

Ministry of Employment and Income Assistance

Service Code

The purpose of this Service Code is to achieve service excellence. We are committed to improving services and strengthening our relationships. This Service Code, guided by our organizational values, defines our Ministry's expectations as we interact with others.

We Value:

- People
- Personal Responsibility
- Respect and Empathy
- Equity and Fairness
- Accountability
- Transparency and Open Communication

In support of the Ministry's Values, we commit to:

- be personally responsible for our thoughts, feelings and actions;
- honour and respect diversity and support this through our organizational practices;
- listen to understand;
- enhance our communication skills by practicing open, honest dialogue in a manner that does not discount others;
- define and respect our own boundaries and the boundaries of others;
- include or consult those affected in planning and decision-making processes when appropriate;
- hold others in goodwill.

Within the context of our working relationships, each of us is expected to:

- model the Ministry's core values in our daily work and align our actions with the Ministry's mission and vision;
- take responsibility for our own work by seeking clarity in, and fulfilling our roles and responsibilities, setting realistic goals, acknowledging and learning through mistakes, and taking appropriate action;
- participate actively in employee performance development processes, including learning to give and receive effective feedback;

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- share information openly, when appropriate, and communicate personally whenever possible;
- help foster and maintain a solutions-oriented and supportive work environment in which people can speak freely without fear of repercussions;
- take responsibility for resolving issues directly;
- recognize, acknowledge and celebrate individual and team success
- stay current on our understanding of issues facing clients and communities, and of relevant legislation, policy and procedures;
- take responsibility for our own well-being, including work/life balance;

As a client or a member of the public, you can expect Ministry staff to provide:

- courteous, professional and consistent service, in a manner that emphasizes listening to understand;
- respect for your privacy and confidentiality;
- fair and thorough assessments of your situation and needs;
- assistance in identifying realistic approaches for meeting your needs;
- information and clear explanations of decisions as soon as possible;
- help in understanding the Ministry's legislation, and internal reconsideration and appeal processes.

As Ministry employees, we expect that clients and members of the public will:

- treat us courteously and respectfully;
- provide us with the accurate information we require to serve you;
- be accountable for meeting the requirements to receive assistance;
- take responsibility towards achieving your potential.