



SURREY FIRE SERVICE

CODE OF CONDUCT AND ETHICS
POLICIES

Table of Contents

Key Concepts

Policy Statement	2
Purpose	3
The Code Applies To	3
Contents	3
Scope of Policy	3
Principles	4
For Further Information	4

Policies

Communication and Technology	5
Conflict of Interest	5
Personal Appearance	6
Respectful Workplace	6
Safety	7
Liability	8
Report of Absences	8
Daily Activities	8
Discipline	9

Surrey Fire Service Code of Conduct and Ethics Policy

Policy Statement

This policy is developed within parameters of Code of Conduct by-law No. 12196 of the City of Surrey which is “A by-law to provide for a code of conduct for the officers and employees of the City that is deemed necessary to carry on the good government of the City of Surrey.”

*“WHEREAS the Council may pursuant to Section 251 of the **Municipal Act** provide by by-law for the officers and employees that may be deemed necessary to carry on the good government of the City and may prescribe their duties and responsibilities.*

AND WHEREAS the Council of the City of Surrey deems it in the best interests of the City to adopt a Code of Conduct to aid officers and employees of the City in carrying out their duties honestly, ethically and without conflict of interest or breach of trust.”

Surrey Fire Service members are individually responsible for knowing and complying with the Surrey Fire Service Code of Conduct and Ethics Policy. Members are accountable for their actions and responsible for their performance. The essential ingredients of a positive work environment and a healthy organization are personal respect and individual integrity. The nature of the public service our fire department provides requires that these responsibilities extend to other city employees and to the public.

The Surrey Fire Service is committed to providing the highest quality of service possible and insists that members represent the Department in a positive manner. Each member's conduct must be ethical and beyond reproach in order to maintain the high level of public confidence and trust placed in our department.

The Surrey Fire Service Code of Conduct and Ethics Policy is a principle driven document. When members encounter situations that are not specifically addressed in this document they are to apply the spirit of the principles detailed in this document to the situation where a decision or action is required.

Purpose

The purpose of this document is to provide members with a reference guide to key City and department policies that address risk areas an employee may encounter. The choice of employment in the fire service carries with it a special obligation of trust and responsibility. Members must carry out their duties impartially, fairly and honestly; to conduct themselves in a manner that is so scrupulous that their conduct will bear the closest scrutiny; and to avoid not only actual impropriety, but also the potential or appearance of impropriety.

The Code Applies To

All Surrey Fire Service employees, and volunteers.

Contents

Included in this guide is a series of policies or policy summaries that reference City of Surrey or Surrey Fire Service policies governing employee conduct. Members are responsible for adhering to all aspects of the complete policies referenced in this document. Members should consult the complete policy documents for a comprehensive definition of what is covered by any condensed version. The employer expects members to abide by these policies in their daily activities and in their personal conduct.

Scope of Policy

This policy is intended as a guide to members conduct in relation to certain specific areas. It is not intended to be exhaustive or to provide specifics for every situation. Fire Service members have a responsibility not merely to obey the law but to act in such a manner that their conduct will bear the closest public scrutiny. This policy is meant to help all employees meet and observe this responsibility.

Principles

Each of us makes work related decisions everyday. Sometimes outside interests can make these decisions more difficult. When in doubt about what to do, ask yourself these questions.

- Will this result in personal gain or benefit
- Could an outside person, co-worker, or the media perceive this action as unethical or inappropriate?
- Will I owe somebody something as a result of this action?
- Was this action intended to influence my decision?
- Would I hesitate to take this action or to allow my employees to take this action in my own company?

If you answered, “yes” to any of these questions you may have an ethical dilemma. “If in doubt don’t”.

Every action a member takes should be to support the mission statement of the City of Surrey and the Surrey Fire Service. If it isn’t in the best interest of the Employer don’t do it.

For Further Information

If you have any questions or seek further clarification about the contents of these policy summaries, please refer to the complete policy document or talk to a supervisor.

