

## Our Service Standards



### Who are we?

We are committed to providing you with excellent service that meets your needs.

Service Canada offers choice and convenience - through 1 800 O-Canada, online at [servicecanada.gc.ca](http://servicecanada.gc.ca), or in person at any of our 325 Service Canada Centres. We also have outreach representatives who travel into communities to assist where there is a need.

### We're serious about service!

Our **Service Charter** describes our service commitment to Canadians. It explains what you can expect from us and how you can provide feedback on the quality of our service. Our **Service Standards** outline the level of service you can expect from us.

### Our Service Standards

We provide service in the communities where you live.

- We provide 90% of Canadians with access to our services within 50 kilometres of where they live.

We provide more convenient and extended hours of service.

- 1 800 O-Canada call centre agents provide service from 8:00 a.m. to 8:00 p.m., Monday to Friday.
- Service Canada Centres are open for business from 8:30 a.m. to 4:00 p.m., Monday to Friday, and we plan to extend hours of service in 60 locations.
- Day or night, Canadians can find the information they need on government programs and services at [servicecanada.gc.ca](http://servicecanada.gc.ca).

We provide service in the official language of your choice - English or French.

- We provide service in English and French by phone, on the Web and in person. Where there is a need, we will increase our service at more locations.

Recognizing the diversity of Canada, we are extending our reach into multilingual communities.

- We provide information on our programs and services in a number of languages other than English and French.

Our services are accessible to people with disabilities.

- We are making our Service Canada Centres more accessible to people with disabilities.
- Our most used forms are available online in formats accessible to people with disabilities.
- We offer teletypewriter (TTY) service at 1-800-926-9105 for hearing- and speech-impaired persons.

Our employees are knowledgeable and helpful, and will make sure you get what you need.

- All citizen service agents are trained to guide you to the full range of government services and benefits relevant for you.
- You can share your views with us if we are not meeting our service commitments.
- We are committed to increasing our client satisfaction rating.

We let you know when you should expect a decision on entitlement to services or benefits, and, if you qualify, when your first payment will arrive.

- We notify you within seven days of receipt of your application.
- We pay Employment Insurance claims within 28 days of filing.
- We pay Old Age Security basic benefits and Canada Pension Plan benefits within the first month of entitlement.
- We issue Social Insurance Numbers and pleasure craft licences in one visit.

We want your views on how well we are serving you.

- We acknowledge any mistakes we make and take the required corrective action.
- We engage and involve citizens as we improve and expand our service offerings.
- You can share your suggestions, compliments and complaints with the Office for Client Satisfaction.
- The Office confirms receipt of your feedback within 24 hours and replies within 7 working days.

We report on our results.

- We publish a detailed Service Canada Annual Report.
- The Office for Client Satisfaction will provide the results of their efforts to Service Canada on an annual basis.

### Privacy and security of information

Service Canada ensures that your personal information is protected and is only used with your consent and for authorized purposes.

### How to reach us

CALL: 1 800 O-Canada  
(1-800-622-6232)

TTY: 1-800-926-9105

CLICK: [servicecanada.gc.ca](http://servicecanada.gc.ca)

VISIT: A Service Canada Centre near you

This document is available, on demand, in alternative formats such as large print, Braille, audio cassette or on computer diskette. Call 1 800 O-Canada (TTY 1-800-926-9105) to request your copy.