

## EO Customer Service Charter

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We will achieve better outcomes for clients and employers by providing support to find sustainable employment in jobs that are appropriate and aligned with identified needs and goals.

The EO Customer Service Charter outlines how we and our service provider partners will fulfill all contractual and regulatory obligations to clients, employers, community partners, and stakeholders.

We will aim to provide high-quality services by adhering to the EO Customer Service Charter and collecting ongoing client and employer feedback to support decision-making. Service providers will demonstrate their commitment to excellence by fulfilling the following core values:

### **Accessibility:**

- Offer services that recognize the individual needs of all our customers.
- Provide support by working with clients to alleviate challenges from barriers and to provide accommodations.
- Ensure that service locations meet the standards outlined in the Accessibility for Ontarians and Disabilities Act.
- Establish an inclusive and safe environment that is free from discrimination, harassment, and violence for everyone.

### **Client-Centric:**

- Ensure that all clients receive a copy of the Customer Service Guarantee and that it is posted at all sites and visible to clients.
- Provide equitable employment services to ensure that everyone is treated in a non-judgmental way and with respect and dignity.
- Conduct comprehensive assessments to understand individual client needs and develop an Employment Action Plan.
- Inform clients of activities, goals, and pre-employment supports required to progress them towards employment.
- Provide clients with support to help them find and keep a job, including ongoing support once employment is obtained.
- Ensure all discussions and client information are treated as confidential and private.
- Securing and protecting personal information is a top priority.
- Ensure that the proper protocols are in place and monitored to secure the collection, use, and disclosure of personal information.

### **Collaboration:**

- Build strong working relationships with referral sources, community agencies, and employers to ensure clients can access the right supports they need to sustain employment, address labour market needs, and promote community economic development.

### **Competence:**

- Maintain appropriate levels of staffing and ensure all staff are provided with ongoing training and development, including training in cultural competency and diversity, to ensure the delivery of high-quality services.

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- Retain knowledgeable staff from diverse backgrounds that are equipped with the right skills to support clients.

### Effectiveness:

- Provide high-quality, efficient services so that clients are successful and experience positive outcomes in retaining employment.
- Services include ongoing regular contact, development of an Employment Action Plan, career development support, job coaching, specialist, and rapid support services for those at risk of losing their jobs.
- Demonstrate impact by regularly reporting on client service, which includes measures of client satisfaction and employment service performance.
- WCG will evaluate the implementation of the Customer Service Charter by conducting at least one monitoring visit per year.

### Responsiveness:

- Ensure that locations and hours of operation provide access to in-person services that meet local needs including off-site and/or mobile services, where required.
- Provide up to date information on all public documents regarding services offered, My EO program information, workshop information, contact information, and operating hours.
- Comply with the following service standards:

Service	Standard
Site Hours	Business hours are 8:30 AM to 5:00 PM Monday to Friday, except for statutory holidays and unless other times are posted.
Telephone	All telephone calls (for both internal and external clients) will be returned within one business day (24 hours).
Voicemail	All voicemail will be returned within one business day (24 hours).
Email, fax, or mail	All emails will be acknowledged within 2 business days (48 hours).
Time until appointment	Clients requesting support will have a scheduled appointment within 1 week of contact.

### Surveys, Compliments, and Complaints:

- Collect continuous feedback from clients while they are in active services through compliment and complaint feedback cards located at each Service Provider’s delivery site.
- Survey clients 3 months after their program start date to determine if they feel closer to achieving employment and to collect suggestions for enhancing services.
- Survey at least 30% of employers that had a placement to evaluate if supports are meeting their needs.
- Use feedback to continuously improve the quality of service to achieve better outcomes for clients and employers.
- Promote and encourage clients and employers to use a range of mechanisms to provide feedback online, including formal compliments or complaints.
- Have a formal process in place to identify and resolve client concerns or complaints in a timely, thorough, and professional manner.
- Make available our Complaints and Resolution Process, with prescribed response times to acknowledge receipt, escalation protocols, and monitoring of resolution timelines.