POLICIES

Communication and Technology

The Department provides technology resources to its employees to improve productivity and enhance communication effectiveness. Personal use of Departmental technology resources should be brief and not conflict with city policy. Personal phone calls and fax documents either incoming or outgoing should be kept to a minimum number and should be brief. No long distance calls will be permitted, unless approved by the Fire Chief. Members shall not access, circulate or store materials that could be considered inappropriate.

Reference: City of Surrey Electronic Communications Policy.

Personal or private wireless routers should not be installed or connected to provide Internet Connections at any City of Surrey Fire Hall or building. Fire Department routers and internet connections are not to be tampered with.

Exclusions to this policy require permission from the Fire Chief.

Reference: Surrey Fire Service Directive # 5

Using the fire department email folder for personal use is not permitted without the approval of a chief officer. Consideration will be given to the value of the message versus the time expended by the workforce to access and read the message.

Conflict of Interest

Members will not accept or provide any gift, benefit or favour in exchange for special consideration or influence or where it may be perceived to be in exchange for special treatment. Members shall not accept a reward, gift or gratuity for services rendered. A member is expected to courteously decline such offers with the explanation that the service rendered is a normal part of the job, and acceptance of any such reward, gift or gratuity is against Departmental Rules.

Reference: Code of Conduct By-Law #12196,
City of Surrey Conflict of Interest Policy

Information that is learned in the course of employment remains the intellectual property of the Employer. No member shall, at anytime, make public, or provide to the media information gained from their employment without the prior permission of the Department Head. All information released is to be in an approved format and in compliance with the Freedom of Information Act and City Policies

Members shall not solicit or accept preferential treatment in the use of civic facilities or services without the prior authorization of the Fire Chief.

Members shall not sell tickets, or solicit advertising, subscriptions, gifts or contributions for any purpose whatsoever that relates to the Fire Department without permission of the Fire Chief.

Members shall not use the name of the City or the Surrey Fire Service to obtain discounts, goods or services for personal or non-city purposes, without the prior authorization of the Fire Chief.

Members shall not engage in other employment that conflicts with City duties, policies, or puts members in competition with services provided by the City.

Members shall not engage in activities that may be construed as other employment while on duty.

Members shall not participate in any parade; attend a private or public function while in departmental uniform, without the consent of the Fire Chief.

No apparatus or any other equipment of the Department shall be applied to any private or like use, or taken beyond the limits of the City without the permission of the Fire Chief.

Reference: City of Surrey Conflict of Interest Policy

Personal Appearance

Every member of the Department, while on duty, shall wear the prescribed current uniform of the Department. Members shall maintain proper deportment, be neat, clean, well groomed and tidy in appearance and shall not do, cause, or wear anything that will deter from the efficiency, good conduct, and well being of this Fire Department.

Reference: Uniform Guidebook, OG 5.01.04 - 5.01.04.02, 5.01.04.03.01

All current uniforms, clothing, and equipment furnished to members of the Department shall remain the property of the City and shall be returned to the City upon leaving the service. The Fire Chief may, allow a member that is retiring on superannuation keep their uniform.

Respectful Workplace

Members will perform their duties with honesty and integrity and in a manner that is helpful, respectful and courteous. Acting as ambassadors for the Surrey Fire Service members will do their jobs to the best of their ability, conduct themselves appropriately and will be considerate and helpful to all people, both internally and externally.

Reference: City of Surrey Respectful Workplace Policy

No member shall wantonly or maliciously make any false report about another member and shall at all times comply with the City of Surrey Respectful Workplace Policy.

Members shall ensure that during the course of their employment, while on city property, or while recognized as a member of the Surrey Fire Service their language and conduct is such that it upholds the good reputation and image of the fire service. The use of profane, immoral or indecent language, or conduct that may be prejudicial to the Employer's good reputation is prohibited.

Members shall act with respect and courtesy and address superior officers by their fire department rank.

