

2.04 Courtesy; Professional Protocol.

- (1) It is the principal responsibility of every member of the Multnomah County Sheriff's Office to promptly, courteously, and effectively assist the public. The policy of the Multnomah County Sheriff's Office is that the need for assistance by a citizen takes precedence over any activity except those of an emergency nature, or those of maintaining the safety and security of a correctional facility. It shall never be acceptable to place routine Sheriff's Office business ahead of providing service to a member of the public. Prompt assistance shall be rendered whether requested in person, by telephone, or by letter. A basic principle of the Sheriff's Office is immediate attendance to the needs of any person without referral to any other member or agency unless this cannot be avoided.
- (2) A member representing the Sheriff's Office, either on or off duty, shall at all times be civil, orderly, and courteous to the public, coworkers, and inmates. A member shall not use coarse, violent, or profane language while representing the Sheriff's Office.
- (3) When in public, each member shall refer to Enforcement Deputies, Corrections Deputies, Civil Deputies, Facility Security Officers, supervisory members, and command officers by rank and name. "In public" includes any place where members of the public, including jail inmates, are intended to hear or likely to hear the communication.
- (4) A member shall identify himself/herself by name, rank, and assignment upon request, unless otherwise directed by a supervisor.