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

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

Follow us on social media, @OFNTSC
Technical Service Levels

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

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

Service definitions for the above services are available on our website at [https://ofntsc.org/our-services](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