

ORANGE COUNTY EMERGENCY SERVICES ETHOS & CORE VALUES



Orange County Emergency Services' (OCES) goal is to help and support our residents, visitors, coworkers, and emergency responders, especially when they are most in need.

OCES personnel must be good stewards of county resources, and ensure that our customers—both internal and external—are treated fairly and respectfully.

Achieving this goal will occur through formal processes, such as personnel policies and training programs, as well as through fair and respectful treatment of each other and those that we come in contact with.



INTEGRITY

As individuals and as a collective agency, OCES personnel must recognize that integrity is our most valuable attribute. We are obliged as public servants to comply with a range of ethics-based principles and high standards of conduct. OCES is an inherently collaborative organization; we work daily with a very diverse group of emergency responders, residents, visitors, and community employees. Our personnel must work diligently to establish productive relationships with these groups by earning their trust and always behaving honestly, credibly, dependably, and professionally. Trust is not a right that is given, it must be earned.



RESPECT

OCES employees must be committed to treating those whom they serve and those with whom they work with fairness, dignity, and compassion. We do this because morally, it is the right thing to do. We also do this because it develops and maintains sustainable working relationships with our stakeholders. OCES personnel must be committed to understanding the unique sensitivities of diverse groups and members of our community, and respond appropriately by treating everyone without bias or preference. OCES, especially those in a leadership role, will support and encourage their fellow co-workers to grow through opportunity and empowerment while working as "one" cohesive team.



FAIRNESS

The Core Value of fairness extends to the mission of all programs and services provided by OCES. Our personnel must communicate clear and consistent information to our stakeholders, listen actively, and consider the viewpoints of our residents, visitors, emergency responders, and co-workers. Regardless of the outcome of any discussion or decision, all those with whom OCES has contact must feel that our personnel listened to their input, and treated them respectfully and fairly.



COMPASSION

In dealing with our communities and emergency responders who may be affected by a significant emergency or disaster, empathy and compassion are essential qualities that must be embodied in our preparedness, response and recovery efforts. OCES personnel must ensure that we focus on the needs of the members of our community, especially those who may have special requirements and those who have become most disadvantaged by the incident. Our primary responsibility is to support our residents, visitors, co-workers and emergency responders in caring for those affected by any emergency or disaster, and to provide this support with patience, understanding and respect.