

Appendix B

Sample Processes and Forms

Process for a Service Disruption

1. The department identifies a service disruption. Examples include: office/holiday closure; elevator out of service; construction; cancellation of program/event; park closure. The department responsible for the disruption or repair must notify all internal stakeholders to ensure proper internal notification.
2. They determine the length of the service disruption.
3. They create and post a local notice.
4. They inform stakeholders of the service disruption. This can be through methods such as: website notice; recorded phone message; post on front office door; email to staff. The posting methods for the disruption may vary depending on the estimated length of disruption.
5. Once the service disruption has ended, they inform all stakeholders of the end of service disruption.

Wording for a Notice of Scheduled Service Disruption

The following wording will appear on a notice of scheduled service disruption:

The notice must include the LSRCA logo at the top. After that, the text will be as follows:

There will be a service disruption at <insert location here> on <insert date here> from <insert start time here> to <insert end time here>. This disruption includes <explain nature of disruption>. On behalf of the Lake Simcoe Region Conservation Authority, we apologize for the inconvenience and thank you for your patience. For further information, please see our website www.lsrca.on.ca or call 905-895-1281.

Wording for a Notice of Unscheduled Service Disruption

The following wording will appear on a notice of scheduled service disruption:

The notice must include the LSRCA logo at the top. After that, the text will be as follows:

LSRCA is currently experiencing an unscheduled service disruption. The disruption is estimated to be from <insert estimated start time here> to <insert estimated end time here>. This disruption includes: <explain nature of disruption>. On behalf of the Lake Simcoe Region Conservation Authority, we apologize for the inconvenience and thank you for your patience. For further information, please see our website www.lsrca.on.ca or call 905-895-1281.

Tracking Attendance at Training Sessions

Each time LSRCA offers AODA training, we ensure we distribute an attendance sheet with the following information on it:

The title of the document should be “Training Record”

The subject of the Training should be described

The Date of the training

The location of the training

The trainer’s name

The content of the training

A list of all those that attended, with them signing their name and then printing their name beside it as in the table below:

Name (print clearly)	Signature

Customer Feedback Process

We have a customer feedback form that we regularly distribute to members of the public after attending one of our facilities. The form has the following information and questions.

Title: Customer Feedback Form

Text: Thank you for visiting a Lake Simcoe Region Conservation Authority facility. We value all of our customers and strive to meet your needs.

Your feedback is important to us. By answering the following questions, you will help us to better help you.

Questions:

1. Date and time of visit:
2. Did we respond to your customer services needs today? Yes or No
3. Did you request to have our customer service provided to you in an accessible manner? Yes or No

4. Did you encounter any problems in accessing our services? Yes or No
If you answered yes, please explain below:
5. Please provide any additional comments or suggestions you may have:
6. If you would like to receive a response, please provide your contact information below and indicate the manner in which you would like to be contacted (telephone, e-mail, in-person, etc.)

Thank you for your feedback.

Process for Distribution of Completed Customer Service Feedback Forms

1. The department that received the form sends it to Human Resources.
2. Human Resources determines whether or not the issue needs to be brought forward to the department manager to be addressed.
3. If the issue requires further follow up by the department's manager, he/she addresses the feedback or concern and informs Human Resources once the feedback has been addressed. Human Resources then follows up with the person who provided the feedback.
4. If the issue can be handled directly by Human Resources, they address the issue directly with the person who provided the feedback.
5. Human Resources follows up with the person who provided the feedback.