



## CUSTOMER SERVICE POLICY

<b>Approved by</b>	Executive Management Team
<b>Last reviewed:</b>	April 3, 2019 (next review to be within one year of this date)
<b>Responsible Role</b>	President & CEO
<b>Responsible Department</b>	Disability Services

<b>SECTION 1 – INTRODUCTION</b>	2
1.1 Purpose	2
1.2 Scope	2
1.3 Definitions	2
1.4 Related Policies	2
1.4.1 Privacy Policies	2
1.5 Legislative Context	2
 <b>SECTION 2 – POLICY</b>	 2
2.1 Policy	2
 <b>SECTION 3 – RESPONSIBILITY &amp; PROCEDURE</b>	 3
3.1 JVS Toronto Charter of Client Service	3
3.1.1 Staff protocols	3
3.1.2 Reception Area	4
3.1.3 Entrance to office	4
3.1.4 Greeting visitors	4
3.2 Supporting Documentation	5
 <b>SECTION 4 – GOVERNANCE</b>	 5
4.1 Policy Owner	5
4.2 Version Control and Change History	5



# CUSTOMER SERVICE POLICY

## SECTION 1 – INTRODUCTION

### 1.1 Purpose

The purpose of this policy is to create a safe, inclusive, accessible, service-oriented and welcoming environment to customers, including clients, volunteers, students, donors, employers, community partners, etc.; and to create an efficient manner of routing customer, calls and questions to the appropriate area.

### 1.2 Scope

This policy applies to all JVS Toronto employees, volunteers, students, contractors, consultants, community partners and Board or Board Committee members who are working at or acting on behalf of JVS Toronto.

### 1.3 Definitions

Word/Term	Definition
<b>Customer</b>	The term customer includes individuals and their accompanying guardians/care givers accessing and/or participating in services at JVS Toronto and include volunteers, students, donors, employers, community agencies and service partners who are external to the agency. Customers at JVS Toronto are often referred to as a “client”.
<b>Visitor</b>	This term refers to an individual accessing a JVS Toronto location to provide a service such as a consultant, contractor, courier, delivery person, maintenance person, property management representative and suppliers.

### 1.4 Related Policies

AODA Accessible Customer Service Policy  
 Code of Conduct Policy  
 Customer Complaint Policy

#### 1.4.1 Privacy Policies

### 1.5 Legislative Context

*Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*  
*Accessibility for Ontarians with Disabilities Act*  
*Ontarians with Disabilities Act*  
*Blind Persons’ Rights Act*  
*Ontario Human Rights Code*

## SECTION 2 – POLICY

### 2.1 Policy

JVS Toronto is committed to providing high quality and appropriate services for each customer seeking services. Our customer service standards are outlined in the JVS Toronto Customer Service Promise posted in all locations.



## CUSTOMER SERVICE POLICY

**NOTE:** The following section “RESPONSIBILITY & PROCEDURE” represents best practices as determined by JVS Toronto, and is largely designed to provide guidance to designated JVS Toronto representatives. However, it is understood that, where appropriate, these representatives may adopt modified procedures in response to any given circumstance. Procedural Guidelines continue on this and the following page(s).

### SECTION 3 – RESPONSIBILITY & PROCEDURE

#### 3.1 JVS Toronto Customer Service Promise

##### Our Promise to You

JVS Toronto aims to provide inclusive and accessible customer service to our clients in a manner that respects their diversity, abilities and dignity. We do this by:

- Considering the unique needs of each client
- Taking action to make our facilities accessible
- Striving to meet best practices for inclusion and accessibility, and
- Encouraging feedback.

JVS Toronto adheres to the Accessible Customer Service Standards as stated in the Accessibility for Ontarians with Disabilities Act.

**Excellence** We deliver quality service to meet your unique service needs by upholding the highest professional standards, listening to your feedback and incorporating continuous improvements.

**Collaboration** We partner with you to support the achievement of your goals through open communication, information and knowledge sharing, guidance and understanding.

**Integrity** We are committed to ethical conduct in our service delivery through professionalism, mutual trust and maintaining confidentiality.

**Respect** We provide relevant services tailored to each individual in a safe, courteous and cooperative environment.

##### Customer Service Feedback

Please provide your compliments or complains anytime by emailing [services@jvstoronto.org](mailto:services@jvstoronto.org).

##### Our Customer Complaint Policy is posted at:

[www.jvstoronto.org/customer-service-feedback/](http://www.jvstoronto.org/customer-service-feedback/)

**Approved by the President & CEO, April 3, 2019.**

##### 3.1.1 Staff Protocols

Staff should always be aware of the image presented to customers, clients and the public. Interactions in public areas should always be courteous, professional and appropriate.

