

**BY-LAW 2009-216**

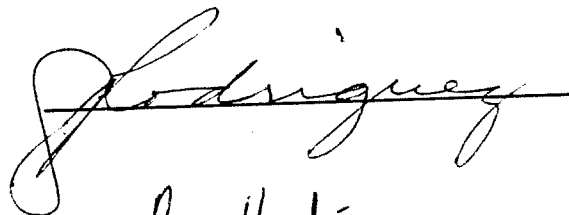
**A BYLAW OF THE CITY OF GREATER SUDBURY  
TO ADOPT A CITIZEN SERVICE POLICY**

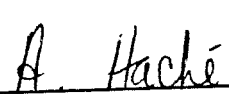
**WHEREAS** the Council of the City of Greater Sudbury deems it advisable to adopt a Citizen Service Policy;

**NOW THEREFORE THE COUNCIL OF THE CITY OF GREATER SUDBURY  
ENACTS AS FOLLOWS:**

1. The Citizen Service policy as outlined in Schedule "A" to this By-law is hereby established for the City of Greater Sudbury.
2. By-law 2003-26A is hereby repealed.
3. This By-law shall come into force and take effect immediately upon the final passing thereof.

**READ AND PASSED IN OPEN COUNCIL** this 9th day of September, 2009

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
Clerk

## **SCHEDULE "A"**

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### **CITIZEN SERVICE POLICY**

#### **PREAMBLE:**

The City of Greater Sudbury is committed to creating a challenging and rewarding work environment in which employees are motivated to respond to the needs of our citizens by providing the highest quality service in all municipal facilities, programs and service areas. We exist to serve our community and our goal is to provide citizens with great service that consistently exceeds citizens' expectations.

#### **"CAN DO" SERVICE:**

The City of Greater Sudbury promotes a 'can do' attitude amongst employees. Staff are positive and empowered to make effective and pro-active decisions when dealing with citizens. They use their common sense along with their technical and professional knowledge to make timely and effective decisions. This ensures that service is responsive to unique needs while addressing core services, policies and safety standards.

Our employees go the extra mile for citizens by:

- \* actively greeting citizens and ensuring that staff are clearly identified;
- \* listening to citizens and valuing their individual needs, experiences and differences;
- \* treating all citizens fairly and equitably;
- \* working co-operatively;
- \* encouraging problem resolution;
- \* being accountable for our individual actions and decisions;
- \* taking ownership for achieving conclusion to an issue; and
- \* finding alternatives for the citizens when we cannot help.

As a corporation, we support risk taking and problem solving and encourage innovation within the framework and guidelines provided to us by Council. Corporately we foster an 'open for business' attitude and work to simplify procedures and eliminate red tape.

#### **SERVICE STANDARDS:**

The City of Greater Sudbury is committed to:

- \* Providing clear, concise and accurate information and resources in a professional, courteous and helpful manner and in a variety of ways - in person, by telephone, mail, facsimile, e-mail and on the City of Greater Sudbury website.
- \* Providing services in both official languages in response to community needs.
- \* Creating a welcoming atmosphere, acknowledging citizens immediately, responding promptly to messages and inquiries and providing citizens with information as to our availability. This can include strategies such as using the vacation rule on e-mail to advise of a return date and updating voice mail messages to reflect absences from the office.
- \* Continuously monitoring, evaluating and improving our service level and implementing a process to measure our successes and get feedback from citizens.

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- \* Providing close and convenient community based access to municipal services in Citizen Service Centres and through e-government solutions.
- \* Ensuring that public offices and facilities are accessible to those with special needs.
- \* Embedding citizen service standards and performance measures in all business plans and supporting service excellence across all levels of the corporation.

### **CALL HANDLING PROTOCOLS:**

The City of Greater Sudbury is committed to:

- \* Answering all incoming calls to the Call Centre with a live voice during regular business hours.
- \* Using call resolution techniques to minimize the number of times a call is transferred.
- \* Giving citizens the choice of having their calls transferred either to another individual or to voice mail when the specific person for whom they are calling is not available.
- \* Ensuring that no calls are left unanswered.

### **STAFF SUPPORT:**

- \* We promote professionalism among all staff. Staff are expected to maintain an appropriate appearance and restrict food consumption and personal grooming in public view.
- \* We provide staff training to ensure that our employees have an acceptance and understanding of our corporate vision, mission, values, goals and priorities and excel in customer service.
- \* We consider customer service skills in making hiring decisions for positions with high levels of citizen contact.

### **ACCESSIBILITY:**

The City of Greater Sudbury respects the independence, dignity, integration, and equality of opportunity of all citizens;

Citizens with disabilities may use support persons, personal assistive devices and service animals when accessing municipal programs, services and facilities;

Communication with a citizen with a disability will be done in a manner that takes into account the citizen's disability.

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### **Accessibility – Implementation Plan and Strategies**

The City of Greater Sudbury shall attempt to:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access City goods and use City services and about any other measures the City offers to enable them to access City goods and use City services.
4. Communicate with a person with a disability in a manner that takes into account his or his disability.
5. Allow people with disabilities to be accompanied by their guide dogs or service animals in City premises that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, the City shall use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use City goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors, and any other people who interact with the public or other third parties on the City's behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing City policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how the City provides goods or services to people with disabilities and how the City will respond to any feedback and take action on any complaints. It will make the information about its feedback process readily available to the public.
12. Prepare one or more documents describing its policies, practices, and procedures and, upon request, shall give a copy of a document to any person.