



The Code of Ethics

1. Academy-certified dispatchers should endeavor to put the ***needs of the public*** above their own.
2. Academy-certified dispatchers should continually seek to maintain and improve their professional ***knowledge, skills, and competence*** and should seek continuing education whenever available.
3. Academy-certified dispatchers should obey all ***laws and regulations*** and should avoid any conduct or activity which would cause unjust harm to the citizens they serve.
4. Academy-certified dispatchers should be ***diligent and caring*** in the performance of their occupational duties.
5. Academy-certified dispatchers should establish and maintain ***honorable relationships*** with their public safety peers and with all those who rely on their professional skill and judgment.
6. Academy-certified dispatchers should assist in improving the ***public understanding*** of Emergency Dispatch.
7. Academy-certified dispatchers should ***assist in the operation*** of and ***enhance the performance*** of their dispatch systems.
8. Academy-certified dispatchers should seek to maintain the highest standard of ***personal practice*** and also maintain the ***integrity*** of the National Academies of Emergency Dispatch by ***exemplifying*** this professional Code of Ethics.

The Code of Conduct

- 1.** Academy-certified personnel shall not participate in, or publicly endorse, any group or organization that demeans the goals, objectives, credibility, reputation, goodwill, or dignity of the Academy or the public safety profession.
- 2.** Academy-certified personnel shall be truthful and timely in all forms of communication with the Academy and shall not provide information that is false, misleading, deceptive, or that creates unreasonable expectations. Academy-certified personnel shall not sign any document that the individual knows or should know contains false or misleading information.
- 3.** Academy-certified personnel shall notify the Academy of any and all occurrences that could call into question one's ability to perform his or her duty as a dispatcher. Academy-certified personnel must notify the Academy immediately if convicted of a felony or crime involving moral turpitude. Crimes of moral turpitude include but are not limited to illegal pornography, fraud, embezzlement, illicit drug abuse or distribution, theft, bribery, kidnapping, or assault.
- 4.** Academy-certified personnel are prohibited from using Academy certification(s) for private or commercial gain. Academy-certified personnel shall not compete in any way with the Academy or its contracted partners, including Priority Dispatch[®], in regards to active or planned business activities without prior written authorization.
- 5.** Academy-certified personnel shall not violate patient privacy laws and rights and shall always respect those rights.
- 6.** Academy-certified personnel shall not take calls or dispatch while under the influence of alcohol, illicit drugs, or any other agent that would impair the ability to properly function in the dispatch setting.
- 7.** Academy-certified personnel shall not engage in conduct or perform an act that would reasonably be regarded as disgraceful, dishonorable, or unprofessional.
- 8.** Academy-certified personnel should avoid practicing or facilitating discrimination and strive to prevent discriminatory practices including but not limited to those relating to race, religion, color, gender, sexual orientation, national origin, age, or disability.
- 9.** Academy-certified personnel understand it is their personal responsibility to ensure they remain certified by the Academy through CDE and similar Academy-approved programs and processes. Academy-certified personnel shall follow their respective employer's policies and procedures. In addition, they shall strive to always follow the Academy's protocol, including Key Questioning, Determinant Coding, Post-Dispatch Instructions, Critical ED Information, and Pre-Arrival Instructions.
- 10.** Academy-certified personnel understand it is their responsibility to remain current to any and all protocol changes that can have an impact on the outcome, negative or positive, of the emergency for which the dispatcher is responsible.

