

# CERT CANADA CODE OF CONDUCT

As a CERT graduate, you represent the CERT Canada program to the public and those to whom we render our services. It is, therefore, critical that you represent the CERT Canada name with professionalism and a positive image. For this reason, Bridges of Love sets guidelines which will help each CERT member to align with dignity, compassion, and acting appropriately and responsibly.

As a CERT volunteer with Bridges of Love Ministry Society, I will comply with the following:

1. Dial 911 **FIRST** for all emergencies or disasters!
2. Realize that emergency service personnel are the best trained and equipped to handle disasters.
3. CERTs must stay within the scope of their training.
4. CERTs **enhance** the capacity of civil society to provide immediate disaster assistance.
5. CERTs **bridge** the critical gap between the time of disaster and the arrival of emergency services.
6. CERTs may be the first to respond when disaster strikes, but your first responsibility is to ensure your own safety and the safety of your family.
7. CERTs confine their actions to one's physical and resource limitations.
8. CERT equipment kits must always be ready for action.
9. CERTs respond with their personal branded safety equipment – helmet, vest, shirt, cap, CERT kit.
10. Once self and family are secured as safe, CERT members respond as a Team until the professionals arrive on the scene.
  - a. ICS structure protocol followed, with the first person who arrives on the scene, acts as CERT Incident Commander Team Leader.
  - b. Respect the privacy of persons served by CERT Canada holding in strictest confidence sensitive, private, and personal information.
11. Sensitivity towards the diversity of team members and those you assist.
12. CERTs follow the guidelines in CERT manual for dealing with media.
13. Respects the privacy of persons served by CERT Canada and holds in confidence all sensitive, private, and personal information.
14. Keeps the Incident Commander/Team Leader informed of any progress, concerns, or problems with tasks which have been assigned.
15. CERTs do not report for duty while under the influence of alcohol or drugs and do not partake of any alcohol while on duty.
16. 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 weapon. To do so, will jeopardize your own safety and the continued existence of the CERT Canada training.
17. CERT members do NOT accept or seek on behalf of any other person, money or gifts offered because of one's participation with the CERT Canada training.
18. CERT members do not use their involvement to promote any partisan politics, or religious affiliations.
19. Disaster victims' safety and that of CERT members is always the highest priority.

CERT Canada is committed to fair representation and will not discriminate based on race, ethnicity, age, disability, gender, religion, sexual orientation, geography, or group affiliations.