



"The Promise of the O.P.P."

(Values and Ethics)

September 2002

"THE PROMISE OF THE O.P.P." (VALUES AND ETHICS)**O.P.P. VISION**

Safe Communities...A Secure Ontario

O.P.P. MISSION

Policing Excellence through our People, our Work and our Relationships

O.P.P. STRATEGIC OBJECTIVES

1. Our People: Attract, develop, support and retain a professional work force and leadership that reflects O.P.P. Values and Ethics
2. Our Work: Provide for safe communities and a secure Ontario through high performance policing
3. Our Relationships: Engage in and strengthen our relationships and trust with the people we serve, our Justice sector partners and our stakeholders
4. Our Infrastructure: Support service delivery through technology, equipment, facilities, business processes, and communications

"THE PROMISE OF THE O.P.P." (VALUES AND ETHICS)

As an organization, the O.P.P. commits to working continually to earn the confidence of the citizens of and visitors to Ontario—a confidence that will not be taken for granted. The O.P.P. fulfills this commitment by providing the best and most professional service, possible, and by striving to build a culture of trust, and open and honest dialogue, with the communities it serves and among the people it employs. The organization commits to creating and sustaining a positive working environment in which all employees have equal opportunity to fulfill their potential within the profession.

As an O.P.P. employee and volunteer, I appreciate the vital role I play in protecting the fundamental rights of all people in Ontario. I therefore commit to always putting the interests of the public and the O.P.P.'s Vision and Mission before any personal and private interest. And I promise that I will always demonstrate pride in my profession and the O.P.P. through personal conduct that reflects my belief in the value of:

Accountability

Respectful Relationships

Fairness, Courage and Caring

Continuous Learning

Diversity

ETHICS (BEHAVIOURS) UNDERLYING "THE PROMISE"

Accountability (professional excellence)

I will:

- Project a positive, professional image: attitude, appearance and demeanor
- Lead by example; always try to be a good role model
- Be accountable for my own actions and those of my staff
- Advance corporate direction and policies
- Assume my rightful share of the work and pitch in to help others
- Admit when I don't have an answer; seek out appropriate information/people
- Know when to take initiative and be an independent thinker, and when to take direction
- Take a stand on values/principles, even when it's difficult to do so
- Ensure there is consistency between what I say and do
- Be honest, courteous, trustworthy and keep my word, dedicated, diligent and disciplined in all my dealings; make good use of constructive criticism
- Do the very best I can to "make a positive difference" each day
- Seek to understand and provide service consistent with the needs, expectations and priorities of my customers, staff, team
- Take personal responsibility and initiative, e.g. follow up on all inquiries (complaints, requests), provide progress reports/helpful information, inquire if there is anything else I can do to be helpful, "go the extra mile"; explain, as appropriate, why certain processes/actions are necessary
- Be clear that to accept free "perks" or "professional courtesies" may lead to a sense of entitlement or indebtedness that could potentially compromise the public's trust in my ability to remain objective and impartial in the exercise of my duties
- Protect the rights of all people in an equal and consistent manner
- As a supervisor, I will make "people management" my top priority; address performance expectations clearly, consistently, directly, constructively and in a timely fashion; provide specific feedback to staff on what s/he did to achieve, exceed or fall short of expectations

Respectful Relationships (strong and positive)

I will:

- Be approachable; friendly, cheerful; welcoming, sincere, enthusiastic; demonstrate strong inter-personal and communication skills
- Be accessible; maintain an "open door policy", make time to know my staff, colleagues and communities; ensure regular face to face contact; collaborate and cooperate
- Support the O.P.P. Auxiliary and community volunteers

"The Promise of the O.P.P." (Values and Ethics)

- Strengthen relationships with our First Nations communities and First Nations policing partners, our police services boards, policing advisory committees and community partners; our justice sector partners; and federal and municipal police services
- Involve people from the community and concerned agencies in a partnership to prevent, identify and resolve issues of crime, traffic and social order
- Be familiar with and make appropriate referral to community resources and agencies
- Recognize the positive contributions of others; thank people; demonstrate my trust in others by acknowledging their strengths, skills and expertise
- Build effective teams

Fairness, Courage and Caring (empathy and compassion)

I will:

- Have the courage to confront those who violate democratic, human and civil rights of others
- Maintain an open mind, try to be impartial and non-judgmental; be aware of and manage my personal biases or attitudes, e.g. stereotypes
- Understand consequences for others of when/how I express my personal feelings and opinions; try to understand the underlying feelings of others; try to anticipate others' reactions to my behaviour or comments, e.g. jokes
- Appreciate the state of mind of people "in crisis" or with a problem they consider very serious; help to calm and diffuse emotions in a crisis; help vulnerable people to feel safe and secure
- Learn from and forgive honest errors
- Be patient and as flexible, as possible
- Put myself in the shoes of others; understand things from the perspective of my customers and colleagues
- Treat all others with equality, as I would want my loved ones and myself to be treated; victims and accused (their families and communities), colleagues and staff, regardless of gender, race, ethnicity, ability, age, etc.; enable others to maintain their dignity even in the face of adversity
- Support colleagues, especially those who may feel vulnerable or at a disadvantage because of their employment status, e.g. new recruits, volunteer, civilian, contract; or background, e.g. race, gender, ethnicity
- Exercise humility and self-control/discipline
- Be thoughtful about both what I say and "how" I communicate, i.e. sensitive to inadvertent or subtle messages, terms or labels; avoid potentially hurtful rumours and gossip; maintain confidentiality

Continuous Learning (professional and personal development)

I will:

- Take personal responsibility for my career and personal development; seek out learning opportunities
- Debrief to learn from both successes and failures; learn by reflecting on my personal contributions to either; look for the positive in learning, especially from failure and disappointment; apply learning to future actions
- Encourage discussion of ethical dilemmas, i.e. "doing the right thing, not just doing things right"
- Share with others the benefit of my experience, knowledge and skills; seek feedback on my performance
- Seek out the experience, knowledge and skills of others in the community
- Work to understand underlying causes of social disorder and crime in order to be more effective on the job
- Take care of myself, e.g. recognize when I need help (professionally and personally) and be willing to seek help; maintain a work-life balance
- Stay current with changes in my field and more broadly the profession and organization
- Look beyond the status quo to improve my skills and knowledge; always seek to improve what and how I can contribute, e.g. creative solutions, better approaches, new technologies/tools

Diversity (in society and my workplace)

I will:

- Seek to understand different perspectives, cultures, lifestyles, creeds and apply that understanding to effect quality policing
- Identify candidates for recruitment to enhance the diversity of the O.P.P. workforce reflective of the communities we serve
- Adjust the way I work (behave and communicate) by appropriately accommodating others' basic human rights
- Respect the individual dignity and strengths of all people