

<b>ENFIELD VOLUNTEER FIRE DEPARTMENT ADMINISTRATIVE POLICIES</b>		POLICY NO: 122	ISSUE NO: 1
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TITLE: <b>MEMBER CODE OF CONDUCT</b>		ISSUE DATE: 20 February 2010	
APPROVED BY: PRESIDENT	APPROVED BY: FIRE CHIEF		

### **MISSION**

The members of the Enfield Volunteer Fire Department will perform their duties to the highest professional standard possible, striving to protect all citizens, visitors and department members from injury and hostile fire. We shall perform these duties at all times following the principles listed below:

### **PURPOSE**

The public expects the highest standards of professional conduct from members of this department. The purpose of this code is to establish guidelines for the ethical and inter-personal conduct of members.

This department is answerable to the community through democratic processes and this code will assist in providing for the good government of the Enfield Volunteer Fire Department.

### **STANDARDS OF CONDUCT**

- Members shall uphold the law at all times;
- They shall seek to advance the common good of the department as a whole while conscientiously representing the community we serve;
- They shall perform the functions as members of the department truly, faithfully and impartially to the best of their knowledge and abilities at all times in accordance with the following core values:
  - a) Integrity - giving the Department and its members interests absolute priority over private individual interests;
  - b) Honesty - being truthful and open always;
  - c) Objectivity - making decisions based on a careful and fair analysis of the facts;
  - d) Accountability - being accountable to each other and the public for decisions taken;
  - e) Leadership - confronting challenges and providing direction in an objective way
  - f) Respect – when speaking to others.
  - g) Act ethically- in conformance with the Department’s acceptable standards.
  - h) Maintain high morals
  - i) Responsibility – in actions taken and words spoken at all times.
  - j) Be kind to others
  - k) Maintain proficiencies.
  - l) Practice Due Diligence at all times.

All members shall uphold this code as a means of promoting the standards of behaviour expected of members of this department and enhancing the credibility and integrity of the department within the community.

**MEMBERS MAY BE REQUIRED TO JUSTIFY DEVIATION FROM THESE POLICIES**

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### **EXECUTIVE RESPONSIBILITIES**

The Executive (or its designated committee) will:

- Review the Enfield Volunteer Fire Department's Code of Conduct as required and make any amendments considered appropriate.
- Review, consider or take other action concerning any violation of the Code of Conduct which is referred to the Executive for consideration.
- Where there is any conflict between the Code of Conduct and the requirements of any statute of the Provincial or Federal Government, Provincial or Federal statutes shall take precedence.

### **MEMBER RESPONSIBILITIES**

#### **1) CONDUCT TO BE OBSERVED**

Members are agents of the department whose primary objective is to address the needs of the citizens. As such, they're entrusted with upholding and adhering to the by-laws of the Enfield Volunteer Fire Department as well as all applicable provincial and federal laws. Members must observe a high standard of morality in the conduct of their official duties and faithfully fulfill the responsibilities of their offices, regardless of their personal or financial interests.

#### **2) DEDICATED SERVICE**

All members should faithfully work towards developing programs to address the needs of the citizens in the course of their duties. Members should strive to perform at a level which is expected of those who work in the public's interest.

#### **3) RESPECT FOR DECISION-MAKING PROCESS**

All Members recognize the responsibility of the President and the Chief to accurately communicate the decisions of the members even if they disagree with such decisions, such that respect for the decision-making processes is fostered.

#### **4) CONDUCT AT MEETINGS**

Members shall respect the Chair, colleagues, and other members present during business meetings or other proceedings of the department.

Anyone wishing to address the Chair or the debate on the floor shall first raise their hand to be recognized, and then stand to address the assembly. Meetings shall provide an environment for transparent and healthy debate on matters requiring decision-making.

#### **5) RELEASE OF CONFIDENTIAL INFORMATION PROHIBITED**

No member shall disclose or release to any member of the public any confidential information acquired by virtue of their membership, in pictorial, oral or written form except when required by law or authorized by the Chief or President to do so. Nor shall members use confidential information for personal or private gain, or for the gain of relatives or any person or corporation. (Reference Annex E) nondisclosure agreement)

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**6) GIFTS AND BENEFITS**

No member shall show favouritism or bias toward any vendor, contractor or others doing business with the Department. Members are prohibited from accepting gifts or favours valued greater than \$25.00, from any vendor, contractor or others doing business with the department either personally, or through a family member or friend, which could give rise to a reasonable suspicion of influence to show favour or disadvantage to any individual or organization.

Members are permitted to accept small gifts or tokens of appreciation should the occasion arise.

**7) USE OF DEPARTMENT PROPERTY**

No member shall request or permit the use of department-owned, equipment, or materials, for personal convenience or profit. Members shall ensure that the business of the department is conducted with efficiency and shall avoid waste, abuse and extravagance in the provision or use of department resources.

**8) OBLIGATIONS TO CITIZENS**

No member shall grant any special consideration, treatment, or advantage to any citizen or group of citizens beyond that which is accorded to all citizens.

**9) INTERPERSONAL BEHAVIOUR**

Members shall treat every person, including other members, employees, individuals providing services on a contract for service, and the public with dignity, understanding and respect and ensure that their work environment is free from discrimination, bullying and harassment.

**10) COMMUNITY REPRESENTATION**

Members shall observe a high standard of professionalism when representing the department and in their dealings with members of the broader community.

**11) GOOD GOVERNANCE**

Members accept that effective governance of the department is critical to ensuring that decisions are taken in the best interests of all members and to enable the department to function.

**12) WORKING RELATIONSHIPS**

Members recognize the importance of working constructively with other Fire Departments and organizations in Nova Scotia and beyond to achieve the goals of the department.

**13) CONFLICT OF INTEREST AVOIDANCE**

Members are committed to making decisions impartially and in the best interests of the department and recognize the importance of fully observing the requirements of the department's by-laws, policies, and guidelines.

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**14) COMPLIANCE WITH CODE**

Members acknowledge the importance of the principles contained in this Code which will be self-regulated by the Executive. Members are required to sign a "Statement of Commitment (Annex C) as well as a non-disclosure agreement (Annex E).

**15) OVERALL RESPONSIBILITIES**

The Enfield Fire Department's Code of Conduct for members applies to all members of department regardless of rank, office or membership status.

**INTER-PERSONAL SKILLS SUGGESTIONS**

- Keep a positive attitude.
- Look people in the eyes when addressing them.
- Don't interrupt. Wait for an opportune moment to engage a conversation.
- Be mindful of a person's time.
- Communicate actively. Make sure your message is clear and solicit feedback to confirm understanding.
- Look sharp. Play the part, as a professional our appearance should be the same.
- Don't ignore anyone; make eye contact with everyone in your presence.
- Take care of everyone you are with.
- Greet everyone you see there is nothing wrong with being nice.
- Before you leave someone, always ask them if there is anything you can do.
- When a stranger comes into the station, show respect.
- Welcome everyone into the station, remember, technically it's their building, not yours.
- If the person you are dealing with seems agitated, nervous or upset, be nice. You don't have to agree with them, but you should empathize with what they are feeling, Diffuse difficult situations with kindness and take time to listen. To be a good leader you must be a good listener
- Never talk down to anyone. Being condescending is the fastest way to lose credibility and respect.
- Remember that you have the best job in the world and let others see that. You'd be surprised how much that kind of positive reinforcement can improve leadership and confidence.

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