

Voice Found.

Service Delivery Standards

Our Guiding Principles of Service Delivery

Trauma-Informed

- We ensure both physical and emotional safety of clients throughout the organization. Physical settings are safe and interactions promote feelings of safety with priority of understanding safety as defined by those being served.
- We consider cultural, historical and gender issues and endeavour to move past cultural stereotypes and bias. Services are gender responsive, recognize historical trauma and seeks leverage healing values of traditional cultural connections.
- We provide choice, listen to and empower clients. Throughout the organization and among the clients served, individuals' strengths and experiences are recognized and built upon. Clients are supported in shared decision-making, choice, and goal setting to determine the plan of action they need to heal and move forward. They are supported in cultivating self-advocacy skills. Staff are facilitators rather than controllers of recovery.
- We work in collaboration and mutuality. We work alongside clients leveling power differences to demonstrate that healing happens in relationships and in meaningful sharing of power and decision-making. We recognize that everyone has a role to play in a trauma-informed approach.
- We provide peer support to establish hope, build trust, enhance collaboration and use lived experience to promote recovery and healing.
- We operate with transparency and trustworthiness. Operations and decisions are conducted with transparency with the goal of building and maintaining trust with clients, family members staff, stakeholders.

Accommodation

- We accommodate unique needs of our clients. This includes providing additional safety measure when indicated such as private transport, appointment times and service supports.
- We make sure that clients with disabilities have an equal opportunity to access our services.

Privacy

- We protect personal information and privacy throughout the organization.
- We ensure proper storage and integrity of information that secured both virtually and in hard copy.

Responsive and Reliable

- We provide clear information about our services that is reliable, accurate and up-to-date.
- We set specific service standards for each one of our programs.
- We respond to clients, staff and other service agencies in a timely manner.
- We review and look for ways to improve services to make it easier for our clients to get what they need.

Caring

- We treat our clients equitably and fairly, with dignity and respect.

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Our service standards comply with the following legislation:

Ontario Occupational Health and Safety Act, R.S.O. 1990, c. O.1, any successor legislation, and the regulations thereto, as all of them may be amended from time to time (collectively, the “OHS Act” or the “Act”), including all of the exemptions set out in Act.

Ontario Human Rights Code

- information access and privacy provisions of the:
 - Freedom of Information and Protection of Privacy Act, and
 - Personal Health Information Protection Act
- French Language Services Act
- accessibility requirements of the
 - Ontarians with Disabilities Act, 2001
 - Accessibility for Ontarians with Disabilities Act, 2005, and
 - Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Personal Health Information Protection Act, 2004, SO 2004, c 3. SCH A
- University Health Network Policy and Procedure Manual, Administrative - Privacy e-health Ontario, Electronic Health Record Privacy Policies
- Information and Privacy Commissioner of Ontario, “Detecting and Deterring Unauthorized Access to Personal Health Information”, Toronto : ON 2015
- Information and Privacy Commissioner of Ontario, Order HO-014
- Information and Privacy Commissioner of Ontario, PHIPA Order HO-010
- Information and Privacy Commissioner of Ontario, PHIPA Order HO-002

Our common service standards for communication are as follows:

Please note: Regular Business Hours are Monday to Friday, 9:00 am to 5:00 pm.

- Telephones – You can safely leave a message on our main phone number – 613-763-5332.
- Calls are triaged and answered in order of urgency. You can be sure that your message will be answered within 72 hours. Calls on the weekend will be answered on Monday and calls on holidays answered as soon as possible within 48 hours of returning to the office.
- Emergency Telephone – Service Providers and existing clients who have emergency number can expect a call or text back within 24 hours. If you need help immediately, call 911
- Email, Fax and Mail Correspondence – We endeavour to answer within 72 hours (business days) for regular business requests. Email marked urgent are answered at the first business day after being received.
- In-person – Our services require that you make an appointment ahead of time. When you arrive, you can expect to be greeted promptly and made comfortable. We do our best to see you on time however if there is going to be a delay, you will be informed as to the approximate wait time.

Please contact info@voicefound.ca if you have any comments or complaints about our service delivery.