

Our Commitment to Service

We are committed to meeting your needs by providing you with service that is:

- ✓ Timely and Accessible
- ✓ Objective and Fair
- ✓ Accurate and Complete
- ✓ Respectful and Courteous

Employment and Assistance Service Standards

Accessibility

- › Ministry office services are available between 9 a.m. to 4 p.m., with office closures between noon and 1 p.m., Monday to Friday (except statutory holidays)
- › Phone service is available from 9 a.m. to 4 p.m. Monday to Friday (except statutory holidays)
- › All ministry offices meet or exceed the BC Building Code standards for accessibility
- › The ministry's website and access to the online application is available 24 hours a day at: www.sdsi.gov.bc.ca
- › Information about ministry programs and services is available 24 hours a day toll free at: **1-866-866-0800**

Service Quality

- › Clients attending a ministry office are acknowledged and informed of expected wait times
- › All clients with employment obligations will have a current Employment Plan
- › Cheques are produced in all ministry offices at least three times per day at 11 a.m., 2 p.m. and 3 p.m.

Timeliness

Responses

- › Immediate Need requests (food, shelter and/or urgent medical attention) will be addressed within the same business day
- › Fleeing Abuse applicants will be scheduled for an expedited interview within one business day
- › Service requests that are not immediate in nature will be actioned within five business days
- › Responses to ministerial correspondence will be provided within 14 business days

Decisions

Decisions on the following programs and services will be provided upon the ministry receiving completed and signed applications, documentation and information:

- › Eligibility for income assistance within five business days
- › Persons With Disabilities (PWD) designation determination within 90 business days
- › Eligibility for Persons with Persistent Multiple Barriers (PPMB) within 10 business days
- › Reconsideration within 10 business days of receiving a Request for Reconsideration form
- › Family Maintenance Referrals are reviewed and opened within 10 business days

We will work to meet these service standards and are committed to listening and addressing your service concerns. Our Service Commitment process is available to you if you have a complaint about our service. Please call: **1-866-866-0800** or visit your local office for more information.

