

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 PRoP) Guidelines: Health and Safety
http://www.aphis.usda.gov/animal_health/emergency_management/downloads/nahems_guidelines/fadprep_nahems_guidelines_health_safety_final_16may2011.pdf

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