

ERIE COUNTY SHERIFF'S OFFICE POLICIES AND PROCEDURES

11.09 COURTESY

PAGE 1 OF 1

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An agency employee shall be courteous to the public. An employee shall be tactful in the performance of his/her duties and shall, at all times, control his/her temper. An employee shall exercise the utmost patience and discretion, and shall not engage in arguments at any time regardless of the alleged provocation. Additionally, an employee shall not use coarse, violent, profane, insolent, or degrading language or gestures and at no time will an employee express any personal prejudice that the employee may have concerning race, ethnicity, national origin, political beliefs, religious beliefs or any other personal characteristics that another person may exhibit.