



BRIDGES OF LOVE CERT CANADA CODE OF CONDUCT

CERT CANada is in the developmental phase. We appreciate the materials and information shared by CERT US. Professionals in emergency fields have adapted and modified sessions to comply with Canadian requirements. Since we are essentially in start-up mode, this document as well as other training materials will be subject to change and expand as we put practices into action. We appreciate your patience and in-put as we develop best practices for Canada.

You represent the CERT CANada program to new members, to the public, and to those to whom we render our services. It is important to represent the CERT CANada name and to portray a professional and positive image. For this reason, this document sets a few guidelines which will help each of us align with the image, we wish to present.

As a volunteer with BofL CERT CANada program, we ask you comply with the following:

1. Dial 911 for all emergencies, first!
2. Know you are **not** a firefighter or first responder. You respond according to CERT principals to function as an extension of the professionals, to a catastrophic disaster or any emergency when deemed appropriate as directed by emergency services officials.
 - When disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.
 - After their safety is secured, you can join other CERT members, to assist until professionals arrive on the scene.
3. The basic Incident Command System structure for CERT is established by the person who first arrives on the scene, becoming the CERT Incident Commander Team Leader (IC/TL).
4. All CERT members report through a chain of command to the IC/TL. The IC/TL reports to the first fire or emergency enforcement official at their location and takes direction from that person until otherwise directed or until the CERT is relieved
5. CERTs always stay within the scope of their training. Confine your actions to those guidelines and stay within the scope of your training & certification.
6. Bring or wear your personal safety equipment: helmet, vest, dust mask, goggles, gloves, sturdy shoes, long pants, flashlight (with extra batteries), bottled water, non-perishable food, and a set of the CERT CANada forms with pen. Bring any other items you feel appropriate. Absolutely no shorts, sandals or open-toed shoes are allowed!!
7. Confine your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority and hazards.

8. Conducts while assisting others with professionalism, dignity and compassion, acting appropriately and responsibly.
9. Treats fellow team members, visitors, other volunteer program participants, guests, and property with respect, courtesy and in as calm and controlled a manner as possible.
10. Sensitivity to the diversity of team members and those you assist.
11. Follows guidelines in the CERT manual for directions on dealing with the media.
12. Respects the privacy of persons served by CERT CANada and hold in confidence all sensitive, private, and personal information.
13. Keeps the Incident Commander/Team Leader (IC/TL) informed of any progress, concerns, or problems with tasks which you have been assigned.
14. Does not report for duty while under the influence of alcohol or drugs and do not partake of any alcohol while on duty.
15. Guns, knives, sticks or other weapons will **not** be carried. (Multipurpose tools, pliers, screwdrivers, wrenches, etc. are permitted). CERT members have been trained for immediate disaster response so there is no need, place or legal authorization to carry or use any weapons. To do so, will jeopardize your own safety and the continued existence of the CERT CANada program.
16. CERT members do not accept or seek on behalf of any other person, money or gifts offered as a result of one's participation with the CERT CANada program.
17. CERT members do not use their involvement to promote any partisan politics, or religious affiliations.
18. Inappropriate conduct, both on or off duty, could jeopardize participation in the CERT program. **Always** represent the CERT CANada name with utmost respect.
19. Be sure to not only assist disaster victims, but also ensure your team member's safety.

Bridges of Love CERT CANada is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, colour, religion, sexual orientation, geography, or group affiliations. CERT volunteers will adhere to these same standards in the course of their duties.

CERT CANada
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