



Client Service Standards

BACKGROUND

The Good Governance and Management Practices Domain (Organizational Requirements) in the *Ontario Public Health Standards* (OPHS, 2018) requires that:

16. The board of health shall ensure the administration develops and implements a set of **client service standards**.

Client service standards articulate the organization's commitment to provide services that are accessible and timely for clients, community partners and the general public.

Client service standards shall include:

- Set times for responsiveness to enquiries;
- Accessibility of programs and services in terms of locations, hours of service, and language; and
- Provision of public information in a manner that is timely and accessible, in multiple formats.

Client Service Standards

Renfrew County and District Health Unit (RCDHU) provides programs and services which promote and protect the health and well-being of all residents living in Renfrew County and District. We receive enquiries via office visits, telephone, email, fax and regular mail. Up-to-date office hours, temporary disruptions and contact information are available on our website and through our telephone voice message. RCDHU provides services in a manner that is respectful, equitable, and responsive to the range of diversity in Renfrew County and District, including race, ethnicity, religion, gender, age, sexual orientation and ability. The Health Unit is committed to serving all members of the public and in working collaboratively with community partners through leadership, partnership, accountability and service excellence.

1. Under normal circumstances, health unit staff will respond to customer enquiries as follows:
 - a. Reasonable efforts will be made to return voice mail messages before the end of the next scheduled business day of the employee. Voice mail messages include a notice of when the staff person will be returning to work and the option to re-direct to reception.
 - b. Reasonable efforts will be made to acknowledge email or online messages within two business days and answered within 15 business days. If a conclusive response is not possible, an interim response along with an estimated date for a complete response will be provided within 15 business days.
 - c. Letters by mail or fax that require a response will be answered within 15 business days. If a conclusive response is not possible, an interim response along with an estimated date for a complete response will be provided

within 15 business days.

2. Staff make all reasonable efforts to provide timely and accessible information to the public in multiple formats and languages upon request. Where the health unit is unable to provide the requested format, an explanation is provided to the individual and staff work with the individual to find a suitable alternative.
3. RCDHU is available 24 hours/day, 7 days/week to receive reports of reportable diseases, health hazards and public health emergencies.
4. The Client Service Standards will be available to members of the public.

Adapted from *Client Service Standards* - Huron County Health Unit, email message July 18, 2018 CQI LDCP and *Customer Service Standards Procedure* - Northwestern Health Unit, November 21, 2014.)