

Customer Service Guarantee

We Believe in the Power of Work to Enable Better Lives.



Getting You Job-Ready

We will:

- Help you build a resume within 2 weeks of joining us.
- Support your job search, applications, and interviews.
- Connect you to jobs, including hidden opportunities through our network.

Meeting Your Needs

We will:

- Try to serve you in your first language.
- Book your first appointment within 1 week.
- Meet with you monthly, or more often if needed.
- Help if your life changes and it affects your job search.

We are committed to providing safe, respectful, and inclusive services for all clients. If you have a disability, we will provide accommodations to support your full participation in our services. This may include things like sharing information in different formats, assistive technology, or changes to how we meet with you. Just let us know what works best for you – we are here to help.

Working With Your Schedule

We will:

- Be open Monday to Friday, 8:30 AM to 5:00 PM.
- Return your phone call within 1 day and your email within 2 business days.
- Be flexible and reschedule if needed. Just let us know.
- Contact you within 2 business days if you miss an appointment.

Supporting You After You Start Work

We will:

- Call you on your first day and at the end of your first week.
- Help you and your employer if you need extra support or training.
- Offer free transit, clothes, or work supplies if you qualify.
- Check in once a month while you are working.
- If you lose your job, we will support you right away to get back to work.

Your Voice and Your Privacy Matter

Your Feedback

We want to hear from you. If you have a concern or suggestion:

- Talk to your Employment Consultant or Site Manager
- You can also contact us by:

Phone: **1-888-353-8140**

Email: **EOQuality@wcgservices.com**

or through our website: **eoworks.ca**

Your Privacy

Your personal information is private. We only collect what we need to help you find and keep a job. We will not share your information without your written permission.