



ORANGE COUNTY SHERIFF'S OFFICE GENERAL ORDER MISSION STATEMENT



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To: All Deputy Sheriffs & Office Personnel
 From : Sheriff Carl E. DuBois
 Subject: General Order - Mission Statement

PURPOSE: The purpose of this General Order is to define the mission of the Orange County Sheriff's Office and the values used to obtain our goals.

I. PRINCIPAL MISSION:

A. Mission Statement: Criminal Division

Our Mission is to provide law enforcement services and to effectively maintain overall general welfare and security of the citizens of Orange County by processing and executing all legal documents both Civil and Criminal in nature; providing security to several County agencies; responding to calls for police services, investigating criminal complaints, investigating complaints of improper and/or illegal activities involving the staff of the Orange County Sheriff's Office; maintain control of all individuals in our custody by transporting them in a safe and orderly manner; patrolling and protecting all County property, maintaining and operating specialized police units, and providing, upon request, police services to Local, State and Federal Police Agencies.

B. Mission Statement: Civil Division

The mission of the Civil Office is to organize and manage the service of civil process throughout Orange County. This includes the execution of judgments, the enforcement of court orders, and the issuance of other legal papers. Our aim is to do this in a professional, courteous and compassionate manner.

II. VALUES:

Central to our mission are the values that guide our work and decisions, and help us to contribute to the quality of life in the County of Orange. Our values are characteristics or qualities of worth, they are non-negotiable. Although we may need to balance them, we will never ignore them for the sake of expediency or personal preference. We hold our values constantly before us to teach and remind us and the community of our ideals. They are the foundation upon which our policies, goals and operations are built. In fulfilling our mission, we need the support of citizens; elected representatives, government officials and the criminal justice system in order to provide the quality of service our

values commit us to providing. We, the members of the Orange County Sheriff's Office, value:

Human Life and Property
Laws and Constitution
Integrity
Excellence
Accountability
Cooperation
Problem Solving
Loyalty

- A. Human Life and Property - We value human life above all else, therefore; we give first priority to situations which threaten life; we use force only when necessary; we treat all persons with courtesy and respect; we are compassionate and caring. We value and respect the ideals of property ownership. We strive to protect and secure and keep secure property. We are conscious of the values of protecting and serving as it pertains to life and property.
- B. Laws and Constitution - We believe in the principles embodied in the Constitution; We recognize the authority of federal, state and local laws. Therefore, we respect and protect the rights of all citizens; we treat all persons fairly and without favoritism; we are knowledgeable of the law; we obey the law.
- C. Integrity - We believe it is the basis for community trust, therefore; we are honest and truthful; we are consistent in our beliefs and actions; we hold ourselves to high standards of moral and ethical conduct; we are role models for the community.
- D. Excellence - We strive for personal and professional excellence, therefore; we do our best; we have a vision for the future; we seek adequate resources: staffing, facilities, equipment, training, salaries, benefits; we recruit and hire the best; we train and develop our employees to their highest potential; we are committed to fair and equitable personnel practices; we provide organizational mobility; we recognize and reward good performance; we support reasonable risk taking and are tolerant of honest mistakes; we are receptive to new ideas and to change; we work toward realistic and mutually agreed upon goals; we meet statewide recognized law enforcement standards; we lead by example.
- E. Accountability - We are accountable to each other and to the citizens we serve, who are the source of our authority, therefore; we communicate openly and honestly among ourselves and with the community; we understand the importance of community values and expectations; we are responsive to community concerns; we acknowledge our mistakes and are open to constructive criticism; we manage our resources effectively; we thoroughly investigate complaints against our employees; we take appropriate disciplinary action and or remedial action when needed.

- F. Cooperation - We believe that cooperation and teamwork will enable us to combine our diverse backgrounds, skills and styles to achieve common goals. Therefore; we work as a team; we understand our role in achieving agency goals and objectives; we share the responsibility to serve the citizens of Orange County with many other agencies and organizations; we strive to understand those who disagree with us; we seek the help and cooperation of others; we seek to resolve conflicts; we rely on community support and involvement.
- G. Problem Solving - We are most effective when we help identify and assist communities solve community problems. Therefore; we work to anticipate and prevent problems; we give a high priority to preventing crime and helping citizens feel safe; we actively seek opinions and ideas from others; we plan, analyze and evaluate; we recognize that crime is a community problem; we listen to problems and complaints with empathy and sensitivity; we seek innovative solutions.
- H. Loyalty and Ourselves - We are loyal, capable people who care about each other, striving together to do important and satisfying work for the citizens of Orange County and for the general public. Therefore; we are loyal to our leadership and receive the same loyalty in kind; we believe that management must have the full confidence and unswerving loyalty of each of us to function at peak efficiency; we respect, care about, trust and support each other; we enjoy working together in a team effort and take pride in our accomplishments; we are disciplined and reliable; we keep our perspective and sense of humor; we balance our professional lives; we consult the people who will be affected by our decisions; we have a positive "can-do" attitude; we cultivate our best characteristics, initiative, enthusiasm, patience, competence, compassion, judgment, professionalism and honesty.

REFERENCE: ACCREDITATION STANDARDS
NYS DCJS 1.1
CALEA 11.3.1