



Multi-Year Accessibility Plan
2021 - 2026

A place to live, work and play for people of all abilities

Marathon's Commitment to Accessibility

The Town of Marathon is committed to providing persons of all abilities consistent opportunity and access to all Town goods, services, and facilities while ensuring that policies, procedures, and practices are provided in a timely manner and address integration, independence, dignity, and equal opportunity.

The Plan will be reviewed and updated annually in consultation with persons with disabilities.

Key Priorities/Commitments

Commitment 1: Accessible Customer Service & Programming

Commitment 2: Clear and Accessible Communications

Commitment 3: Accessible Employment & Workplaces

Commitment 4: Accessible Transportation Services

Commitment 5: Accessible Public Spaces

Commitment 6: Accessible Procurement

Commitment 7: Governance & Policies

Commitment 1 – Accessible Customer Service & Programming

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires the municipality to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

Proposed Objective(s):

1. Review of the customer service policy and common service standards to identify opportunities to reinforce and promote requirements that enhance accessible customer service.
2. Ensure that in the case of planned or unplanned service disruptions, notice is provided explaining the reason for the disruption, estimated duration, and any alternative facilities or services available.
3. Ensure that all employees continue to complete mandatory training to support excellence in accessible customer service.

Expected Outcome(s):

1. A review and update will take place with the Accessibility Focus Group and residents with disabilities, prior to the annual report being presented to Council.
2. Reasonable notice will be provided for both planned and unplanned service disruptions on the Town's social media sites and website. Registration forms will include an option to receive email/text notifications. Posters will be printed in accessible fonts.
3. Human Resources will track employee training and retraining requirements.

Commitment 2 – Clear and Accessible Communications

The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires the municipality to communicate and provide information in ways that are accessible to people with disabilities.

Proposed Objective(s):

1. Promotion of the Accessibility Plan through the Town's website.
2. Train and monitor staff on accessible communication content and design.
3. Explore various communication strategies to encompass people with communication needs.

Expected Outcome(s):

1. Enhanced accessibility as it relates to communication supports, formats, website and web content. Ensure that the Plan is available in accessible formats, upon request.
2. Refreshing staff annually on website formats and web content. Staff will be provided the tools and resources to effectively develop information and communications in accessible formats.
3. Ensure when a request is identified that a person has a communication challenge or has hearing loss, that different communication strategies are explored, ie: use of technology (apps that transcribe voice to text), use of interpreter, clear face shields, clear masks, pen and paper or simply asking the person what their preferred choice is. Also ensuring that customers are made aware that accessible options are available, ie: large format hardcopies, availability of options in clear, plain language.

Commitment 3 – Accessible Employment & Workplaces

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that the municipality must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing Town of Marathon employees with disabilities.

Proposed Objectives(s):

1. Review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.
2. Continue to build accessibility awareness through resources for staff.
3. Promote the Employee Assistance Program to support employees in the areas of mental health and wellness through a wide range of supports and resources.

Expected Outcome(s):

1. Ensure that qualified people with disabilities are provided equal opportunity for employment, engagement, and advancement within the municipal organization.
2. Accommodation practices will be reviewed to ensure people with disabilities are able to participate fully and meaningfully as Town employees.

Commitment 4 – Accessible Transportation Services & Systems

The Transportation Standard under the Integrated Accessibility Standard Regulation sets out the requirements to prevent and remove barriers to public transportation, sidewalks and trails so that everyone can easily travel in Marathon.

Proposed Objectives(s):

1. Work with the Public Works Department to identify opportunities and challenges with respect to winter and regular maintenance to determine how best to create a safe and accessible environment for all individuals including those with mobility challenges.
2. Work with community partners to provide advise/guidance for barrier-free transportation opportunities.

Expected Outcome(s):

1. Meet annually with Works Manager/Supervisor to review opportunities and challenges and provide input/recommendations for improvement areas.
2. Reach out annually to community partners and be available to them to provide advise and guidance.

Commitment 5 – Accessible Public Spaces

The Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires the municipality to ensure that newly constructed, or significantly renovated public spaces (e.g., parks, accessible parking) are accessible.

The municipality also complies with the Ontario Building Code's requirements for accessibility in the built environment.

Proposed Objectives(s):

1. When constructing municipal facilities including parks and playgrounds, ensure all features, such as elevators, doors, washrooms, parking, and furnishings, will be fully accessible or appropriate accommodations available that preserves individual's dignity and independence.
2. Continuously improve the physical accessibility of our service areas by removing barriers and providing accessible alternatives, so that all customers may be served in a manner that respects their dignity and independence.

Expected Outcome(s):

1. Greater accessibility into, out of and around municipal facilities and public spaces. This includes incorporating accessibility retrofits where possible during new construction and renovations.
2. Annual site audits to be incorporated into the Municipal Joint Health & Safety Program Provide updates on the municipal social media channels that outlines what is available, what is coming and what has been accomplished.

Commitment 6 – Accessible Procurement

Under the Integrated Accessibility Standard Regulation, the municipality is required to incorporate accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

Proposed Objectives (s):

1. Promote ongoing mandatory procurement training that includes accessibility requirements.

Expected Outcome(s):

1. A procurement program that considers the needs of people with disabilities at all stages of the procurement process to help ensure that goods and services at municipal facilities are accessible.

Commitment 7 – Governance and Policies

In addition to the Standards under the Integrated Accessibility Standard Regulation, the municipality is committed to ensuring that barriers to accessibility are identified and addressed across the organization.

Proposed Objectives(s):

1. Through the Municipality's Accessibility Focus Group, annually review the 5 year plan to ensure compliance.

Expected Outcome(s):

1. The Municipality's Focus Group will meet prior to the annual report being presented to Council, to ensure the Plan is up-to-date and any new issues are clearly outlined.

The Town has a 'Contact Us' link on our website (www.marathon.ca) where you can voice your comments, concerns or improvement ideas to staff about local accessibility issues in the community. We hope to hear from you. By sharing your accessibility experiences with us, the municipality can ensure that Marathon truly is a place where people of all abilities can live, work, and play!

The Plan will be reviewed and updated annually in consultation with persons with disabilities.

For more information, please contact:

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