

HUMAN RESOURCES POLICIES			
Section:	Conduct	Issued:	Mar 2025
Subject:	Customer Service Policy	Effective:	Mar 2025
Issue to:	All District of Nipissing Social Services Administration Board (DNSSAB) Employees	Pages:	4
		Replaces:	NEW
Issued by:	Chief Administrative Officer (CAO)	Dated:	Mar 2025

POLICY

District of Nipissing Social Services Administration Board (DNSSAB) is committed to providing employees, clients, tenants, patients, and external stakeholders high levels of exceptional customer service that is consistent with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessible Customer Service Standard (Regulation 429/07). The goal is to ensure all employees deliver accessible, respectful, professional and effective communication and services to clients, tenants, patients, employees, and external stakeholders. These standards connect clients, tenants, patients, and external stakeholders to the organization’s mission statement of supporting accessible human services in Nipissing District.

ROLES AND RESPONSIBILITIES

Employee

Employees are expected to uphold DNSSAB’s commitment to providing and delivering exceptional customer service and reporting incidents of harassment or violence.

Employees can achieve these by:

- Addressing the client’s, tenant’s, patient’s, employee’s and external stakeholder’s needs in a timely manner;
- Responding in a professional and respectful manner;
- Providing every client, tenant, patient, employees or external stakeholder with the same level of excellent service;
- Respecting the rights, privacy and dignity of all clients, tenants, patients, employees, Board members, external stakeholders and suppliers;
- Consistently apply internal policies, procedures and legislative requirements;
- Dealing with clients, tenants, patients, employees and external stakeholders in an open and honest manner in the provision of information about the availability

- of services and benefits;
- Practicing tact, diplomacy, and good judgement when counseling and advising clients, tenants, employees and patients on accessing services and benefits or upon the refusal of services and benefits;
- Providing assistance to clients, tenants, patients, employees and external stakeholders with disabilities in the event of an emergency;
- Providing accessible forms of communication and information when providing customer service or obtaining feedback in both official languages;
- Working co-operatively with co-workers and other agencies by having regard and respect for their experience and professional competence;
- Connecting clients, tenants, patients, employees and external stakeholders to the organization's mission statement of supporting accessible human services in Nipissing District.
- Reporting and removing barriers so that all clients, tenants, patients, employees and external stakeholders may access DNSSAB's goods, services, and facilities;
- Providing alternate service where barriers cannot be removed;
- Notifying of any service disruptions;
- Protecting client's, tenant's, patient's, employee's and external stakeholder's privacy and properly handling confidential information;
- Responding to client's, tenant's, patient's, employee's and external stakeholder's needs with a DNSSAB solution.

Human Resources (HR)

HR will review and investigate any reported cases of violation of the policy and administer or approve any disciplinary action in accordance with these policies. The CAO will be made aware of any alleged violations of the policy.

Supervisor

Supervisors will ensure the availability of training, resources and tools to meet customer service and accessibility standards. Supervisors will monitor adherence to standards and support employees in assisting clients, tenants, patients, and external stakeholders with accessibility requirements. Supervisors will also respond to questions and investigate unique issues and report to HR any conflict of interest or violation of the policy.

PROCESS

The DNSSAB is committed to providing customers with barrier-free access to our goods and services. To ensure the organization can deliver on this commitment, all employees must take Customer Service Excellence and AODA Customer Service Standards training. In addition, the organization will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

All employees are expected to strive to achieve the following customer service benchmarks:

Telephone Calls:

- Voicemails will be returned within two (2) business days;
- Record an out-of-office voicemail when absent from work that includes your return date and alternate contact details for assistance during your absence.

Emails:

- Emails will be acknowledged within two (2) business days and responded to within three (3) business days with a resolution, barring unforeseen or complex circumstances. If additional time is needed, email the recipient, providing them with an explanation for the delay and deadline, they can expect a response.
- Set an out-of-office message in Outlook when absent from work that includes your return date and alternate contact details for assistance during your absence.

Unsatisfied Customers

In all cases of clients, tenants, patients, and external stakeholders who are unsatisfied with the DNSSAB's service, employees must continue to display professionalism and respect. If a client, tenant or patient remains unsatisfied, the employee may contact their supervisor or designate to discuss the case and explore possible resolutions if applicable. Decisions will be made on a case-by-case basis and at the discretion of the employee's supervisor or designate.

Escalation

Employees should attempt to defuse the situation using the strategies they received from completing the Defusing Hostile Customers training. If an employee cannot defuse the situation or if the client, tenant or patient requests a supervisor, the employee should contact their supervisor or designate immediately and brief them on the situation.

The DNSSAB does not tolerate acts of violence or harassment towards employees. If a client, tenant or patient harasses, threatens, or displays violent behaviour, the situation must be reported to their supervisor or designate as soon as reasonably possible in accordance with the Workplace Respect and Injury, Illness and Incident Reporting policies.

If an incident of violence occurs or is likely to occur and immediate assistance is required:

- If you feel you are at imminent risk of danger, move away from the threat and find a safe location, when safely able;
- Immediately call 911;

- Press a panic button or radio button hand mic where available;
- Immediately notify the supervisor or designate when safely able;
- Complete an incident report and/or Hazard Identification Form (OPSEU employees) where applicable.

Feedback Process:

The DNSSAB welcomes feedback as it may identify areas where changes can be made to improve our delivery of services. In writing, e-mail, or telephone, submitted to:

District of Nipissing Social Services Administration Board
200 McIntyre Street East
North Bay ON P1B 8V6
705-474-2151

<https://www.dnssab.ca/feedback/general-feedback/>

All feedback will be reviewed and acted upon; however, personal responses to inquiries can only be provided if the person providing the same includes their name, mailing address and/or email address and/or daytime phone number.

The DNSSAB will strive to respond in writing, e-mail or telephone acknowledging receipt of feedback. The complaint will be forwarded to the appropriate department for action.

DEFINITIONS

Respectful and Professional Customer Service: treating clients, tenants, patients, employees, and external stakeholders with politeness, empathy, and courtesy, and consistently demonstrating expertise, reliability, and a positive attitude while delivering high-quality, efficient services to meet the needs of our clients, tenants, patients, employees, and external stakeholders.

WHERE POLICY LANGUAGE CONTRADICTS A DNSSAB COLLECTIVE AGREEMENT, THE COLLECTIVE AGREEMENT LANGUAGE SUPERCEDES THE POLICY LANGUAGE.