

The Corporate Communications Bureau

Focus on Professionalism

Safe Communities...A Secure Ontario

The vision, mission and values of the Ontario Provincial Police are identified in "The Promise of the O.P.P.". The values and ethics sections were written by you...front-line employees, supervisors and members of the public, through the focus groups and input you provided, via this web-site. Your input continues to be highly valued and clearly has encouraged dialogue and lively debate about very important subjects!

Thank you to the over one hundred O.P.P. employees who responded throughout the last year with suggestions about implementing *The Promise*, enhancing this site, and sharing your views. Your input has encouraged dialogue and lively debate about very important subjects and has also reminded us of the importance of your ability to access timely information.

For this reason we have updated the site and will continue to do so. We encourage you to continue to submit your ideas for strengthening our ongoing implementation and day-to-day *living* of the core values of the O.P.P. as embodied in The Promise. You may do so by selecting "Input from you" from the navigation menu to the left of this message.

Update: O.P.P. Focus on Professionalism

Initiatives arising from our ongoing focus on professionalism can be seen today in action all across the organization.

Beginning in 2002, our core values expressed in *The Promise* became the foundation for business planning and created cross-Command commitments to embed professionalism in all facets of our operation. For example:

- Policy
- Coach Officer Role
- Community Councils/Committees
- Education and Development
- Human Resources Management and Recognition

POLICY

A new policy on professionalism was added to Police Orders that specifies rights and responsibilities for creating and maintaining a positive work environment, preventing

discrimination and harassment and resolving workplace conflicts. Managers have implemented many innovations for making improvements in work environments.

COACH OFFICER ROLE

A recently completed Coach Officer Review Project has recommended major changes in processes and supports for the immensely valuable role played by Coach Officers, including new criteria by which probationary Constables have their performance evaluated. Those changes are being piloted with the 2004 recruit class.

COMMUNITY COUNCILS/COMMITTEES

We continue to benefit tremendously from ongoing input from our Community Advisory Committee and Select Liaison Council on Aboriginal Issues, as well as regional advisory committees; allowing us to better understand and tailor our services and programs to effectively anticipate and meet the needs and priorities of diverse communities.

EDUCATION AND DEVELOPMENT

Significant revisions have been introduced by the Academy in the Recruit, Supervisor, Coach Officer and Executive Development courses, e.g. emphasis on people management skills such as emotional intelligence, providing constructive criticism, managing ethical dilemmas, diversity.

We have been offering more First Nations Awareness Courses that cover Aboriginal cultural, legal and historic issues. Discussions around professionalism have been added to Block training. And new learning tools, e.g. videos and information packages, have been introduced in courses and are posted on this web site around fair and equitable policing, human rights, conflict resolution and maintaining a positive workplace.

Professionalism has been a common theme at conferences, including annual meetings of Commissioned Officers. A province-wide tour of a renowned speaker, Kevin Gilmartin, on emotional survival and policing ethics was co-sponsored in 2003 year with the O.P.P.A. Auxiliary Unit Commanders have addressed human rights and W.D.H.P. at their annual meetings. Workshops and presentations have been provided for Executive Council members on diversity, racial profiling, and strategic leadership communications.

HUMAN RESOURCES MANAGEMENT AND RECOGNITION

Accountabilities around the Promise and the Professionalism policy have been written into staff performance plans and appraisals; guides have been provided to C.O.'s around the kinds of things they can do to build a culture of professionalism.

Our core values are now better integrated into the local interviews conducted with prospective recruits and the competencies used in promotional and succession management processes.

Targeted outreach and recruitment, e.g. O.P.P. Bound, are supporting the diversification of our workforce by talented individuals who might not otherwise have considered policing as a profession.

The new Accolade program recognizes individuals and teams whose positive and highly professional contributions are helping in a significant way to continually earn the public's trust and confidence.

WHAT'S NEW - DIVERSITY FOCUS GROUPS

Last summer and fall (2004), another *Focus on Professionalism* was undertaken to engage front line officers and civilian employees in discussion of cultural competencies or diversity skills – the actions, attitudes, skills and knowledge necessary for building and maintaining respectful relationships within the O.P.P. and with all individuals and communities served. We wanted to hear, from their own successful experiences, as well as lessons learned from unsuccessful experiences, what they feel are the critical competencies and other actions we need to support and further develop in the O.P.P.

Fourteen focus groups were held across the province representing all regions and ISB/IB, Aboriginal Officers, Black Officers and Civilians, the Auxiliary Program and Business Planners. In addition to the focus groups, individual interviews on the subject of diversity were held with 36 front-line staff who were interviewed by the participants of the Academy's Executive Leadership Development program.

The information from the focus groups and interviews was summarized and analyzed for common themes. They provided very valuable suggestions for building relationships with members of diverse communities and for creating workplaces that are welcoming to all. The themes and suggestions were presented to Executive Council on November 22, 2004. All Commands will be seeking opportunities to build on these suggestions as they complete their 2005 – 2007 business plans.

Our thanks to the over 200 employees who participated as facilitators and attendees in the focus groups and the interviews, for sharing your experiences so openly, in the spirit of organizational learning. We have and will continue to benefit from your lived experiences!