



EMPLOYEE COMMITMENT TO STANDARDS OF PROFESSIONALISM AND EXCELLENCE

Richland County Sheriff's Department is committed to upholding the standards of behavior that align our actions and attitudes with our mission, vision and values. The purpose of specifying standards of behavior is to give employee guidance in the understanding of their role in Richland County Sheriff's Department's success.

GUIDANCE

1. These standards are employee-driven, leadership-supported guidelines that help Richland County Sheriff's Department ensure a positive and customer service oriented work environment.
2. The Leadership Team, as well as the employees of Richland County Sheriff's Department, shall endorse these standards and will model them every day. The commitment to these standards will be incorporated into performance evaluations and relate to each of our values.
3. The Standards of Behavior are:

Compassion:

Demonstrate Courtesy

- Be approachable
- Introduce myself by my name
- Speak in a calm voice and listen attentively
- Be aware of my body language and facial expressions
- Offer comfort measures when appropriate
- Maintain a safe and welcoming environment
- Refrain from personal conversations in the presence of citizens
- Treat others in the highest manner; as I would like to be treated

Respond in a Timely Manner

- Ensure all forms of correspondence are responded to in a timely fashion
- Attempt to resolve citizens' needs quickly
- Contact the appropriate person for issues I cannot resolve personally
- Apologize for delays, keep citizens informed and reschedule appointments as appropriate
- Provide safe or comfortable atmosphere for waiting citizens

Offer Directional Assistance

- Escort visitors within all of our facilities
- Provide assistance (i.e., directions, etc.) when called upon

Dignity:

Protect Privacy

- Adhere to organizational policies regarding privacy and confidentiality
- Respect the rights of ALL citizens, victims and suspects.
- Use language and terminology that is easily understood
- Encourage questions and offer choices as appropriate
- Explain what I am about to do and why

Respect Diversity

- Prohibit language that demeans anyone's heritage, race, creed, gender, age, religion, disability and/or sexual orientation
- Display tolerance, sensitivity and impartiality toward others' cultures and backgrounds
- Provide interpreters, amplification devices, closed caption television or the like as needed

Communicate Clearly and Professionally

- Answer the phone with Richland County Sheriff's Department, "my name and how may I help you?"
- Use proper etiquette during all electronic communications
- Address gossip and abusive language or behaviors in a professional manner
- Use the chain of command to resolve issues that cannot be resolved one-on-one
- Correct in private and praise in public

Excellence and Professionalism:

Exceed Customer Expectations

- Welcome others to my area with eye contact, a smile and a friendly greeting
- Recognize our citizens' sense of urgency and show them we value their time
- Inform citizens about their rights, options and provide explanations for the actions we are taking
- Listen attentively to citizens and avoid interrupting them
- Apologize for problems or inconveniences. Initiate actions to resolve issues.
- Offer service resources (i.e., Victim Services, Project H.O.P.E., Youth Services, Crime Prevention) to citizens and employees
- Give each citizen your undivided attention; as if he or she is the most important person you are dealing with that day.
- Thank citizens for trusting Richland County Sheriff's Department to meet their needs

Exhibit a Positive Attitude

- Smile
- Make eye contact
- Greet by name always

Maintain a Professional Appearance

- Know and abide by department dress codes
- Wear I.D. badge at all times (with my name and picture, if out of full uniform)
- Always have good personal hygiene
- Care for department vehicles and maintain a clean car, office or workspace

Seek Continuous Learning

- Take ownership of professional development
- Participate in at least one development opportunity annually
- Complete mandatory department-specific competencies
- Be accountable for information discussed during meetings

Integrity:

Be Accountable for My Actions

- Be honest and reliable
- Set a good example
- Speak positively about Richland County Sheriff's Department to citizens and co-workers
- Apologize for my mistakes and take corrective actions
- Comply with all rules and regulations, even when no one is around
- Abide by the Department's non-smoking, speeding and parking policies

Be a Good Steward of Our Resources

- Maintain our equipment and facilities
- Conserve department resources

Coordination and Teamwork:

Build Relationships

- Respect the ideas, opinions, expertise and diversity of my co-workers
- Assist co-workers who are struggling with their workloads
- Serve as a resource to other departments as needed
- Coordinate with others to facilitate timely, safe transitions for our customers
- Report on time, as scheduled and ready to begin work
- Exhibit a willingness to accept changes to assignments and/or schedules

Ensure Safety and Quality

- Maintain a safe, clean work area and environment
- Demonstrate proper safety tactics, techniques and procedures

Take Ownership and Pride in Richland County Sheriff's Department

- Follow through with my commitments
- Find someone who can fulfill a request when I cannot
- Take pride in the paperwork I produce
- Take pride in Richland County Sheriff's Department and treat our facilities and equipment as if I own them!
- Return all phone calls and emails in a timely manner.

4. All employees of Richland County Sheriff's Department are expected to sign this commitment. Any behaviors, that an employee displays that are in direct conflict with these standards, will be handled accordingly.

AGREED:

Employees Signature

DATE:

APPROVED:

Supervisor's Signature

DATE:

APPROVED:

Leon Lott, Sheriff
Richland County Sheriff's Department

DATE:
