

# STANDARDS OF CONDUCT FOR EMERGENCY SOCIAL SERVICES

## WORKERS

### *Responsibilities of ESS Workers:*

- **Commitment** – Workers shall commit to serve their community and the ESS mission to the best of their abilities, assuring the integrity of the program.
- **Confidentiality** – Workers shall respect the confidentiality of information received during an emergency response to anyone other than authorized emergency workers. If necessary, clarification should be sought from appropriate authority. Confidential information must not be used for personal gain.
- **Quality of Service** – Workers shall provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving services.
- **Behaviour** – Workers shall:
  - conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment;
  - follow operational guidelines and established reporting structures;
  - exercise discretion with comments made in public about an incident, people or other organizations involved.
- **Self Care** - Workers shall:
  - take care of their own physical and emotional health and support team members to do the same;
  - report unsafe conditions to their supervisor, ensuring the safety of themselves and others.
- **Media Statement** – Workers shall direct all enquiries from the media to the designated Information Officer.

### *Rights of ESS Workers:*

- **Orientation and Training** – Workers shall have access to the appropriate training to ensure safe, efficient and effective performance of duties.
- **Forum for Input** – Workers shall be made aware of and have access to the proper chain of command for handling suggestions and complaints.
- **Support** – Workers shall receive support from the local, regional and provincial levels of the ESS Program.
- **Safe Conditions** – Workers shall have a safe working environment, understanding that there is some inherent risk in responding to disasters.
- **Supplies and Equipment** – Workers shall be provided with the proper supplies and equipment to do their job.