

Code of Conduct

The policy of the Specialized Medical Assistance Response Team (SMART) is to conduct activities in compliance with the law and with high ethical standards. Each of us has an obligation to act at all times in an honest, lawful and ethical manner and with integrity in our dealings within SMART and with the public we serve. Adherence to this policy contributes to our success.

This Code of Conduct is meant to supplement, not replace, other more detailed policies and procedures of SMART such as bylaws and/or policies of the Erie County Department of Health (ECDOH) and the New York State Department of Health (NYSDOH).

The foundation of the Code consists of the following basic standards of public service and personal conduct:

1. Honesty and candor in all our activities;
2. Avoidance of conflicts of personal interests and those of SMART and those we serve, or even the appearance of such conflicts;
3. Maintenance of SMART's reputation and avoidance of activities that might reflect adversely on SMART of the ECDOH;
4. Integrity in dealing with SMART/ECDOH assets.

All volunteers shall use this Code of Conduct as a guide for individual action.

No volunteer shall:

- Supply false or misleading information or withhold pertinent information when applying for a volunteer position, or at any time while volunteering.
- Represent him or herself as fully licensed or certified when the applicable license or certification has lapsed or has sanctions placed against it.
- Self-deploy during a response. Volunteers who self-deploy are not entitled to liability or other coverage from Erie County and will be sent home.
- Display SMART photo identification when not engaged in SMART activities.
- Authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or the property of SMART.
- Publicly utilize SMART affiliation in connection with the promotion of any political organization, religious matter, or position on any issue not in conformity with the official positions of SMART or the ECDOH.
- Knowingly take any action or make any statement intended to influence the conduct of SMART in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- Use SMART to recruit patients/clients for personal/professional gain.
- Knowingly have any discussions with any media source(s) during any SMART activity/activation without prior approval and supervision of the SMART program and the designated Public Information Officer.
- Take photographs, audio or videotapes at any SMART function/activation and/or post such images/recordings to public/social media sites without prior authorization of the SMART program staff.

- Disclose any confidential information that is available as a result of the volunteer's affiliation with SMART to any person not authorized to receive such information. All applicable HIPAA guidelines shall be followed.
- Alter, falsify or destroy reports or records.
- Neither accept nor offer bribes or gratuities.
- Willfully hinder, limit or sabotage operations or business.
- Remove and/or possess any property from county premises or a response site without authorization.
- Engage in discrimination based on age, religion, race, sexual orientation or other protected classes.
- Engage in abuse or harassment.
- Consume or be under the influence of alcoholic beverages, use or possess any illegal drug, or abuse any medication or substance while on duty or when there is an expectation of returning to duty shortly.
- Sell and/or distribute illegal drugs or substances, or any medications.
- Engage in gambling while on duty.
- Be in possession of a dangerous or deadly weapon during SMART activities, unless a member of Law Enforcement.
- Act in a disruptive manner or in a manner that is dangerous to self or others including acts or threats of violence.
- Act in a manner unbecoming of a SMART member.

All volunteers shall:

- Be able to physically and mentally able to perform assigned roles during activation, including exercises and trainings. Volunteers may be excluded from deployment, training or drills if affected by a medical condition that limits their ability to serve in their intended/assigned role, places them at risk for further harm or places others at risk. This shall be determined by the SMART Medical Director. Before returning to active participation in SMART, certification from the member's primary healthcare provider or examination by a SMART physician shall be reviewed by the Medical Director.
- Keep their contact information in ServNY updated.
- Complete all training and participation requirements.
- Remain within the scope of their practice as defined by state/federal regulations.
- Wear SMART issued identification and logo apparel as directed.
- Treat all people with respect and dignity in all situations.
- Communicate in an open, direct and tactful manner.
- Refrain from using profanity/vulgarity.
- Refrain from utilizing tobacco and electronic vaping products while actively participating in SMART activities.
- Work in an efficient and safe manner.
- Observe established fire and safety rules and common safety rules.
- Follow the directive(s) of Law Enforcement, SMART staff, Incident Command Staff, and the acting Safety Officer during SMART activities.
- Immediately notify SMART staff or the acting Safety Officer if an accident or injury occurs while participating in SMART activities. An incident report form shall be completed.