



HUMAN RESOURCES DEPARTMENT

PRINCIPLES OF SERVICE AND

SERVICE STANDARDS

1.0 Vision

Inspiring a culture of excellence; Leading by Example.

2.0 Mission

We are engaged community partners who support the College's strategic goals by embracing life-changing learning and providing progressive human resource services and practices that foster a respectful, healthy and diverse community.

3.0 Service Principles

We are committed to:

- 3.1 providing knowledgeable and meaningful services and supports to our clients by:
 - a) listening and responding respectfully to their needs;
 - b) providing accurate, evidence-based and up-to-date information;
 - c) responding in a timely manner to all inquiries and concerns;
 - d) safeguarding the confidentiality of information entrusted to us.
- 3.2 improving the quality and range of our operational and strategic services by anticipating and responding to our clients' current and future needs.
- 3.3 engaging, collaborating, and partnering with our clients to clarify and improve processes and service standards.
- 3.4 demonstrating accountability and ownership for the quality of our services.

4.0 Client Relationships

In all matters, Human Resources' clients can expect:

- a) a client-centred focus based on courtesy, professionalism, confidentiality and discretion;
- b) prompt acknowledgment of inquiries, typically the same business day or within 24 hours/one business day;
- c) an integrated team approach that provides consistent and comprehensive information, advice and services;
- d) to be treated with dignity and respect in accordance with the College's commitment to a respectful workplace, diversity, inclusiveness and equity.

Revised January 27, 2017