

We, the staff of SCHC, in compliance with the spirit, intent and provisions of the Ontario Human Rights Code, are committed to providing the highest quality customer service.

This statement of commitment reflects our best efforts to provide excellent customer service, within the limits of our resources by:

- *Being sensitive, aware and knowledgeable about the realities of prejudice and discrimination;*
- *Recognizing and accommodating the diverse needs of our many client groups;*
- *Providing accessible service, information and materials; and*
- *Acting on issues brought to SCHC's attention as quickly as possible while maintaining the high quality of our work.*

For more information, please visit our website at www.schcontario.ca.