



VISION - The IIO's impartial oversight increases accountability of, and public trust in, police.

MISSION - The IIO increases accountability of, and public trust in, the police by conducting impartial and transparent investigations into incidents in which a person has died or suffered serious harm related to police action.



WE VALUE EXCELLENCE

The IIO is committed to excellence in all aspects of investigations and interactions with others. The IIO team is dedicated to applying best practices, and continuous improvement with a focus on excellence and consistency. The goal of the IIO is to serve the communities of BC in a manner that inspires confidence in the organization and police accountability.



STRATEGIC PLAN 2025-2028



WE VALUE INTEGRITY

True public service cannot exist without an individual and shared commitment to integrity. In demonstrating the other values identified here, the IIO will do so always with integrity above all else. Through all our work, it means consistently acting in an honest, ethical, unbiased, and transparent manner. Integrity is always doing the right thing and standing up for what is right, even when it's difficult.



WE VALUE ACCOUNTABILITY

The IIO is accountable to the public, affected persons, and police, who should have complete confidence in the IIO's investigative and decision-making processes and results. As evidence-based professionals, the IIO team takes responsibility for the quality of their work and conducts investigations that the people of BC can trust.



WE VALUE TRANSPARENCY

The IIO stands on a strong foundation of encouraging open, honest, and respectful dialogue and operating with practical transparency and communication. Our goal is to be open and genuine in all interactions. This approach fosters trust, which is at the core of all relationships with affected persons, police, and all British Columbians. Inclusivity in information sharing and transparency go hand in hand, and we provide as much information as possible to all interest holders.



WE VALUE PROFESSIONALISM

The IIO team demonstrates impartiality, integrity, and a high standard of skill and ability in delivering the organization's mandate. Everyone who works at the IIO approaches their role, responsibilities, and interactions in a respectful, thorough, and unbiased manner. Practice that is grounded in respect, care, and compassion for those we interact with is central to the IIO's values.

INVESTIGATIVE EXCELLENCE

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- 1.1) Ensure adherence to the principles of major case management (MCM), which include quality assurance mechanisms
- 1.2) Review and modernize technology solutions to improve case management, digital evidence handling, and information sharing
- 1.3) Continuously improve IIO investigative policies and processes in alignment with evolving best practices
- 1.4) Strengthen investigative excellence by enhancing training, mentorship, and post-investigation reviews

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ORGANIZATIONAL HEALTH

- 2.1) Create a safe, inclusive, and collaborative workplace by supporting employee health, valuing diverse needs and opinions, and promoting respectful communication
- 2.2) Prioritize employee wellness, including mental health and work-life balance
- 2.3) Provide ongoing training and professional development opportunities aligned with current and evolving requirements
- 2.4) Use effective performance management processes to ensure accountability and promote staff development



GOALS & OBJECTIVES 2025-2028

TIMELINESS OF INVESTIGATIONS

- 3.1) Use effective project management practices to make the best use of available resources
- 3.2) Improve investigation efficiency while maintaining investigative excellence by addressing any investigative delays and adapting workload distribution to meet changing needs
- 3.3) Ensure investigations are conducted in compliance with business rules and standard operating procedures
- 3.4) Promote proactive, early, and ongoing communications and engagement with involved parties

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INTERNAL & EXTERNAL RELATIONSHIPS

- 4.1) Prioritize incorporating the principles of the UN Declaration on the Rights of Indigenous Peoples and the Calls to Action of the Truth and Reconciliation Commission.
- 4.2) Communicate openly and transparently across all levels of the organization
- 4.3) Strengthen rightsholder and stakeholder relationships through ongoing engagements, including with Indigenous leadership and communities, other equity-owned groups, police, community advocacy groups, government agencies, other independent oversight bodies, and the media
- 4.4) Educate the public on the IIO's mandate and report on the outcomes of investigations in order to increase public trust in the IIO and in police oversight

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