

Mission Statement and Values of the Henrico County Police Division

As an internationally accredited law enforcement agency, our mission is to enhance the quality of life in Henrico County through innovative crime prevention strategies and partnerships.

Our Values

Values are the core of our moral beliefs and self-worth. They are convictions that bond us together to accomplish specific tasks and objectives. They are what we share and believe. We, the members of the Police Division, value:

Honor as it is displayed in the integrity of our employees, the trust we place in each other, and the respect we earn from and give to the public.

Professionalism in our response to the needs of the citizens and community. Professionalism is achieved through training, commitment, and acting within the rule of the law.

Commitment to the proactive prevention of crime in our County by achieving a close working association with all citizens in eliminating the opportunities for crime and reducing the fear of crime.

Compassion in our response to victims and others in need. We strive to be compassionate by treating everyone with fairness, respect, and sincerity.

Accountability as we hold ourselves to the highest standards of conduct in performing our service to the community, embracing the ideals of our Constitution and democratic society.



The Police Division is Internationally Accredited.

Henrico County Police Division
P. O. Box 90775
Henrico, VA 23273-0775

Emergency: 911
Non-emergency: (804) 501-5000
www.henricopolice.org

Humberto I. Cardounel, Jr.
Chief of Police



Proud of our progress;
Excited about our future.

The County of Henrico does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability.

Spring 2016/PIO/CRD



Understanding the Compliment Process



The Police Division is responsible for maintaining the rights and interests of all persons in Henrico County.

**Henrico County
Police Division**



Understanding the Compliment Procedure



The Henrico County Police Division is proud to provide internationally accredited law enforcement services to the citizens of Henrico County and its visitors. In order for the Police Division to continue providing the highest quality service, the performance of its employees must be closely monitored. The Division is sincerely interested in taking corrective action in those instances where an employee fails to meet our standards. The following information is provided to help you to better understand the compliment process.



When a compliment is filed, information regarding the compliment is gathered and documented.

- I. Compliments can be submitted by phone, in writing through the mail, or in writing through email. If you make a compliment by phone, you may also send a written statement.
- II. Once the compliment paperwork is completed, the compliment is submitted to the appropriate Assistant Chief of Police, and the employee is notified.
- III. Any citizen filing a compliment will be notified that the compliment was received and documented.

Note: No employee of the Police Division is allowed to accept gifts or monetary contributions. Instead contributions may be made to the Henrico Police Foundation, the only approved fundraising organization for the Henrico County Police Division.

Visit www.henricopolicefoundation.org for more information.

**If you still
have questions, call our
Office of Internal Affairs
at 501-4834
or email them at
police@henrico.us**

