



SERVICE DELIVERY STANDARDS

Our Guiding Principles of Service Delivery

Trauma-Informed

- We take measures to ensure both physical and emotional safety of clients throughout our organization. Physical settings are safe and interactions promote feelings of safety, We acknowledge that safety is defined by those we serve.
- 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 to 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 measures when indicated, 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 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 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.



Our common service standards for communication are as follows:

Telephones – You can safely leave a message on our main phone number – 613-763-5332 at the appropriate extension.

Calls are triaged and answered in order of urgency. You can be sure that your message will be answered within 2 business days. Calls received on holidays are answered as soon as possible within 48 hours of returning to the office.

Emergency Telephone – Calls and text are triaged and answered in order of urgency. Service Providers and existing clients who have the emergency number can expect a call or text back within 12 hours for matters that are deemed urgent. For calls or text deemed not urgent you can expect a call or text back within 24 hours during business days or the following working day if received during the weekend. If you need help immediately, call 911.

Email, Fax and Mail Correspondence – We endeavour to answer within 3 business days for regular business requests. Any urgent requests are given priority.

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 when you arrive, you will be informed as to the approximate wait time.

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

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