



ONTARIO FIRST NATIONS
TECHNICAL SERVICES
CORPORATION

Client Service Standards

Our Mission and Vision

We envision a future where Ontario First Nations are self-sufficient and sustainable, with the capacity to deliver self-reliant technical services for future generations.

OFNTSC accepts the transfer of certain technical services from federal agencies on behalf of First Nations in Ontario. OFNTSC provides technical services to First Nations in Ontario not affiliated with a Tribal Council and augments the existing technical services units of Large First Nations and Tribal Councils in Ontario.

Our Approach

OFNTSC aims to provide excellent service to all clients. Our service standards support our commitment to achieve our vision and mission by defining the nature of services clients can expect from us.

Help us Serve You Better

You can help us meet our standards by:

- Providing us with accurate information and reading all information we send out
- Informing us if your situation or details change
- Giving us feedback on our performance

Follow us on social media, [@OFNTSC](#)



Client Service Standards

We will:

Be available and accessible

- Be available during regular office hours
- Be accessible for contact by email, fax, phone, website, or in person

Provide quality information

- Provide accurate and useful information on opportunities and services
- Inform clients about changes or delays
- Provide relevant training and learning materials








Prioritize unique client needs

- Engage clients to understand distinct priorities and adapt services accordingly
- Deal with matters promptly and respectfully
- Keep client information confidential









Technical Service Levels

We are funded by ISC to achieve targeted service levels for our clients, as follows:

Service Levels (Hours Per)	Unaffiliated First Nation	Tribal Council	Large First Nation
 Engineering	275 hours	225 hours	110 hours
 Environment	35 hours	30 hours	20 hours
 Fire Safety	30 hours	5 hours	20 hours
 Fuel Management	8 hours	30 hours	8 hours
 Housing	32 hours	7 hours	10 hours
 Infrastructure and Code Compliance	265 hours	20 hours	50 hours
 Operations and Maintenance	20 hours	120 hours	20 hours

Service definitions for the above services are available on our website at <https://ofntsc.org/our-services>

Response Times

 Missed Phone Calls	▶	Return calls within 1 business day
 Emails	▶	Return email with next steps within 2 business days
 Letters and Faxes	▶	Return emails within 2 business days
 Office Absences	▶	Immediately activate "out of office" messages with contact information for assistance
 Meetings/Appointments	▶	Arrive on time or communicate delays
 Scheduling	▶	Confirm all meetings 1 business day in advance