

Northwestern Health Unit Policies & Procedures		Number:
Manual:	Board of Health POLICY Manual	
Section:	ORGANIZATION & MANAGEMENT	Page 1 of 2
Title:	Customer Service Standards	

Approved by:	Board of Health	Approval Date:	November 21, 2014
Revision Dates:			

## CUSTOMER SERVICE STANDARDS

### PURPOSE

This policy informs Northwestern Health Unit employees, students, volunteers and contractors of health unit obligations and agency expectations of those who deal with members of the public on behalf of the health unit to ensure excellent customer service.

In addition, the policy serves to inform members of the public regarding their rights and health unit obligations and commitments to customer service.

### BACKGROUND

The Northwestern Health Unit is committed to providing excellent customer service in every aspect of our business. Consistent with our values of transparency and accountability, we establish customer service standards and communicate them to the public so that people know the level of service they can expect from the health unit and can hold us accountable.

As well, the Ontario Public Health Organizational Standards (OPHOS) require that health units have client service standards:

#### **5.5 Client service standards**

The board of health shall ensure the administration develops and implements a set of client service standards which will articulate the organization's commitment to provide services that are accessible and timely for clients, community partners and the general public. Client service standards shall include:

- Set times for responsiveness to enquiries;
- Accessibility of programs and services in terms of locations, hours of service, and language; and
- Provision of public information in a manner that is timely and accessible, in multiple formats.

This policy addresses our commitment to quality client services and to meeting the requirements laid out in the Ontario Public Health Organizational Standards.

### SCOPE

This policy applies to all employees, volunteers, Board of Health members and any others acting on behalf of the Health Unit.

Northwestern Health Unit Policies & Procedures		Number:
Manual:	Board of Health POLICY Manual	
Section:	ORGANIZATION & MANAGEMENT	Page 2 of 2
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## POLICY

### Our Commitment

The Northwestern Health Unit values all of our clients and customers and is committed to providing excellent customer service in every aspect of our business.

We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers for people with varying abilities and by meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We believe in providing service to everyone.

1. The Chief Executive Officer will establish customer service standards that address:
  - a. Accessibility of programs and services in terms of locations, hours of service, and language.
  - b. Set times for responsiveness to enquiries.
  - c. Provision of public information in a manner that is timely and accessible, in multiple formats.
2. The client service standards will be easily accessible to members of the public.
3. There shall be processes in place to receive and respond to feedback from customers regarding their service experience.
4. The Northwestern Health Unit will respond within a reasonable time to comments or complaints as appropriate and/or upon request.

#### See also:

- BOH Policy – Accessibility
- BOH Policy – Risk Management Plan

#### Approved / Revised:

*On behalf of the Board of Health*

*Original signature on file*

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Chair, Board of Health

*Original signature on file*

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Chief Executive Officer