



By joining the Santa Rosa County Citizen Corps, which includes CERT and ARES, you have committed to keeping our communities safer, more prepared, and more resilient when incidents occur. When you respond as a Santa Rosa County Citizen Corps member, you represent the program, Santa Rosa County Emergency Management, and the County to prospective members, the public, and those we serve. It is important to always portray a professional and positive image.

As a team member, you are expected to comply with the following:

1. You are trained to function as an extension of the capabilities of Santa Rosa County Emergency Management, whether providing support to planned events, assisting with public outreach events, or in response to emergencies and disasters, when such circumstances exist or when directed by the Santa Rosa County Emergency Management Director or their designee. Your first responsibility is to ensure your own safety and the safety of your family. After personal safety is ensured, you may respond according to your deployment instructions.
2. We do not self-deploy to incidents inside or outside of Santa Rosa County. Self-deploying is defined as the unauthorized response to a critical incident. If you deploy to an incident without authorization, your membership will be revoked, and any equipment must be returned. You will be assigned a mission number for any deployment and should have that with you.
3. Stay within the scope of your training. You have been trained in accordance with curriculum established by the Federal Emergency Management Agency as well as continuing education through Santa Rosa County Emergency Management and ARES/CERT. Confine your actions to those guidelines and stay within the scope of your training.
4. Confine your actions to your physical and resource limitations when responding as a member. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority, and hazards of the disaster.
5. Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times. Respect the privacy of persons served and hold, in confidence, all sensitive, private, and personal information. **When using radio communications do not broadcast personal or private information over the air.**
6. When deployed to an incident, be sure to have the required equipment for the appropriate type of deployment, ARES or CERT. If you are assigned to a special event detail, the Citizen Corps Coordinator or other leadership member will advise you of the uniform of the day and what personal protective equipment you may need.
  - For CERT: Safety equipment to include helmet, vest, dust mask, gloves, safety glasses, sturdy shoes (no sandals or open-toed shoes are allowed), long pants, appropriate shirt, whistle, and flashlight. Bring your equipment in your backpack. Bring any additional protection you may need against the current or short term predicted weather conditions. If radio communications are needed, the appropriate radio to communicate will be advised ahead of the deployment.
  - For ARES: Safety equipment to include vest, sturdy shoes (no sandals or open-toed shoes are allowed), long pants, appropriate shirt, and any protection needed for the current weather conditions. For events requiring radio communications, be sure to bring a handheld programmed for the required frequencies as well as spare batteries or charging equipment.
7. Be sensitive to the diversity of team members and those you assist. Treat fellow team members, the public, and property with respect and courtesy.
8. Do not use alcohol while on duty. Missions may come at a moment's notice, and your safety is our priority. Please do not report for duty while under the influence of alcohol or drugs.



Code of Conduct

9. When responding in motorized vehicles you shall wear your seat belt and obey all traffic laws. You are not authorized to violate any traffic laws. We are not first responders and do not utilize emergency lights enroute to an incident.
10. You shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with Santa Rosa County Citizen Corps. If someone is insisting on making a donation to the program, obtain their information and someone from SRC EM will follow-up with them to advise the donor of the proper process.
11. Do not promote any partisan politics, religious matters, or positions on any issue while you are on duty for Santa Rosa County Emergency Management.
12. Avoid inappropriate conduct while in the capacity of a Santa Rosa County team member that would jeopardize program effectiveness or put the program, Santa Rosa County Emergency Management, and/or Santa Rosa County government in a bad light. Such behavior includes, but are not limited to, the following:
  - Offensive or profane language or gestures
  - Public criticism, including on social media, of a team member, the program, Santa Rosa County Emergency Management, and/or Santa Rosa County government.
  - Jeopardizing another team member's or the public's safety.
13. Keep Citizen Corps leadership and the local Incident Command organization informed of any progress, concerns, or problems with tasks which you have been assigned. If injured while rendering assistance, report all injuries and accidents to the local incident command post or emergency response authority in the immediate area as soon as possible.
14. You are not authorized to use for personal benefit or advantage of any person, the name, emblem, endorsement, services, or property of the local program without the approval of Santa Rosa County Citizen Corps leadership. The creation of **ANY** logo branded items containing "Santa Rosa County" or "Emergency Management" **MUST** be approved by the Santa Rosa County Emergency Management Director through the Santa Rosa County Citizen Corps Program Coordinator prior to such creation.
15. All volunteers must be 18 years or older and complete a background check through Santa Rosa County Emergency Management. Due to liability concerns, minors are not permitted to volunteer or accompany our volunteers during planned or unplanned incidents/events.
- 16. Direct all media inquiries and anyone who is looking for official statements regarding the program or the emergency or disaster to the Santa Rosa County Emergency Management Director or the Public Information Officer (PIO).**

Santa Rosa County Emergency Management is committed to a policy of fair representation and will not discriminate based on race, ethnicity, age, disability, gender, religion, sexual orientation, geography, or group affiliations. Citizen Corps members will adhere to these same standards in the course of their duties. All violations will be thoroughly investigated. During the investigation process, involved team members may be temporarily suspended from all team activities, pending the outcome of the investigation. Said team members will be notified as to their status by the Citizen Corps Program Coordinator. If found to be in violation of these standards privileges and affiliation will be revoked by the Citizen Corps Program Coordinator and you will be required to return any equipment and uniforms provided by Santa Rosa County.

I affirm that I have read and understood the aforementioned Code of Conduct.

\_\_\_\_\_  
Citizen Corps Member Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Citizen Corps Member Signature



Santa Rosa County Citizen Corps  
Code of Conduct