



RCMP Mission Statement

The Royal Canadian Mounted Police is Canada's national police service. Proud of our traditions and confident in meeting future challenges, we commit to preserve the peace, uphold the law and provide quality service in partnership with our communities.

RCMP Vision

1. Be a progressive, proactive and innovative organization.
2. Provide the highest quality service through dynamic leadership, education and technology in partnership with the diverse communities we serve.
3. Be accountable and efficient through shared decision making.
4. Ensure a healthy work environment that encourages team building, open communication and mutual respect.
5. Promote safe communities.
6. Demonstrate leadership in the pursuit of excellence.

Values of the RCMP

Recognizing the dedication of all employees, we will create and maintain an environment of individual safety, well-being and development. We are guided by:

1. Integrity
2. Honesty
3. Professionalism
4. Compassion
5. Respect
6. Accountability

RCMP Service Standards

The program reflects and reinforces the RCMP Service Standards:

1. RCMP services will be based on consultation and joint planning with clients and community partners such as: governing bodies and community consultative, professional, service, and other groups.
2. Service to the general public will be provided at all times in a courteous, helpful, and culturally sensitive manner.
3. As obliged by law and to any further extent possible, RCMP services will be available in both official languages and, where the situation so warrants in respect to other languages, interpreters will be used.
4. Mission Statements will be clearly displayed in the public reception areas of all RCMP buildings and in the predominant languages of the community.
5. Bearing in mind the needs for security, the public areas of RCMP facilities will be clean, in good repair, welcoming and accessible to all.
6. Information will be released unless it compromises privacy legislation, investigational information and techniques, suspects' rights or sources of confidential information.
7. The RCMP will willingly give advice and assist in the resolution of complaints against the RCMP or its employees, and all complainants will be kept informed of progress.
8. RCMP personnel will take a lead role in the development and implementation of crime prevention programs appropriate to the needs of the community.
9. Response to all calls for service will be addressed according to priorities based on the needs of the community and other operational demands.
10. Patrols will be directed to the active resolution of community problems and concerns.
11. All investigations will be conducted in a professional manner and will be based on principles of law and ethics.
12. Emergency police service will be accessible 24 hours a day, each day of the year, and other services will be available during hours clearly displayed at all locations.
13. All victims and witnesses will be treated with sensitivity and understanding and offered referral to other helping agencies.
14. There will be at least one follow-up contact with a complainant, victim or witness in need.
15. All persons detained in custody will be treated with fairness and dignity, provided necessary services and, to the utmost of RCMP ability, prevented from harming themselves.
16. The RCMP recognizes that it will be held accountable for the applications of these service standards.