- a) Refrain from engaging the “Do Not Disturb” feature on their telephone, if this feature is available, to ensure calls from the front desk are always received.

**Policy Category:** Client Service

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## CUSTOMER SERVICE POLICY

- b) Greet and retrieve visitors from the front desk area and escort them to the appropriate meeting area. Visitors are not to roam unattended within JVS Toronto premises. All staff should assist any unescorted visitors.
- c) At the end of an appointment, visitors are to be physically escorted to main entrance to exit. At no time should the staff direct visitors to exit using emergency exits.
- d) Should the visitor require use of the washrooms, it is the escorting staff's responsibility to wait for visitor and resume escorting to the appropriate exit.
- e) For locations requiring a general key to access the washrooms, it is the responsibility of the accompanying staff to retrieve the key.
- f) Respond to customer calls, e-mails, inquiries and requests in a timely manner within one (1) business day. If an employee knows they will not be able to respond fully, a short telephone call should be made or e-mail sent indicating when a full response can be expected.

### 3.1.2 Front Desk Area

Every JVS Toronto site front desk area is the environment that "brings to life" JVS Toronto's Mission, Vision and Values. Accordingly, the area should always be kept clean and organized:

- a) Newspapers and publications are made available within the waiting area. Daily publications disposed of at the end of the day.
- b) Publications available to the public must be consistent with the services available at each JVS Toronto location.
- c) JVS Toronto program material should be clearly displayed and available for the public.
- d) The front desk area is kept void of personal items, such as personal photographs and decoration.
- e) Staff refrain from engaging in social conversations with the public within the front desk area.
- f) Conversations confidential in nature do not take place in public spaces. (Refer to the Business & Remote Office Privacy & Security Policy for details.)
- g) Staff do not conduct meetings in the front desk area.

### 3.1.3 Entrance to office

In order for the front desk to efficiently route calls and greeting the public, the following procedures are followed at all times:

- a) For sites with more than one entrance/exit point, all staff utilize the entrance/exit visible to the front desk. All other entrances/exits should be considered at all times as emergency access points.
- b) A staff sign-in sheet or notification board indicating that staff are in the office, off-site but returning, off-site and not returning, and out of the office, and/or staff schedules should be kept at the reception desk as a reference for all staff covering this area.
- c) Staff are required to notify the front desk when leaving the office at any time, including during lunch.
- d) Staff should wear their staff name badges at all times when working onsite.
- e) All visitors are issued and wear a visitor pass/tag at all times while on JVS Toronto property. All visitors must sign in and out on the Visitor Sign-In Sheet located at the reception desk. Visitors should arrive and leave from the main location entrance and be accompanied by a JVS Toronto staff person at all times.

### 3.1.4 Greeting visitors



## CUSTOMER SERVICE POLICY

Staff assigned to front desk duties represent “the face” of JVS Toronto and provide visitors with their first service experience.

Staff assigned to reception duties must:

- a) Answer the telephone in a timely manner, preferably within two (2) rings whenever possible.
- b) Interact with visitors at all times in a courteous, friendly, and professional manner.
- c) Prioritize interaction with the visitor by immediately stopping non-essential work.
- d) While there are visitors present in the front desk area, staff should keep personal telephone calls and other conversations to a minimum.
- e) Refrain from playing personal music within the immediate front desk area.
- f) Inform the appropriate staff via telephone of the arrival of his/her scheduled appointment.
- g) Use of the office or telephone paging system, if available, is reserved to emergencies and/or urgent calls.

### 3.2 Supporting Documentation

Name	Location	Document Type
<b>Business &amp; Remote Office Privacy &amp; Security Policy</b>	www.jvstoronto.org/privacy-policy/	Online
<b>Our Promise to You (Customer Service Promise)</b>	Data Drive (\\sou-dc1)	Word, PDF
<b>Our Vision, Mission, Values</b>	Data Drive (\\sou-dc1)	Word, PDF

## SECTION 4 – GOVERNANCE

### 4.1 Policy Owner

<b>Policy Owner</b>	President & CEO
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### 4.2 Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
Version 6	n/a	n/a	This policy was reviewed on April 3, 2019. No changes to the policy were required.
Version 5	n/a	n/a	This policy was reviewed on December 22, 2016 and minor wording changes were made to reflect staffing changes and currently used internal terms.
Version 4	n/a	n/a	This policy was reviewed on June 11, 2015. No changes to the policy were required.

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## CUSTOMER SERVICE POLICY

Version 3	n/a	n/a	This policy was reviewed and edited for clarity and wording consistency on June 26, 2013.
Version 2	August 16, 2011	EMT	This policy was reviewed and revised as part of an agency-wide policy review.
Version 1	May 2006		