

	
SERVICE STANDARDS POLICY	Department Administration
Approval Date: April 5, 2022	Review Date:

Policy and Purpose

Providing debendaagziwaad and visitors with the highest quality of service is a matter of great importance to Nipissing First Nation. This policy outlines guidelines and procedures to ensure that services and facilities are accessible and will strive to promote equality, dignity and respect for everyone in accordance with the Seven Grandfather Teachings.

Scope

This policy applies to all employees of Nipissing First Nation visitors attending NFN facilities.

1. Professional Service Conduct

Nipissing First Nation defines professional conduct as behavior that is in accordance with the organization's values, beliefs and mission.

Employees are accountable for conducting themselves in accordance with the Nipissing First Nation Code of Ethics and are expected to:

- Be respectful of each other's role, differences and contributions.
- Be welcoming, supportive and considerate to each other.
- Handle conflict proactively by communicating openly with each other.
- Be supportive of collaborative practices and work together.

2. Responsibilities

- a. **NFN Employees** are responsible for upholding a positive image of Nipissing First Nation keeping in mind that treating everyone fairly is at the heart of our services.

All employees of Nipissing First Nation will aim to make sure that visitors are always met with the highest possible standard of services by:

- Greeting visitors in a friendly manner and providing quality service.
- Provide friendly and knowledgeable service.
- Treat everyone with patience and understanding.
- Respect everyone's privacy and handle confidential information in an appropriate way.
- Be polite and helpful and act with integrity.

b. Visitors:

All visitors of Nipissing First Nation will aim to make sure that employees are met with the highest possible standard by:

- Conduct business in a respectful manner.
- Treat others with respect and fairness.
- Be accountable for actions and accept consequences of behaviour.
- Be on time for appointments and programming.

3. Service Accessibility

NFN will comply with all applicable accessibility legislative requirements to ensure that everyone, including people with disabilities, is met.

4. Feedback

Feedback from visitors to our office is important in maintaining a good service for all. This feedback is welcome and assists in maintaining service standards and helps inform policies.

If a visitor has concerns or suggestions concerning the quality of service received, they may make a complaint to the Director of Administration or appropriate Department Manager in person or by email, fax, phone or letter. All feedback will be reviewed.

Any concerns will be investigated and appropriate action will be taken.

5. Zero Tolerance

All NFN facilities are guided by mutual respect but maintain a "zero tolerance" for verbal or physical aggression and violence. Staff reserve the right to refuse service to persons who are unable to control their behaviour in a physical manner. For the health safety of employees and visitors.

- Verbal abuse and inappropriate language will not be tolerated - the visitor will be requested to leave the premises or be advised that the call will end.
- In cases of physical aggression and violence, police will be called and an incident report must be completed.
- Physical aggression and violence will not be tolerated in any circumstance, the aggressor will be served with a notice of trespass to enter any NFN facilities for a period of no less than 3 months. This does not preclude the individual from receiving services, arrangements will be coordinated.

6. Managing Conflict

There are effective methods of neutralizing situations and coming to a peaceful resolution. When a visitor is frustrated, every effort will be made to manage conflicts in a professional and respectful manner using Guidelines in Appendix 1.

Management of Clients

When dealing with an angry or aggressive person these the following tips can be used to defuse a situation:

- Greet the person, using their first name in a friendly tone.
- Give the person, your full attention, and use active listening skills to ensure that they know you are working with them. Try paraphrasing the question/concerns of the customer/client to show them that you are actively engaged in providing them with assistance.
- Where the request is not reasonable, try to reason with them and ensure that they understand the policy, and why that policy is in place. Ensure that they understand that we must treat each person fairly, and equally.
- Offer them the option of speaking to a manager. If a reasonable solution to the situation is unavailable, or where the person, remains frustrated, direct the person to speak with management, or contact administration with their concerns.

Guidelines for Managing Hostile Customers

1. Avoid Engaging in Conflict – Although employees may be provoked, it is never a good idea to engage in a heated argument with a client. Doing so will only make the situation worse and may put the employee and their employment at risk. Attempt to get the situation under control and return to work. Just remember: “kill them with kindness”. By maintaining professionalism, the person, will be forced to react with a logical approach to their problem.

2. Determine the Source of Anger – Ask the person, how you can help. This simple gesture may incur their wrath, however, we need to remember that an angry person, may be hostile for several reasons, and may not actually be upset with the person providing them with services, however, as you are the person in front of them, they may feel the need to direct their anger at you. By working to assist them in solving the problem, and letting them know that you’re on their side, the situation will move in a positive manner towards a solution and may decrease the levels of hostility/anger.

3. Determine the Client Needs – When dealing with a hostile person, the root problem will generally speak to their need for the resolution of a problem. Determine what the initial issue is/was, what was or can be done, and offer them a solution, or offer to escalate the situation to a specialist or manager. Remember that sometimes it’s not you, or even the First Nation. While we strive to offer services that will meet or exceed the

expectations of our people, we need to understand that sometimes there will be external forces (e.g., issues at home, etc.) that create anger or hostility in a person, regardless of the actions we take, we may be unable to make the person, happy. Try to determine what they need, and what it is that they want to tell you.

4. Sometimes a person will simply want to vent their anger and be heard. Be sure to acknowledge their frustration, and where possible, attempt to alleviate the issue or be a part of the solution to the problem. If we fail to acknowledge their anger by brushing it off or ignoring them, we run the risk of having an even angrier person that may become abusive.
5. Observe the Person, on Approach – Be observant, and pay close attention that a person, is hostile, they will generally display visible characteristics like clenched fists, a red face, agitated behaviors associated with hostility/anger, prepare yourself for a potential situation, and remain composed and professional.
6. Relate to the Person – An angry person will generally decrease their hostility where they recognize that you are a person, and not just a part of the First Nation Administration. Try to speak with the person, in a way that shows them that you understand and can sympathize with the issue, while working with them to find an agreeable resolution.
7. Thank the Person – Regardless of how hostile a person is we need to thank them for their patience and understanding in the attempt to fix the problem. Apologizing for their inconvenience and assure them that we will rectify the situation and ensure that it doesn't happen again.
8. Consider the Option of Ejection and/or Contacting the Authorities – In the event that a person, uses profane language, is verbally abusive, uses discriminatory language or otherwise acts in an excessively hostile manner towards a Nipissing First Nation staff member you should ask them to refrain from this form of activity, however, where the person, fails to improve their behavior, you may inform them you will refuse them service if they cannot improve their behavior. If the behavior continues, please inform the person, that they will be required to leave the premises, and that their failure to do so will result in the local authorities being contacted.

9. Harassment, Threats of Violence and Violence – In the event that any person, makes threatening remarks, acts violently, or harasses a staff member of Nipissing First Nation, the person, should be informed that the behavior is unacceptable, and that the Anishinabek Police Service will be contacted. Once the individual leaves the premises, complete an incident report.