



# Service Standards Policy

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## SERVICE STANDARDS POLICY

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### 1. Policy

Nipissing First Nation is committed to providing debendaagziwaad and visitors with a high quality of service, guided by the principle of wiidooktaadyang (“we are helping one another”). NFN employees have a responsibility to ensure they are taking the appropriate steps to ensure equality, dignity, and respect for everyone in accordance with the Seven Grandfather Teachings.

### 2. Purpose

The purpose of this policy is to outline the guidelines and procedures that will be used by NFN staff while providing services to membership and visitors.

### 3. Scope

This policy applies to all Nipissing First Nation staff, debendaagziwaad, and visitors who are providing or receiving services through NFN programs.

### 4. 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 NFN will aim to make sure that visitors are always met with the highest possible standard of services by:

- i. Greeting visitors in a friendly manner and providing quality service.
  - ii. Providing friendly and knowledgeable service.
  - iii. Treating everyone with patience and understanding.
  - iv. Respecting everyone’s privacy and handling confidential information in an appropriate way.
  - v. Being polite, helpful, and acting 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:
    - i. Conducting business in a respectful manner.
    - ii. Treating others with respect and fairness.
    - iii. Being accountable for actions and accepting consequences of behaviour.
    - iv. Being on time for appointments and programming.



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### 5. **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 NFN's Code of Ethics and the principle of wiidooktaayang, working together to support one another and the community, and are expected to:

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

### 6. **Service Accessibility**

NFN is committed to providing accessible services in alignment with the Accessibility Policy.

### 7. **Zero Tolerance**

All NFN facilities are guided by mutual respect and maintain a zero-tolerance policy for verbal or physical aggression or violence. Staff reserve the right to refuse service to any person who is unable to control their behaviour. This policy is in place to ensure the health and safety of all employees and visitors.

- i. Verbal abuse and inappropriate language will not be tolerated. The visitor will be requested to leave the premises or be advised that communication will end.
- ii. In cases of physical aggression and violence, police will be called, and an incident report must be completed.
- iii. 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 minimum of 3 months. This does not preclude the individual from receiving services, arrangements will be coordinated.

### 8. **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



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to manage conflicts in a professional and respectful manner using guidelines outlined in Appendix A.

### 9. **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 to inform policies.

If a visitor has concerns or suggestions regarding the quality of service received, they may submit feedback or make a complaint to the Director of Administration, Manager of Executive services, or the appropriate Department Manager, either in person or by email, phone, fax, or letter. All feedback and complaints will be reviewed. Any concerns will be investigated, and appropriate action will be taken, but any details of action will not be disclosed to the complainant.



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### Appendix A

#### Management of Clients

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

- i. Greet the person, using their first name in a friendly tone.
- ii. 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 client to show them that you are actively engaged in providing them with assistance.
- iii. 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.
- iv. 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

- a. Maintain your composure - 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: "De-escalate through courtesy". By maintaining professionalism, the person, will be forced to react with a logical approach to their problem.
- b. Determine the Source of Anger - Ask the person how you can help. This simple gesture may upset the individual more; 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 will direct their anger at you. By working to assist them in solving the problem, and assuring them you are on their side, the situation should move in a more positive direction and decrease levels of hostility.



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- c. Determine the Client Needs – When dealing with a hostile person, the root issue will generally speak to them needing a problem resolved. Determine what the initial issue is, what can be done, and offer them a solution or offer to escalate the situation to a specialist or manager if needed. Remember that sometimes it is not you, or even the First Nation. While we strive to offer services that will meet the expectations of our people, we need to understand that sometimes there will be external forces (e.g. personal issues, etc.) that create anger or hostility in the individual regardless of the actions we make to assist them. Try to determine what they need, and what they are communicating to you.
- d. Acknowledge Client’s Frustration – 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. If we fail to acknowledge their anger by brushing it off or ignoring them, we run the risk of increasing frustration and anger.
- e. Observe the Person on Approach – Be observant and pay close attention to indicators that a person is hostile. They will generally display characteristics like clenched fists, a red face, and general agitated behaviours associated with anger. Prepare yourself for a potential situation and remain composed and professional.
- f. Relate to the Person – An angry person will generally decrease their hostility when they recognize that you are a person, and not just a part of the FN Administration. Try to speak with the person, in a way that shows them you understand and can sympathize with the issue, while working with them to find an agreeable resolution.
- g. 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 it doesn’t happen again.
- h. 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 NFN staff, you should ask them to refrain from this activity. Where the person fails to improve their behaviour, you may inform them that you will refuse them service. If the behaviour continues, please inform the person that they are required to leave the property, and failure to do so will result in local authorities being contacted.



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- i. Harassment, Threats of Violence and Violence – In the event that any person makes threatening remarks, acts violently, or harasses NFN staff, the person should be informed that their behaviour is unacceptable and that the Anishinabek Police Service will be contacted. Once the individual has left the premises, complete an incident report.