

Quality Service Standards Woodstock



Timelines

We aim to greet you within 5 minutes and direct you to the appropriate department. At that time, you will be advised of the waiting period for your next point of contact.

We aim to see you at your scheduled appointment time. If you are unable to attend your appointment on time, please be prepared to reschedule.

To respond to your needs as quickly as possible, we aim to introduce you to alternative sources of information, support and referral to other community service providers as required.

Reliability

We aim to provide you with staff who offer timely, accurate and up to date information and service. When unable to answer your inquiry, we will redirect you to the most appropriate resource.

We will respect the interests of clients and staff alike when dealing with financial and confidential issues.

Accessibility

Service hours for in-person and telephone assistance in Woodstock are 8:30 am to 4:00 pm, Monday to Friday and Wednesday evenings until 7:00 pm.

Twenty-four hour information is available via the internet at www.ceswoodstock.org.

Responsiveness

We will approach clients with openness, flexibility, fairness, integrity, courtesy, discretion and empathy.

We aim to explain the counselling processes in a clear and understandable manner.

We welcome your comments regarding services. Please forward comments to the Director at:

Community Employment Services
40 Metcalf Street
Woodstock, Ontario
N4S 3E7

Your suggestions and complaints are appreciated. They represent our opportunity to improve our services and meet your needs. We will respond to your input within three working days.

Our Ten Privacy Principles

We have always been and will continue to be committed to maintaining the accuracy, confidentiality and security of any information you provide to us. As part of this commitment, we are using the Ten Privacy Principles to govern our actions as they relate to the use of customer information. Community Employment Services invites you to review the principles, which have been built upon the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's Personal Information Protection and Electronic Documents Act.

Principle 1 - Accountability

Community Employment Services is responsible for maintaining and protecting the customer information under its control. In fulfilling this mandate, we have designated an individual who is accountable for our compliance with the Ten Privacy Principles.

Principle 2 - Identifying Purposes

The purpose for which customer information is collected shall be identified before or at the time the information is collected.

Principle 3 - Consent

The knowledge and consent of the customer are required for the collection, use or disclosure of customer information except where required or permitted by law.

Principle 4 - Limited Collection

The customer information collected must be limited to those details necessary for the purposes identified by us. Information must be collected by fair and lawful means.

Principle 5 - Limited Use, Disclosure and Retention

Customer information may only be used or disclosed for the purpose for which it was collected unless the customer has otherwise consented, or when it is required or permitted by law. Customer information may only be retained for the period of time required to fulfill the purpose for which it was collected.

Principle 6 - Accuracy

Customer information must be maintained in as accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used.

Principle 7 - Safeguarding Customer Information

Customer information must be protected by security safeguards that are appropriate to the sensitivity level of the information.

Principle 8 - Openness

Community Employment Services is required to make information available to customers concerning the policies and practices that apply to the management of their information.

Principle 9 - Customer Access

Upon request, a customer shall be informed of the existence, use and disclosure of their information and shall be given access to it. Customers may verify the accuracy and completeness of their information and may request that it be amended, if appropriate.

Principle 10 - Handling Customer Complaints and Suggestions

Customers may direct any questions or enquiries with respect to the privacy principles outlined above or about our practices by contacting the designated person accountable for privacy:

Director
Community Employment Services
40 Metcalf Street
Woodstock, Ontario
N4S 3E7

Quality Service Standards Norwich

Timelines

We aim to greet you within 5 minutes and direct you to the appropriate department. At that time, you will be advised of the waiting period for your next point of contact.

We aim to see you at your scheduled appointment time. If you are unable to attend your appointment on time, please be prepared to reschedule.

To respond to your needs as quickly as possible, we aim to introduce you to alternative sources of information, support and referral to other community service providers as required.

Reliability

We aim to provide you with staff who offer timely, accurate and up to date information and service. When unable to answer your inquiry, we will redirect you to the most appropriate resource.

We will respect the interests of clients and staff alike when dealing with financial and confidential issues.

Accessibility

Service hours for in-person and telephone assistance in Norwich are 9:00 am to 4:00 pm, Monday to Friday.

Twenty-four hour information is available via the internet at www.ceswoodstock.org.

Responsiveness

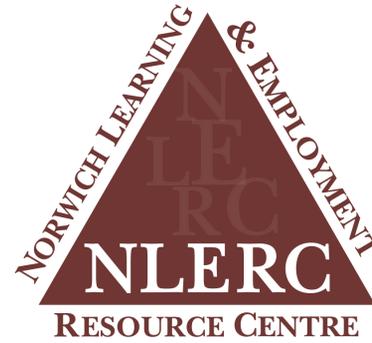
We will approach clients with openness, flexibility, fairness, integrity, courtesy, discretion and empathy.

We aim to explain the counselling processes in a clear and understandable manner.

We welcome your comments regarding services. Please forward comments to the Director at:

Norwich Learning and Employment Resource Centre
41 Main Street West
Norwich, Ontario
N0J 1P0

Your suggestions and complaints are appreciated. They represent our opportunity to improve our services and meet your needs. We will respond to your input within three working days.



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Director
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Norwich, Ontario
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Accessibility

Service hours for in-person and telephone assistance in Ingersoll are 8:30 am to 4:30 pm, Monday to Friday.

Twenty-four hour information is available via the internet at www.ceswoodstock.org.

Responsiveness

We will approach clients with openness, flexibility, fairness, integrity, courtesy, discretion and empathy.

We aim to explain the counselling processes in a clear and understandable manner.

We welcome your comments regarding services. Please forward comments to the Director at:

Ingersoll Learning and Employment Resource Centre
37 Alma Street
Ingersoll, Ontario
N5C 1N1

Your suggestions and complaints are appreciated. They represent our opportunity to improve our services and meet your needs. We will respond to your input within three working days.

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Ingersoll, Ontario
N5C 1N1