Health and Safety During a Response:
Responder Conduct and Behavior

The conduct and behavior of responders will not only be a reflection of their respective agency, but can also impact responder safety, as well as influence public perception of the response.

**Code of Conduct**

- Professional and courteous manner
  - All team members, other responders, supervisors, general public
  - “On” and “off” duty
- Treat all with respect
  - Without harassment, victimization, discrimination
  - Avoid public criticism
  - Avoid offensive or profane words/actions
- Honesty and integrity
  - Do not misrepresent yourself
  - Illegal activities prohibited
  - Do not work under the influence of alcohol, non-prescription medication
- Do not jeopardize safety of others
- Maintain confidentiality
- Comply with affected jurisdictions laws and policies
- Comply with response agencies policies and procedures

**Communication**

- Follow chain of command
  - Report progress, concerns, conflicts
  - All injuries, accidents, unsafe conditions
- Test radios/phones prior to departure
  - Check batteries often, replace as needed
- Speak slowly and clearly
  - Repeat unclear messages
  - Avoid using names over radio
  - Keep messages short, professional
- Do not interrupt those on same frequency

**Responder Responsibilities**

- Comply with established work rules, safety policies
- Accountability
  - Check in and check out
  - Buddy system
- Work within your physical capabilities and training
- Do not self-dispatch or act independent of response
- Maintain constant awareness of surroundings; know your location

**Vehicle Guidelines**

- Set realistic goals for daily miles
- Keep alert
  - Do not drive when drowsy
  - Avoid taking depressant medications
  - Do not consume/carry alcohol
  - Do not drive if impaired
  - Do not smoke in vehicles
- Obey all traffic laws
  - Seatbelts required
  - Do not use cell phones
  - Do not text while driving
- Report all accidents/damage

**Public Interaction**

- Be respectful
- No false or misleading information
- Avoid conflicts of interest, bribes, gratuity
  - Report to supervisor
- Be aware of actions at all times
  - Cognizant of public perception
- If approached by media, stakeholders or public
  - Limit or avoid answering questions
  - Refer to the Public Information Officer

**Additional Resources**

USDA Foreign Animal Disease Preparedness (FAD PReP) Guidelines: Health and Safety

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Just-In-Time training materials can be found at http://www.cfsph.iastate.edu/Emergency-Response/just-in-time-training.php