

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Professional Conduct

CAAS: 106.07.01

Effective: June 20, 2009

Reviewed: December 2012

Revision: 1

Pages: 2

I. PURPOSE:

To serve as a guideline to remind EMS personnel that conduct should remain professional at all times.

II. GUIDELINE:

- Conduct while on-duty:
EMS employees should conduct themselves professionally at all times and pursuant to county policy. The following policies and guidelines address specific aspects of professional conduct and should be followed at all times while on duty. Policies and guidelines are listed here only to assist the employee with identifying specific policy and guidelines that apply to professional conduct and are not exclusive of any other policies or guidelines. It is the responsibility of the employee to comply with all applicable policies and guidelines.

Professional Conduct as it relates to:

- a) Patient Confidentiality – Section 17.00 of Board Policy, 05-3, HIPAA
 - b) Customer Service – EMS SOG 105.00, Customer Service
 - c) Non-discrimination – EMS SOG 105.00, Customer Service
 - d) Standards for Appearance – EMS SOG 142.00, Uniform & Appearance Standards
 - e) Workplace Conduct – Human Resources Policy & Procedures, Section 2, Conduct
 - f) Ethical Behavior – BOCC Policy 03-05; Code of Ethics
- Conduct while off-duty:
Human Resources Policy & Procedures - 10.06 County Standards
It is the policy of the County that what a person does on his or her own time is exclusive of employment with the County. However, such policy is not absolute. If an employee's outside conduct impairs the reputation of the County; causes the employee to be unable to perform work or appear at work; or leads to refusal or reluctance on the part of others to work with the employee, barring protection under law; then the appropriate supervisory authority is justified in taking disciplinary action. When an employee is on County property, he or she is

subject to the County's work standards. Furthermore, an employee officially representing the County at a location other than his or her normal place of work is accountable for compliance with the County's policies, procedures, and standards.

III. PROCEDURE

As specified in the vehicle operations policy, employees must immediately report in writing any revocation, suspension or loss of driver's license to the on duty Supervisor.

In addition, employees must report within 1 hour of reporting to work, in writing, arrest, charge, conviction and / or citation for violation of law and/or ordinance other than parking violations to the on duty Supervisor. The report will include copies of all available citation / charge / arrest paperwork. The written report will include an explanation of the circumstances surrounding the citation / charge / arrest. Failure to comply with this procedure will result in disciplinary action up to and including termination.