

TCCSS Accessibility Plan

Accessibility Policy and Multi Year Plan: Compliance Date - 2014

CUSTOMER SERVICE STANDARDS

ACTION REQUIRED	COMPLIANCE TIMELINE	STATUS
Submit Accessible Customer Service Plan to MCSS online	January 1, 2012	Complete
Training provided to staff re: Customer Service Standards	January 1, 2012	Complete/Ongoing
Plan available on website	January 1, 2012	Complete
Feedback form and process established and available on website	January 1, 2012	Complete

EMPLOYMENT

ACTION REQUIRED	COMPLIANCE TIMELINE	STATUS
Individualized Emergency Response information /plan available as necessary	January 1, 2012	Complete
Workplace information (Job description, policies and procedures) available in different formats	January 1, 2017	Complete
Accommodation Plan Policy for employees with disabilities	January 1, 2016	Complete
Return to Work Policy	January 1, 2016	Complete
Performance Management, Career Development and Job Change policy	January 1, 2017	Ongoing

INFORMATION AND COMMUNICATION

ACTION REQUIRED	COMPLIANCE TIMELINE	STATUS
Accessibility Policy and multi-year plan complete	2014	Complete
Multiple options available to provide feedback (online survey, standard written form, 1:1 meeting)	2015	Complete
Website – upgrade for accessibility	2021	Complete