

# Our Service Standards

*We are committed to providing you with courteous, professional and consistent service and will work to meet the following Service Standards.*

## Accessibility

- › Ministry offices are open 8:30 am to 4:30 pm Monday to Friday (except statutory holidays)
- › All Ministry offices meet, or exceed, the BC Building Code standards for accessibility
- › The Ministry's Internet site is available 24 hours a day at: [www.gov.bc.ca/hsd](http://www.gov.bc.ca/hsd)
- › A toll-free information and referral line is available 24 hours a day 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

## Response Times

- › During office hours, phone calls are answered by the fourth ring
- › Client voice mail, fax and email, sent to offices and service centres, are responded to:
  - Immediate Need: Same business day (food, shelter and/or urgent medical attention)
  - General requests within 1 business day
- › Responses to ministerial correspondence are provided within 14 calendar days

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

- › New application for income assistance eligibility within 5 business days
  - If it is determined that an immediate need has been identified, the need will be addressed the same day and an application for income assistance eligibility will be conducted within 1 business day
- › New application for Persons With Disabilities (PWD) designation within 4 weeks
- › 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 assessments within 5 business days of receiving a Family Maintenance Referral
- › Annual bus passes within 10 business days



We expect 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 Standards. Please call: **1 866 866-0800** or visit your local office for more information.