College Sector Employment Services

Service Charter

Our Service Promise to You

Welcome to Collège Boréal **Employment Ontario Employment Services**. We provide one-stop access to employment programs and services through respectful, flexible, and personalized service.

As a member of the College Sector Employment Services (CSES) network, we are committed to upholding the highest standards of service delivery, putting your needs at the centre of everything we do.

This **Service Charter** clearly outlines the standards you can expect across the full range of **employment services** we provide. It covers:

- Who we are
- Our province-wide service commitment
- The level of service you can expect from us (our service standards)
- What we ask of you
- How to share comments or concerns about the quality of our services

We are accountable to you and will monitor our performance against these commitments. If you have any comments on our service standards or suggestions for improvement, we encourage you to **share them with us.**

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Who We Are

We deliver Employment Ontario's **Employment Services** within the Ontario college system. As members of this network, **our goal is your goal**: to help job seekers secure sustainable employment, and to support employers in finding qualified candidates.

Our "start-to-finish" Employment Services are offered in partnership with job seekers and employers to identify needs, lay out a clear service plan, ensure access to the required services and information (including external resources), and provide direct support with job search, job matching and placement, job retention, and follow-up. Our success is defined by your success and satisfaction.

EMPLOYMENT ONTARIO

Who We Serve

Job seekers, employers, and the community

Accessibility

We are committed to making our services accessible through multiple channels, including phone, email, virtual platforms, and in-person visits. In-person services are offered at conveniently located sites compliant with the *Accessibility for Ontarians with Disabilities Act* (AODA) standards, ensuring equitable access for all individuals.

Confidentiality and Security

All client data is handled with strict confidentiality and in compliance with applicable data protection regulations. Access controls and encryption measures are in place to safeguard sensitive information.

Any security breach will be reported to affected individuals within 24 hours of detection, along with a detailed action plan to resolve and mitigate the impact within three (3) business days.

Our Service Commitment to You

Collège Boréal is your go-to resource for all your employment needs. We value our contribution to Ontario society and take pride in our reputation for excellence – in the quality of the programs we manage, the services we provide to the community, and the results we achieve. When you receive services from a College Sector Employment Services member provides, we are guided by the following five key principles:

1. You will find our staff to be caring, respectful, courteous, helpful, professional, and considerate at all times.
2. We respect your time and strive to be available when and where you need us. We know your time is valuable, so we work serve you promptly, including helping you access accommodations if needed.
3. You are at the centre of everything we do. We listen to your needs and work in collaboration with you, while recognizing the diversity of our users.
4. You can count on our centre and our knowledgeable staff to provide accurate, up-to-date, and relevant information. We will support you every step of the way in accessing the services you require.

5. We are accountable to you. We continuously evaluate our performance and adapt our services to ensure you receive the quality of service you deserve. We respect your privacy and value the trust you place in us.

How You Can Help

We make every effort to meet the commitments outlined in this Charter**. You can help by:**

- Providing timely, complete, and accurate information;
- Promptly notifying of any changes to your contact information;
- Treating our staff and centre with courtesy and respect;
- Honouring your commitments to us;
- Providing us with your feedback.

Service Standards

1. We're here when you need us:
    - Convenient service hours
    - Relevant and reliable information and tools, available day and night on our website.

2. If we don't have the answer, we will find it for you.

3. You can count on us for ongoing support and follow-up until we mutually agree that our support is no longer required.

4. We are your one-stop source for quality, relevant, accurate, and up-to-date information, resources, and services. If we don't have what you need, we'll help you find it.

5. Our evolving service plans ensure you always know what you need to do, what we need to do, and what you can expect.

6. Flexible, seamless service offered in the format of your choice – in person, online, or by phone. You will never need to provide the same information more than once.

