



DESCHUTES COUNTY SHERIFF'S OFFICE

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Attachments:	L. Shane Nelson, Sheriff		

I. PURPOSE

The purpose of this policy is to provide Deschutes County Sheriff's Office and those outside of this agency with an understanding of the importance of public service and how it is an integral part of our Mission, Values and Code of Ethics.

II. POLICY

The Deschutes County Sheriff's Office is continually striving to enhance the service we provide to our customers. Our agency is committed to creating a challenging and rewarding environment in which all employees who represent the Deschutes County Sheriff's Office are motivated to respond to the needs of our customers.

Information contained within this policy is not intended to be all inclusive of the agency's expectations and guidelines for customer service but rather an overview of what is covered throughout the policies. The Mission Statement, Sheriff's Office Core Values and the Law Enforcement Code of Ethics embody the spirit of public service.

A. Public Service

The opening paragraph of the Law Enforcement Code of Ethics states; "As a law enforcement officer, my fundamental duty is to serve mankind; to safeguard lives and property, to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice."

B. Mission

The Mission of the Deschutes County Sheriff's Office is to serve our community by providing superior public safety and service, in an ethical and fiscally responsible manner while preserving the rights of all individuals.

C. Core Values

The Sheriff's Office has developed, and continues to strive to live by, a set of nine core values. These values provide a clear direction of what is expected in regard to our customer service.

1. **QUALITY SERVICE:** We recognize that the citizens are our customers and although we cannot please everyone, we are committed to excellence and we will do our best to provide unbiased service.
2. **PROFESSIONALISM:** We are committed to the highest level of competence and professional conduct.
3. **TEAMWORK:** We are a team, with each member pulling a share of the load and working to achieve a team goal.
4. **INTEGRITY:** We value honesty and high ethical standards. We will do what is right in difficult situations, despite pressure to do otherwise.

5. **SENSE OF HUMOR:** We recognize that humor employed in a timely and appropriate manner is vital to the well-being of our agency and its members.
6. **LOYALTY:** We display loyalty to the Sheriff's Office, each other, the community and trust that each member supports and is dedicated to the Mission and Values of the Sheriff's Office.
7. **DISCRETION:** We expect our employees to enforce the spirit of the law, to be flexible in finding solutions to problems and to use common sense, good judgment and compassion, keeping in mind what is the best outcome for the community.
8. **RESPECT:** Our employees display humility while treating others with fairness and dignity.
9. **SERVANT LEADERSHIP:** A leader who selflessly serves others by example, works to provide necessary resources and assists others to develop their skills and abilities.

III. PUBLIC SERVICE APPROACH

Deschutes County Sheriff's Office employees are helpful and interactive partners with each other and with the community to solve problems. We work together to ensure that customer concerns and community needs are completely resolved. We treat others as we wish to be treated.

We value meaningful and effective communication and use the following as a guideline for our interactions:

1. Seek to understand the problem or request by actively listening and questioning to clarify information and interests.
2. Take the initiative to creatively solve problems. Be proactive in seeking solutions and involve other staff members, community members, departments or agencies, as needed, in crafting innovative solutions.
3. Take great pride in finding solutions to all problems that have been brought to our attention. Even in civil matters, as Sheriff's Office employees we cannot give legal advice or become directly involved without court authority, but we can still listen and help direct to resources that can help. Never respond by saying, "There is nothing we can do; this is not a Sheriff's Office issue."
4. Use sound judgment. Base your response on knowledge, training and agency policies.
5. Give an honest, direct response.
6. Take responsibility to see that questions are answered. If you refer someone to another person, follow up to see that his or her interests were heard, understood and addressed.
7. Respond to phone calls and e-mails as soon as possible, but at least within 24 hours of your receipt of the message, and get back to the customer as agreed.
8. Follow up and follow through on all case work and assignments. Remember that, although you may think a case is minor, the case is truly important to the customer.
9. Treat people with integrity and in an ethical manner.
10. Encourage communication between members of the community to increase knowledge and problem-solving capacity.
11. Regularly examine your performance and efficiency. Use what you learn from your contact with customers to improve service. Seek feedback from customers.
12. Go the extra mile!