

# Our Commitment to Service

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

- » reliable and accessible
- » responsive and accurate
- » fair and impartial
- » respectful and courteous

The ministry provides a variety of options to citizens for accessing information, assistance and services, including: online, in person and over the phone.



## Online, 24 hours a day

» Through My Self Serve ([myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca)) you can:

- Apply for assistance
- Receive and reply to messages from the ministry
- Make and track service requests
- Submit your monthly report
- Find information about your next payment date
- Get information on services and supports through the ministry's website at: [gov.bc.ca/sdpr](https://gov.bc.ca/sdpr)

All offices have computers and free Wi-Fi available to access My Self Serve during office hours



## In Person

- » Offices are open Monday – Friday (except statutory holidays) between **9 a.m. and 4 p.m., closed 12 p.m. to 1 p.m. local time**
- » Cheques are produced in all ministry offices at least three times per day at **11 a.m., 2 p.m. and 3 p.m.**
- » Clients attending a ministry office are acknowledged and informed of service request processing times
- » All ministry offices are accessible



## Phone

- » Information about ministry programs and services is available 24 hours a day, toll free at: **1 866 866-0800**
- » Phone lines are open Monday – Friday (except statutory holidays) between **9 a.m. and 4 p.m. local time**
- » Clients calling the ministry are informed of service request processing times



## Mail

The ministry is committed to providing responses to ministerial correspondence within **14** business days.