professionalism

Expectations - LPEMS 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 intention is that every member will strive to demonstrate these characteristics that are consistent with the highest level of professionalism and personal integrity.

- a. **Selflessness and dedication** – the commitment of oneself to one's community is the foundation of the emergency services profession both compensated and volunteer. Selflessness exists in the dedication and actions of personnel to ensuring the health, safety, and welfare of their fellow members and the community.
- b. **Loyalty** – LPEMS expects that every member will be loyal to the principles that underlie the emergency services professions, to their fellow members, the commitment of service to others, and the mission of the organization.
- c. **Duty** – All members are expected to use their training and experience to protect the public, their fellow members, and themselves and to carry out their assigned tasks faithfully and diligently, to adhere to the chain of command, and to meet the requirements of their respective positions and applicable certification standards. Anything less violates the trust placed in the organization by the community. All members are expected to perform assigned tasks throughout their full tours of duty.
- d. **Judgment** – Each member of LPEMS 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, guidelines and procedures, and professional standards.
- e. **Demeanor and Bearing** – The public's perception of and trust in LPEMS greatly depends 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 organization and its members, along with the public's confidence in the organization.
- f. **Role of Officers** – LPEMS expects officers 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 our mission, even when forced to make decisions that are unpopular or difficult. Officers must be accountable not only for themselves, but also for the conduct and performance of the individuals they supervise.

LPEMS Officer Code of Conduct- LPEMS has established this specific code of conduct for its officers that work in addition to the Code of Conduct that is expected by all members. This code is not intended to be an exclusive list and violations of this code may be used as the basis for disciplinary action.

1. Responsibilities to Individuals – The Officer Shall:
 - a. Set an exemplary standard for subordinates and peers to follow
 - b. Be courteous and tactful in all interactions
 - c. Ensure communication of rights, responsibilities and information are upheld to foster informed decision making
 - d. Respect the customs and beliefs of others – consistent with the mission of the organization
 - e. Respect the confidentiality of information, except where it is in the public interest or where there is a legal obligation to divulge such information
 - f. Promote competence and integrity among individuals associated with LPEMS.

2. Responsibilities of the Profession- The Officer shall take a leadership role by:
 - a. Serving the public interest in a moral, ethical, and efficient manner
 - b. Striving to provide quality services as defined based on accepted industry standards
 - c. Communicating truthfully and avoiding misleading representations that may raise unreasonable expectations in individuals or within the community as a whole
 - d. Using sound management practices to ensure the efficient, effective, economical, and ethical use of resources and assets
 - e. Promoting a broad understanding of public protection and safety services and issues.
 - f. Conducting inter and intra organizational activities in a cooperative way that improves community well-being and safety.
 - g. Developing and maintaining the required level of physical and mental health to enhance and promote individual quality of life which allows for the proper discharge of duties
 - h. Reporting violations of this code of conduct.

3. Responsibility to the Community and Society- The Officer Shall:
 - a. Contribute to improving the well-being and safety of the general population, including participating in educational programs, dialogue, and recommendations to enhance the quality of life and to improve public safety
 - b. Strive to identify and meet the needs of the community within the resources available and within the mission of LPEMS
 - c. Consider the effects of management policy decisions on the community and organization and make recommendations based on these considerations.

4. Conflict of Interest
 - a. A conflict of interest exists when the Officer uses their position, authority, or privileged information to:
 - i. Obtain an improper benefit, tangible or otherwise, either directly or indirectly.
 - ii. Obtain an improper benefit for another.
 - iii. Make decisions that attempt to, or do, negate the effectiveness or mission of the Organization.
 - b. The Officer Shall:
 - i. Conduct all relationships in a manner that assures management decisions are not compromised by a perceived or real conflict of interest

- ii. Disclose to Management all direct or indirect personal or financial interests, appointment, or elections which might create a conflict of interest whether real or perceived.
 - iii. Neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing the decisions of others.
- c. Refrain from using their professional influence or position to promote or endorse commercial products or services without express written permission.