

Customer Charter

Who We Are

Xplore Employment provides support to job seekers through pre-employment training programs, career development, job coaching, and job maintenance. Employment Specialists will work with each person to identify their strengths, employability, and, if applicable, connect them with local employers to achieve successful employment.

- Rights Assessments: The Quality Enhancement Team completes Rights Assessments for people receiving support, ensuring that each person, despite the presence of a disability, is exercising the rights that are most important to them.
- Continued training: We offer ongoing training and support to all staff, emphasizing rights, personal autonomy, and respect for all.

Our Commitment

We are dedicated to delivering exceptional services with integrity, respect, and transparency. At Xplore Employment we prioritize the well-being and autonomy of every person we serve. Through continuous quality enhancement efforts and adherence to rigorous service standards, we strive to create safe, inclusive environments where everyone can thrive.

Service Standards

- Excellent delivery of services with Accessibility, Responsiveness and Professionalism
- Clear and Timely communication
- Expertise of our staff
- Quality Enhancement
- Values of citizenship, individuality, quality, progressiveness and accountability

Xplore Staff will

- Deliver a professional service
- Treat each person with dignity and respect
- Support active decision making and individual choice
- Provide service information in an appropriate and in a timely manner
- Ensure a safe service, free from discrimination, exploitation, abuse and violence
- Promote individual freedom of expression
- Ensure privacy and confidentiality of Customer information as required or authorized by law

How can you help us

- Treating our staff with courtesy and respect
- Providing accurate and complete information
- Being punctual and professional.
- Providing feedback to enable us to improve our service.

Quality Enhancement

At Community Living Oakville, we are constantly striving to improve the quality of supports and services for people. The Quality Enhancement Team at CLO works diligently to ensure that persons are living their best lives, ensuring dignity, opportunity, and community for all.

We want your feedback

Anyone receiving supports or services from Community Living Oakville, their family members or representatives, and those concerned about the quality of our supports and services are invited to give feedback on our services by:

- Personal Outcome Measures: We use the world-renowned Personal Outcome Measures® tool to measure quality of life and ensure supports and services are truly person-centered.

- Speaking directly to a Xplore Employment Staff Member
- by phoning 289-795-8933
- by sending an email to info@xploreemployment.com