

PROVINCIAL INTEGRATED RECOVERY COUNCIL STANDARDS OF CONDUCT

The Province, along with non-government organizations and other government agencies, will provide an integrated approach to recovery in support of the local authority's recovery efforts. As a member of the Provincial Integrated Recovery Council (PIRC), you are expected to contribute to the success of the local recovery efforts by putting forth your best efforts and by utilizing the community's, province's and organization's property and resources prudently.

Note: Members, as referred to in the PIRC Standards of Conduct, includes volunteers and staff of Council organizations engaged in recovery activities on behalf of a local authority and/or the Province of British Columbia.

Principles: (Adopted from the PIRC Terms of Reference)

PIRC intends to accomplish its mission by adhering to the following principles:

Cooperation – We will foster cooperation among PIRC member organizations.

Coordination – We intend to coordinate policy development among PIRC member organizations and may also provide links to national and international disaster relief organizations.

Collaboration – We dedicate ourselves to working together to achieve specific goals and to undertake specific projects for mutual benefit.

Communication – We will disseminate information within the Council through various communication mechanisms, such as newsletters, web sites, a directory, research and demonstration, case studies, and critiques.

Consideration – We will operate with the knowledge that as outlined in the *Emergency Program Act* the local authority has responsibility and authority on all events occurring in their jurisdictions and that we recognize the privilege of its member organizations to independently provide recovery services to the citizens in the jurisdiction.

Responsibilities of Council Members:

- **Commitment** – Members shall have a commitment to serve the community and the local recovery efforts to the best of their abilities.
- **Confidentiality** – Members shall:
 - respect the confidentiality of personal and privileged information received during a disaster or emergency. This information shall only be released to authorized emergency workers. If necessary, clarification should be sought from the appropriate authority;
 - ensure confidential information is not used for personal gain nor benefit or appear to benefit from the use of information not available to the public, which has been acquired during their activation in the recovery efforts.

- **Quality of Service** – Members shall:
 - provide service to individuals affected by disasters in a manner that is courteous, caring, and professional, while respecting the dignity of people receiving services;
 - act with honesty, fairness and without discrimination based on age, gender, race, colour, religion, ancestry, creed, marital status, sexual orientation or disability, in discharging the duties during the recovery efforts;
 - respect the individuals belongings and property.

- **Behaviour** – Members shall:
 - conduct themselves in a manner that meets acceptable social standards and contribute to an environment of mutual respect and dignity, free from discrimination or harassment;
 - treat individuals with respect. People recovering from a disaster or emergency and staff are all unique persons who deserve to be dealt with and spoken to in a respectful manner. Members may come into contact with persons of different beliefs, lifestyles, customs, habits and cultures from their own, and it is essential that members respect the rights of other individuals. It is the responsibility of the members to be polite and respectful to people receiving services.
 - follow any provincial and local recovery policies, procedures, operational guidelines and established reporting structures;
 - exercise discretion with comments made in public about an incident, people or other organizations involved;
 - work collaboratively with volunteers, other non-government organizations and local authority personnel. This entails taking directions from supervisors/managers and cooperating in working to achieve the community's recovery goals.

- **Self Care** - Members shall:
 - take care of their own physical and emotional health and support team members to do the same;
 - notify their supervisor in a timely manner if a team member appears to be adversely impacted i.e., fatigued, stressed, irritable, etc;
 - report unsafe conditions to their supervisor, ensuring the safety of themselves and others;
 - state his/her limitations. Many people have limitations. It is important that the volunteer inform staff/supervisors of any provisions that may be needed in order to enhance her/his volunteer performance.

- **Accepting Assignments** – If a member is unable to do or is unsure about doing an assignment, they have an obligation to inform their supervisor of this.

- **Media** – Members will coordinate the communication of information to the media related to the current recovery operations with the local authority. Where topics are outside of the scope of this recovery effort or of this particular organization, members will coordinate with or refer to the appropriate information officers.

- **Orientation**– Members shall have access to the appropriate orientation to ensure efficient and effective performance of duties.
- **Forum for Input** – Members shall be made aware of and have access to the proper chain of command for handling suggestions and issues.
- **Support** – Members shall receive support from the regional and provincial levels of the Provincial Emergency Program (PEP).
- **Safe Conditions** – Members shall have a safe working environment, understanding that there is some inherent risk in responding to disasters.
- **Supplies and Equipment** – Members shall wherever possible be equipped to do their job.
- **Fairness and Respect** – In all circumstances, it is the responsibility of the supervisors to ensure that members and volunteers are treated with fairness and respect.
- **Training** – Members will be responsible for training their staff and volunteers and that wherever possible only deploy people who have been properly trained for their role in recovery.