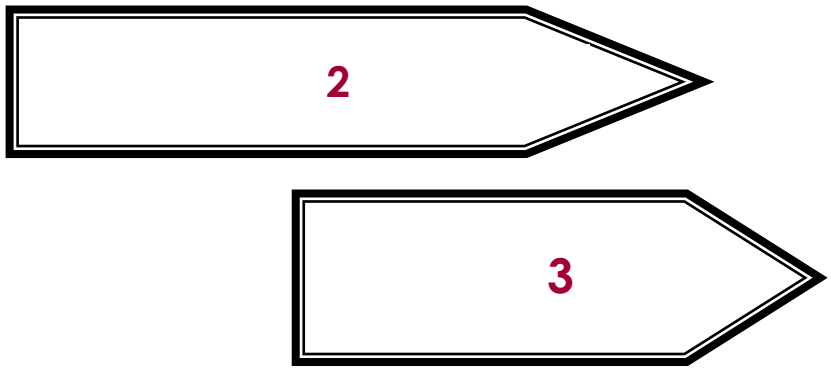
7. We value your time:
    - Telephone and voicemail: All calls and messages will be returned within one business day (24 hours)
    - Email, fax, and mail: All messages will be acknowledged within two business days (48 hours). If more time is needed for a detailed response, an initial acknowledgement with a timeline will be sent.
    - Appointment Scheduling: You will be offered an appointment within five business days of initial contact. Follow-up appointments will be scheduled promptly based on availability.

8. We are committed to continuous service improvement through structured feedback:
    - Random selection of clients and employers for periodic surveys to evaluate satisfaction and service quality;
    - A structured schedule for collecting feedback is maintained quarterly.

Comments and Concerns

We are committed to hearing and addressing your service concerns at the first point of contact. Effective issue resolution is a key part of how we continuously improve our services. Share your feedback – we're here to help!

You can…



Talk to your consultant first.

If your consultant is unable to resolve your concern, see the contact information below for steps 2 and 3.

For any complaints or concerns, the Service System Manager (SSM) acts as the escalation point to ensure all issues are addressed promptly and efficiently.

A formal follow-up process is in place to ensure that client concerns and feedback are properly reviewed and addressed:

- All feedback is reviewed monthly, and required corrective actions are implemented within ten business days.
- A transparent process is maintained to communicate improvements made based on the feedback received.

Contact Us

Step 2: Employment Services Director
705-560-6673, ext. 7784

Step 3: Vice President – Employment and Immigration, Toronto & South Central
705-560-6673 or 1-800-361-6673

Your privacy will be respected and protected. You will always receive an acknowledgement within 2 business days and a response within 5 business days.

Hours and Contact Details

Chelmsford
3183 Errington Avenue, Unit 5, Chelmsford ON P0M 1L0
Tel.: 705-855-1562 | Fax: 705-855-2719
Hours: 8:30 a.m. to 4:30 p.m.

Elliot Lake
40 Prince Edward Walk, Elliot Lake ON P5A 1Z8
Tel.: 705-848-5119 | Fax: 705-848-7944
Hours: 8:30 a.m. to 4:30 p.m.

Kapuskasing
3 Aurora Avenue, Kapuskasing ON P5N 1J6
Tel.: 705-337-6679 | Fax: 705-335-5897
Hours: 8:30 a.m. to 4:30 p.m.

Noëlville
11 Lahaie St, Noëlville ON P0M 2N0
Tel.: 705-898-2244 | Fax: 705-898-2046
Hours: 8:30 a.m. to 4:30 p.m.

Sturgeon Falls
96, rue Main, Sturgeon Falls ON P2B 1N3
Tel.: 705-753-9844 | Fax: 705-753-6497
Hours: 8:30 a.m. to 4:30 p.m.

Sudbury
1560 Lasalle Blvd, Unit F, Sudbury, ON P3A 1Z7
Tel.: 705-560-1562 | Fax: 705-560-5648
Hours: 8:30 a.m. to 4:30 p.m.

Timmins
330 Second Avenue, Suite 104 Timmins ON P4N 8A4
Tel.: 705-268-3800 | Fax: 705-267-5876
Hours: 8:30 a.m. to 4:30 p.m.

Val Caron
Val Est Mall
3140 Hwy 69 N, Val Caron ON P3N 1G3
Tel.: 705-897-5627 | Fax: 705-897-5622
Hours: 9:00 a.m. to 5:00 p.m.