Reference: City of Surrey Respectful Workplace Policy,
City of Surrey Human Rights Policy

Safety

Members are to perform their duties in a safe manner and know the safe working procedures. Furthermore members are expected to report and assist in correcting unsafe conditions and activities, and to work collectively toward the prevention of accidents.

Reference: Occupational Safety and Health Program, OG #1.05.04

Members are required to wear appropriate personal protective equipment when engaged in department activities

Drivers of apparatus shall obey all traffic and vehicle rules and regulations as defined by department policy and the Motor Vehicle Act. While driving non-emergency the driver shall operate the vehicle in a courteous and safe manner.

Reference: OG 1.06.03

Members shall not report for duty or be permitted to report for duty if their ability is impaired by the use of any intoxicating substance

Reference: OG #5.01.01

Members shall not consume any intoxicating beverage or drug while on duty.

Reference: OG #5.01.01, #5.06.06

Members shall report to work rested, nourished, and fit for duty.

Reference: Collective Agreement Art. 6.16

Liability

Snow and Ice shall be removed from walkways in accordance with the City of Surrey By-laws.

Reference: OG #5.06.02

Any member finding or receiving valuables at the scene of a fire (or other emergency) shall immediately turn such valuables over to their senior officer. Reference: OG # 2.25.09

Report of Absences

Members are responsible for complying with the reporting of absences as per department policy. In the event a member is unable to work a scheduled shift he/she must inform the employer providing as much notice as possible. Members that are unable to perform their regular duties due to injury or illness but can perform alternate or light duties are required to contact the employer and make arrangements for a work schedule and assignments.

Reference: OG # 5.01.02.04

In the event a member fails to report for a scheduled shift, the Officer or person in charge shall report this immediately to the Battalion Chief.

Daily Activities

Members shall follow all Policies, Operational Guidelines, Directives or General Orders.

Members shall report for duty at the time prescribed and shall remain on duty until relieved or excused by a supervisor.

Members shall not engage in gambling of any form or type while on duty.

Every member shall be given a Department number and all personal equipment issued to him shall bear that number, and he shall be held responsible for the care and condition of all such equipment.

Members shall not loan, or dispose of any Departmental material or equipment without authorization of the Fire Chief. All members shall carefully protect the same from waste and abuse.

Members shall not arrange for a substitute unless the substitute possesses similar qualifications and qualification requirements for that station have been satisfied. All such changes are to be entered into Telestaff. Approval for the request rests with the Battalion Chief Office.

Reference: 5.01.16.01

All requests for leave are subject to approval of the Fire Chief or his/her representative.
Reference: Collective Agreement

If at the start of a shift the crew to be relieved are attending an incident it is the responsibility of the oncoming crew to contact the crew needing relief to determine if an on scene crew change is required.

Any member making a report, request or complaint regarding the activities of the fire department shall make such report, request or complaint in writing, addressed to the Chief.

Members of the Department will refer all inquiries relative to Fire Department operation to the person designated in charge who will, if necessary, consult with the Chief of the Department.

Recharging of air cylinders or fire extinguishers other than for the Department is prohibited unless approved by the Chief or a Deputy Chief.

Members charged with an offence under the Criminal Code of Canada shall immediately report such charge to the Fire Chief and Union President.

The officer-in-charge at a fire station shall report to the Battalion Chief any discrepancies between the personnel assigned in Telestaff and the persons reporting to work.

The officer-in-charge at a fire station shall report to the Battalion Chief any undesirable characters, intoxicated persons, or known malingerers, loitering or meeting on fire station property.

Visitors will not be allowed within the station after twenty-two hundred hours (22:00) unless by special permission of the officer-in-charge or the Fire Chief.

Members shall ensure the employer is aware of their current address and phone number. Members that change their address or phone number are to promptly notify the employer to keep contact information current. Members are responsible for keeping their telephone contact information in Telestaff up to date.

Discipline

Employees who fail to comply with their obligations or any decision made or directions given pursuant to department policies may be subject to discipline, up to and including discharge.
Reference Collective Agreement Article 2