

## *Waukesha County Communications Accountability Oath*

*I recognize that Waukesha County Communications* is a Public Safety Answering Point that serves the citizens who live, work and enjoy recreational activities in Waukesha County. As a team of professional emergency telecommunicators, the public depends on us to answer their calls for help and to deliver life-saving instructions when appropriate and possible. Engaging in this kind of crisis work exposes all members of our PSAP to both acute and post-traumatic stress, thus placing us at a higher risk for strained communication that can damage our PSAP relationships and our mission.

*Therefore I endorse this 911 Accountability Oath* to support this mission, promote personal health, to enjoy healthy relationships with my peers and commit to honoring the following tenets to the best of my ability:

*I will express appreciation* for PSAP team members' positive characteristics and efforts.

*I will not gossip* or participate in gossip (sharing any negative messages about a third party's behavior or character), whether I believe it to be true or not. Instead, I will dismiss it without promoting it or passing it on. I will advise the complaining person to resolve the concern directly with the other party.

*I will welcome other PSAP members* who respectfully bring concerns to me. I will strive to *humbly listen* and seek to understand before seeking to be understood while avoiding a defensive reaction or dismissing their concerns.

*I will go directly to a PSAP member* and respectfully express my concern if I truly consider his or her *conduct or performance harmful* to me, other staff or the organization's mission or operations. In doing so, I will use volume, word choice and messages free of insult or attack on character.

*I will maintain confidentiality* about matters brought to me or that I bring to others except:

When I need support or help of a peer, immediate supervisor or professional counselor to sort out my concerns in the best interest of all parties involved.

When our 911 center policy or state/federal laws requires me to notify and seek direction from my superior(s) about the matter.

When I have already tried several times to respectfully state the concern to the person without success. In such a case, before involving other supervisory or management personnel, I will ask my *immediate supervisor* to oversee a confidential discussion of the issue with the other party.

When a serious imminent risk of harm to self, others or the organization exists that requires the involvement of third parties to ensure safety.

*I will inspire my peers* to honor this oath by my example and by offering personal support encouraging them to seek help if needed.

*To uphold this oath, I will:*

Seek opportunities for continuing education on healthy communication and stress/trauma management

Pursue professional help if job-related stress puts my health or work-performance at risk

Outside of the Communications Center as a member of society we are held to a higher standard and should live as the example, not the problem.

While at the Communications Center uphold our Core Values of Family, Integrity, Respect, Responsibility, Service, and Trust.

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911 Center Team Member

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911 Center Director

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Date