

Immokalee Fire Control District District Operating Guidelines

100.31

Title: Code of Ethics

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Chief's Approval:

Purpose: To provide individuals with a clear understanding of the conduct that is expected from each individual and the professionalism that should be displayed as a member of the Immokalee Fire Control District.

Scope: It is the responsibility of each member to be familiar with and exhibit the characteristics established in this guideline. It is the responsibility of each member, especially staff and command officers, to reinforce these characteristics.

Guiding Principles:

To establish broad behavioral guidelines, under which all employees are expected to conduct themselves while working for the fire service. A code of ethics also declares and defines the moral obligations of all members of the Immokalee Fire Control District.

Our professional behavior must be held within the guidelines set forth in Florida State Statutes, Chapter 112, *Standards of conduct for public officers, employees of agencies, and local government attorneys*

Mission Statement:

It is our mission to protect the life and property of our customers – The citizens and visitors of the Immokalee Fire Control District by providing public safety services, fire suppression, fire prevention and education, emergency medical services and hazardous incident mitigation at the highest level of service in a courteous and ethical manner.

General:

It is incumbent upon each member to display a professional, positive and lasting impression on those we come in contact with. Respect should be demonstrated at all times to our public customers as well as our internal customers. Personnel should not only support but actively exhibit a work ethic that positively contributes to the success of the district. Personnel shall communicate in a manner that is respectful and delivered in a clear, concise, and logical presentation accompanied by appropriate non-verbal communication.

Definitions

Ethics is a general term for what is often described as the "science of morality". It also encompasses:

- philosophy, in that ethical behavior is that which is "good" or "right"
- a set of moral principles or values

- the study of fundamental principles that defines values and determines moral duty and obligation
- a system of moral principles, rules and standards of conduct
- the study of right and wrong, good and bad, moral judgment, etc.

Core Values

- 100.03.01 It is our intent that these policies and guidelines be used as a steering mechanism for all full-time, part-time, reserve, and volunteer personnel to perform efficiently while representing this district in a professional manner.
- 100.03.02 These guidelines are established to direct and support independent thinking by officers who are commanding an emergency scene while remaining within established parameters. Personnel conduct should uphold the professional standards established by this district at all times.
- 100.03.03 Be committed to providing the highest level of customer service to the citizens and visitors of Collier County.
- 100.03.04 Ensure that the lifesaving services offered under the members' direction be provided fairly and equitably to all without regard to other considerations.
- 100.03.05 Place the public's safety and welfare and the safety of employees above all other concerns.

Personnel Conduct

- 100.03.06 Conduct yourself at all times in such a manner as to create respect for yourself as a public servant and the jurisdiction that you represent.
- 100.03.07 Place public interest above individual, group, or special interests and consider your job as an opportunity to serve the citizens. Public trust must be maintained!
- 100.03.08 Do not discriminate because of race, color, religion, age, sex, handicap, political affiliation, or national ancestry. In your job capacity, you are to work to prevent and eliminate such discrimination while providing services, assigning work schedules, and in executing all personal actions.
- 100.03.09 Do not accept any personal gift, favor, service, money, or anything of value from the public that might reasonably tend to influence or might reasonably be inferred to influence the impartial discharge of duties.
- 100.03.10 At all times, when in contact with the public, be fair, courteous, respectful, and impartial. The majority of citizen complaints are not due to inappropriate treatment but rather due to the negative or rude behavior demonstrated by our Firefighters.
- 100.03.11 Refrain from using your position for personal gain and keep confidential all information not available to all citizens, but that is available to you by virtue of your position in the organization.
- 100.03.12 Do not drink any alcoholic beverage or take any drug or medication that might incapacitate you while on duty. Firefighter safety is everyone's responsibility.

100.03.13 Clearly distinguish/identify between all statements and actions made as an individual and as a representative of the district when in public.

Training and Education

100.03.14 Be supportive of training and education, which promote safer living and occupational conduct and habits.

100.03.15 Be mindful of the needs of peers and subordinates and assist them freely in developing their skills, abilities, and talents to the fullest extent; offer encouragement to those trying to better themselves and the fire service.

Commitment

100.03.16 Constantly strive to uphold these objectives as you serve with the City of Clermont Fire District.