

INTEGRITY IN ENFORCEMENT

CODE OF PROFESSIONALISM

OMVIC's inspectors and investigators will conduct themselves in a fashion which promotes respect for the law; instil public confidence in their fairness and impartiality; convey a professional image; reflect the high standards, character and demeanor expected of those entrusted with the compliance function; and ensure that the duties being performed are timely, consistent, impartial and courteous.

ELEMENTS OF PROFESSIONALISM

1. Honesty and Integrity

Conducting duties in such a manner as to inspire confidence and respect for the position of public trust held by inspectors and investigators.

2. Confidentiality

Treating in confidence whatever an inspector or investigator sees, hears or learns of which is confidential in nature unless performance of duties or legal provisions require otherwise.

3. Respect

Treating businesses and the public with respect by being courteous at all times and in all situations.

4. Objectivity

Performing all duties impartially and objectively, without favour or ill will, based on relevant legislation, regulations, standards, policies, procedures and on amassed evidence.

5. Knowledge and Competencies

Enhancing and improving the level of knowledge and competence of inspectors, and investigators.

SERVICE STANDARDS FOR PROFESSIONALSIM

*On initial contact with client an
inspector or investigator will, where applicable:*

Introduce themselves and OMVIC

Identify the statutory authority for the inspection or investigation

Provide general information regarding the inspection or enforcement process

Provide a contact number should further information or feedback be required