

EMS Personnel Code of Conduct

Purpose

The purpose of this Code of Conduct is to establish the professional standards and expectations for all EMS personnel. Every employee represents the organization both on and off duty while engaged in company business. Professional conduct promotes patient trust, ensures a safe work environment, and reflects the integrity and reputation of the agency.

Policy

All EMS personnel are expected to conduct themselves with professionalism, integrity, respect, and accountability while performing their duties. Employees shall provide high-quality patient care while maintaining ethical standards, complying with applicable laws, and adhering to all agency policies and procedures.

Professionalism

EMS personnel shall:

- Treat every patient, coworker, volunteer, public safety partner, and member of the public with dignity, courtesy, and respect.
- Maintain a professional appearance in accordance with the agency uniform and grooming standards.
- Conduct themselves in a manner that reflects positively on the organization at all times.
- Demonstrate honesty, integrity, and ethical decision-making in all aspects of their work.
- Accept responsibility for their actions and promptly report mistakes or concerns through the appropriate chain of command.

Patient Care

Personnel shall:

- Provide compassionate, unbiased, and professional care to every patient.
- Respect each patient's rights, privacy, and dignity.
- Maintain patient confidentiality in accordance with HIPAA and all applicable privacy laws.
- Perform only those procedures that are within their certification, licensure, scope of practice, and agency-approved protocols.
- Place patient safety above personal convenience or operational efficiency.

Workplace Conduct

Employees shall:

- Work cooperatively with coworkers and other responding agencies.
- Treat all individuals with respect regardless of race, color, religion, sex, age, disability, national origin, veteran status, sexual orientation, gender identity, or any other protected characteristic.
- Refrain from harassment, discrimination, bullying, intimidation, or retaliation.
- Resolve disagreements professionally and respectfully.

- Follow all lawful directions from supervisors and utilize the established chain of command for operational concerns.

Safety

Personnel are expected to:

- Follow all safety policies and procedures.
- Wear required personal protective equipment (PPE).
- Operate vehicles and equipment safely and responsibly.
- Immediately report unsafe conditions, accidents, injuries, or equipment deficiencies.
- Never engage in reckless or careless behavior that places themselves, coworkers, patients, or the public at risk.

Integrity and Accountability

Employees shall:

- Accurately complete all patient care reports, logs, inspections, and agency documentation.
- Protect agency property, equipment, medications, and supplies.
- Never falsify documentation or intentionally misrepresent facts.
- Immediately report lost, damaged, or stolen equipment, medications, or controlled substances.
- Cooperate fully with agency investigations and quality improvement activities.

Substance Use

Personnel shall:

- Report for duty fit for work and free from the influence of alcohol, illegal drugs, or any substance that impairs performance.
- Use prescription medications responsibly and notify supervision when medication may affect the ability to safely perform assigned duties.
- Comply with all agency drug and alcohol policies.

Social Media and Public Communications

Employees shall:

- Protect patient confidentiality at all times.
- Refrain from posting photographs, videos, or information that could identify patients or violate privacy laws.
- Avoid posting content that could damage the reputation of the agency or undermine public confidence.
- Refer all media inquiries to authorized agency representatives unless specifically designated to provide information.

Conflict of Interest

Personnel shall avoid any activity or outside employment that creates an actual or perceived conflict of interest with their duties. Employees shall disclose potential conflicts to their supervisor as soon as they become aware of them.

Attendance and Reliability

Employees are expected to:

- Report for duty on time and prepared to work.
- Notify supervision as soon as possible when unable to report for a scheduled shift.
- Complete assigned responsibilities before the end of each shift unless otherwise directed.
- Assist fellow personnel when operational needs require.

Chain of Command

Personnel shall respect the established chain of command and communicate concerns through the appropriate supervisory channels whenever practical. Open communication is encouraged; however, operational decisions and supervisory directives shall be respected unless they present an immediate threat to safety or violate law or agency policy.

Violations

Violations of this Code of Conduct may result in corrective action, including counseling, retraining, suspension, termination of employment, or referral to licensing or regulatory authorities when appropriate. Serious misconduct may also result in civil or criminal penalties.

Commitment

Every EMS employee is expected to uphold the highest standards of professionalism, integrity, compassion, and accountability. The public places significant trust in EMS providers, and each employee is responsible for maintaining that trust through ethical conduct, sound judgment, and dedication to excellence in patient care.