

## **INSPECTIONS AND INVESTIGATIONS**

### **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**

Conduct duties in such a manner as to inspire confidence and respect for the position of public trust held by Inspectors and Investigators.

##### **2. Confidentiality**

Treat 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**

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

##### **4. Objectivity**

Perform 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**

Strive to continually enhance and improve personal levels of knowledge and competence.

## SERVICE STANDARDS FOR PROFESSIONALISM

*On initial contact with the public during the course of their work 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 purpose of the contact
- Provide contact details should further information or feedback be required

