



INFORMATION • EMPLOYMENT • TRAINING • CRISIS SUPPORT • TRANSPORTATION • FOOD STORES • SETTLEMENT • COUNSELLING • SUPPORTIVE LIVING

Customer Service Charter

Who We Are

The Caledon Specialist Clinic (a section of CCS' Health Services Division) is committed to providing residents who reside within the Caledon community with specialists' and healthcare within their own community. We are committed to treating all clients in a professional manner with dignity and respect while being responsive to client needs. The following are the commitments we make to our clientele; each one is based upon a core value of Caledon Community Services.

Our Service Commitment

Leadership – We strive to meet our clients' health care needs. We are committed to quality care and improvement. We endeavour to provide consistent and accessible services to allow our clients to obtain health care within their community.

Integrity – We act responsibly, honestly and ethically in all we do. Our clients' needs and personal information will always remain confidential.

Responsiveness – We meet our clients' health care needs in a responsible and efficient manner. We respond in a timely manner to client requests, make referrals to appropriate specialists and accommodate client needs whenever possible.

Inclusiveness – We celebrate and respect the diversity of our clients by seeing the person, not the person's age or disability.

Innovation – We will not shy away from adopting untried ideas to address our clients' needs. We are continually seeking improved methods to make a meaningful difference in the health and wellness of the clients we serve.

Partnership—we collaborate to advance shared and individual health and wellness interests

Hearing from You

We continuously monitor client satisfaction and actively encourage feedback regarding concerns, compliments or complaints from our staff, volunteers, clients and community partners. We will respond to your concerns in a timely manner. We will inform you about how we propose to address your concerns and how long it will take to follow through with our plans.

To provide your feedback or to discuss any client service concerns, please contact the Coordinator at 905-951-2300 ext 920

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