
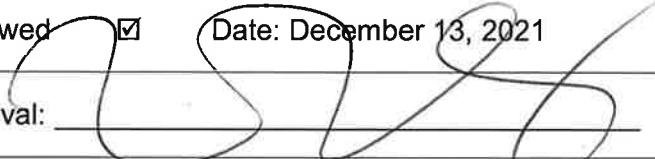


The Town of Marathon Policy

Town of Marathon 	Policy: Accessibility - Integrated Standards	Section: Administration
	New <input type="checkbox"/> Effective: Revised <input checked="" type="checkbox"/> Supersedes Policy dated: September 28, 2020 Reviewed <input checked="" type="checkbox"/> Date: December 13, 2021	
Policy No. AD0021	Approval: 	Page 1 of 6

Purpose:

The Town of Marathon is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Town services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

This Policy is intended to provide the overarching framework to guide the review and development of other Town of Marathon policies, standards, procedures, by-laws and guidelines to comply with the Integrated Accessibility Standard Regulation (IASR) developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11. (AODA).

Scope:

This Policy applies to all Town of Marathon employees, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Town, in accordance with the legislation.

Policy:

The Town of Marathon is designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities. Unless otherwise stated, all requirements will be met according to the timelines outlined in the IASR.



The Town of Marathon Policy

Policy No. AD0021

Approval: _____

Page 2 of 6

A. General

i. Establishment of Accessibility Plans and Policies

The Town shall produce a multi-year Accessibility Plan. The plan will be posted on the Town's website and shall be made available in an accessible format and with communication supports, upon request. Progress on the plan will be provided annually in the Town of Marathon's Accessibility Plan update report to Council. The Accessibility Plan shall be reviewed and, if necessary, updated every term of Council. The Town of Marathon maintains policies governing how the Town shall meet its requirements under the IASR, and the Town will provide policies in an accessible format, upon request.

ii. Procurement of Goods, Services, Facilities and Kiosks

- (a) When procuring goods, services, self-service kiosks or facilities, the Town shall incorporate accessibility criteria and features, unless it is not feasible or practicable. If not practicable, the Town shall provide an explanation, upon request. Factors relevant in determining practicability may include:
- (i) Availability of accessible goods, services or facilities; or,
 - (ii) Technological compatibility between older products and newer ones being procured.
- (b) The Town will integrate accessibility into procurement process, procedures and practices where practicable by:
- (i) Developing and maintaining procedures for the purpose of procurement and purchasing accessibility practices;
 - (ii) Conducting reviews and updates of procurement-related processes, procedures and standards where appropriate;
 - (iii) Consulting with the AWG, key stakeholders, advisory groups and vendors on promoting awareness of accessibility issues;
 - (iv) Reviewing feedback on the procurement process and taking appropriate action as needed.



The Town of Marathon Policy

Policy No. AD0021

Approval: _____

Page 3 of 6

iii. Training

All Town employees (full time, part time and summer employees), Council Members, volunteers (fire fighters) and third parties providing goods and services on the Town's behalf shall be required to undergo ongoing training on the requirements of the AODA (Customer Service), IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party and be completed as soon as practicable.

Training shall take place, as soon as is practicable, and upon completion, the Town shall keep a record of the training provided including the dates on which accessibility training took place and to whom it was provided.

The training must include a review of the purposes of the Act, the training requirements of the AODA and IASR and instruction about the following matters:

- (a) How to interact and communicate with persons with various types of disabilities.
- (b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
- (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.

B. Information and Communication Support Standards

i. Communication

When communicating with a person with a disability, Town employees, Council Members, volunteers and third-party contractors shall do so in a manner that takes into account the person's disability.

ii. Accessible Formats and Communication Supports

The Town shall provide or arrange for, upon request, unless otherwise stated by the AODA, the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons. When providing accessible formats and communication supports, the Town shall consult with the person making the request and take into account the person's accommodation needs.



The Town of Marathon Policy

Policy No. AD0021

Approval: _____

Page 4 of 6

This does not apply to products and product labels, unconvertible information or communications and information that the Town does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- (a) An explanation as to why the information or communications are unconvertible;
- (b) A summary of the unconvertible information or communications.

iii. Accessible Websites and Web Content

Internet websites and web content controlled directly by the Town of Marathon or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the IASR.

iv. Emergency Procedures, Plan and Information

The Town shall provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

v. Feedback

The Town has developed an Accessible Feedback form which will be posted on the Town website and available at the Town Office. The Town will monitor the feedback process to include accessibility as appropriate. The Town is committed to responding to feedback from the public in a timely way and shall ensure that the process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

C. Employment Standards

i. Recruitment

The Town of Marathon shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The Town shall consult with any applicant who requests accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the Town's policies for accommodating employees with disabilities as part of their offer of employment.



The Town of Marathon Policy

Policy No. AD0021

Approval: _____

Page 5 of 6

ii. Employee Supports

The Town will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The Town will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

iii. Accessible Formats and Communication Supports for Employees

Upon an employee's request, the Town shall consult with the employee to provide or arrange for suitable formats on the provision of accessible formats and communication supports for:

- (a) Information that is needed in order to perform the employee's job; and
- (b) Information that is generally available to employees in the workplace.

iv. Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary, this information shall be provided to the employee, as soon as practicable, once the organization has become aware of the need for accommodation due to the employee's disability. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Town reviews its general emergency response plan.

v. Documented Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.



The Town of Marathon Policy

Policy No. AD0021

Approval: _____

Page 6 of 6

vi. Return to Work Process

The Town shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the Town shall take to facilitate the return to work.

vii. Performance Management and Career Development and Redeployment

The Town shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

D. Transportation Standards

i. Taxicabs

Owner and operators of taxicabs licensed by the Town of Marathon are prohibited from charging additional fares or fees to persons with disabilities than for persons without disabilities and for the storage of mobility aids or mobility assistive devices. The Town requires that taxicabs licensed by the Town make available vehicle registration and identification information in an accessible format.



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