Purpose:

This policy outlines the expected conduct of ECP’s.

Policy:

1. Standard of Conduct
   - All ECP’s whether on call or off, shall be governed by the ordinary and reasonable rules of conduct and behavior which are common standard for the profession. They shall not commit any act tending to bring reproach or discredit upon the West Des Moines Emergency Medical Services or the City of West Des Moines.

2. Obedience to Laws and orders
   - All ECP’s of the department shall obey all laws of the United States of America, the state of Iowa, all ordinances and regulations of Polk, Warren and Dallas Counties and the City of West Des Moines, Iowa. This includes all lawful orders of the courts, the provisions of these rules and all written directives of the department.

3. Obedience to orders of the Command Staff
   - All ECP’s shall comply with all lawful orders of the Command Staff

4. Respect between ECP’s
• All ECP’s in the department shall treat those in the department of either superior or lesser rank or authority, whether full-time or part-time with the respect due to fellow ECP’s.

5. Derogatory remarks or act by ECP’s

• ECP’s shall not perform any acts or make any statement, oral, or written, for publication or otherwise, which tend to bring the department or its employees into disrepute, ridicule, or which destructively criticizes the department or its employees or which tend to disrupt or impair the performance of the duties and obligations of employees in the department; or which tend to interfere with or subvert the reasonable supervision of proper discipline of ECP’s in the department.

6. Courtesy and Customer Service

• ECP’s shall be courteous and civil to the public and one another.
• ECP’s shall be orderly, attentive, and respectful and shall exercise patience and discretion in the performance of their duties.

7. Cause of disciplinary action

• Employees shall be subject to disciplinary action for acts of misconduct.
• Failure of an ECP, either willfully or through negligence or incompetence, to perform the duties of his/her certification or assignment may be considered sufficient cause for discharge, or other disciplinary action.
• The progressive disciplinary action shall proceeded in the following order:
  • Oral
  • Informal Written
  • Formal written

8. Patient Confidentiality

• All employees of West Des Moines EMS will abide by the staff policy regarding confidentiality.