



## SNOHOMISH COUNTY 911

### CORE IDEOLOGY

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### INTRODUCTION

Acceptance of a position in our organization is a pledge to fully support our mission and core values, and to follow the Code of Ethics as a professional guideline. The tasks of our organization place us in a highly visible position of trust and responsibility. This requires a special commitment where we can demonstrate **visible evidence of professionalism, a desire to follow lawful policy and procedure, and an ability to perform our duties.** Our organization is the *essential link* between our citizens and the public safety responders.

### MISSION

Snohomish County 911 is an integrated emergency services team providing the vital lifeline between responders and the community. We are committed to excellence and innovation in all aspects of our communications and technology services in order to promote the safety and welfare of those we serve.

### VALUES

#### **Integrity:**

*Demonstrating personal responsibility through ownership of our actions.*

#### **Vision:**

*Readiness for the future through planning and innovation.*

#### **Excellence:**

*Commitment to the highest standards in every service we provide.*

#### **Empathy:**

*Demonstrating unbiased caring and patience.*

#### **Proactive:**

*Forward thinking that anticipates next steps, then following through.*

## **CODE OF ETHICS**

As an employee of SNOHOMISH COUNTY 911, my fundamental obligation is to serve the citizens of the community and to uphold the ethics of SNOHOMISH COUNTY 911. While I consider the way I choose to conduct my private affairs a personal freedom, I accept responsibility for my actions, as well as inactions, while on duty or off duty, when those actions bring disrepute on the public image of SNOHOMISH COUNTY 911, my fellow employees and the agencies served by SNOHOMISH COUNTY 911. I will perform all my duties in a professional and competent manner. I consider professionalism and good judgment in the use of my authority to be a significant element of public trust. I accept that I must consistently strive to achieve excellence in learning the necessary knowledge and skills associated with my duties. I understand the importance of maintaining my physical fitness and mental alertness so that I am capable of performing my duties. I am expected to be truthful and honest in my dealings with others. I will seek affirmative ways to comply with the standards of my agency and the lawful directions of my supervisors. I will treat others with courtesy at all times. I consider it to be a professional weakness to allow another's behavior to dictate my response. I will not allow others' actions or failings to be my excuse for not performing my duties in a responsible, professional, and expected manner. I will not allow my personal feelings, prejudices, animosities, or friendships to influence the responsibilities entrusted to my job. I will affirmatively seek ways to avoid conflicts and potential conflicts of interest that could compromise my official authority or public image. I hold the authority inherent in my position to be an affirmation of the public's trust in me as a member of SNOHOMISH COUNTY 911. I do not take this trust lightly. As long as I remain in this position, I will dedicate myself to maintaining this trust and upholding all the ideals of this chosen profession.