

# Welcome et Bienvenue to Mississauga Community Legal Services

## Please Read Our Rules for Service

We promote a safe and respectful workplace for all.  
Following this guide will help us to serve you better.

## Our Guiding Values



DIGNITY



RESPECT



SAFETY



TEAMWORK



EQUALITY

### We expect you to...

- Control your **anger** when talking to any employee; *we know you may feel angry about your problem.*
- Leave the office if you need to **yell** or use **abusive language**; *we encourage you to take space to calm down.*
- Tell us if you **need help** with other problems in your life; *we know it can be hard to focus when other problems get in the way.*
- Be **honest** about your situation; *we work better and faster if you tell the truth.*
- **Accept** that your problem may not be able to be fixed immediately; *each case is different and takes a different amount of time.*
- Be **prepared** to try somewhere else for help; *sometimes we do not have what you need.*
- **Wait or come back** if you do not have an appointment; *we are booking appointments with many people every day.*

### You can expect...

- All staff to be **fully qualified** to serve your legal needs; *your case will get the best person for the job.*
- Zero tolerance of any **violence, abuse** or **discrimination** against any staff or client; *your legal service will stop and can be denied.*
- Work to begin on your problem **as soon as possible**; *your case is important to us.*
- **Respect** for your feelings about the problem; *your emotions matter.*
- To be asked the **questions** that need to be asked; *your problem is fixed faster when we can get all the information we need.*
- For us to give you a sense of **how long** it might take for us to help you; *we know your time is important.*
- To be **helped** along the way; *we will tell you the steps you need to take to address your problem.*

***We welcome you to speak to us about any concerns you may have.***