

Municipal Action Plan for the Social and Professional Integration of Persons with a Disability 2017

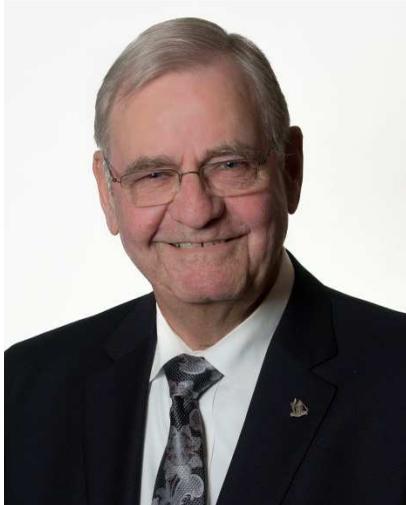


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SECTION 1

A word from the Mayor



The City of Pointe-Claire strongly believes in the inclusion of all people in the community and in the importance of facilitating their access to services provided by the City at all times. To make this happen, we are sometimes required to make the necessary accommodations to our facilities. I am once again pleased to present the City of Pointe-Claire's Action Plan for the Social and Professional Integration of Persons with a Disability.

Supported by the Quebec government's *Office des personnes handicapées*, this plan reflects our community's values of inclusion and tolerance and expresses our ongoing dedication to offer persons with a disability or reduced mobility easy access to the City's buildings and amenities, as well as to all municipal activities, including those related to leisure and sports.

As part of our vision to continually improve access to our buildings, over the past several months we have installed a second access ramp at the north entrance of City Hall, complete with an automatic door-opening system for improved and safer use, as well as a new accessible restroom. We have also added braille to signs at City Hall and the Stewart Hall Cultural Centre. A new handrail has been installed at the Aquatic Centre to make it safer to move between the locker rooms and the fitness rooms.

Our emergency measures protocol was also updated in order to implement procedures to help residents who have specific needs, including training sessions for assigned employees.

Finally, in order to allow all children to take part in as many activities as possible, the City has also purchased an accessible bicycle to give all children a chance to travel together during Teen Camp activities.

I would like to draw attention to our initiative of creating a children's activity booklet which aims to teach children about inclusiveness. This booklet was featured in an activity during day camps and Canada Day festivities.

I invite you to read the following Action Plan. It highlights the progress we have made and the challenges we face, the efforts we need to make and the goals we intend to reach as a community, in order to include and respect everyone.

Thank you.

Morris Trudeau

SECTION 2 – Introduction and Statistics

Introduction

The City of Pointe-Claire is a well-established municipality within Montreal's West Island Community and one of our mandates is to provide social and professional integration and accessibility for all individuals living with a disability. Always a leader in innovation and community involvement, the City continues to offer a variety of quality services by implementing new strategies, guidelines and protocols for all citizens and neighbouring communities. The City of Pointe-Claire strives to meet the needs of all citizens and guests participating in its many recreational and leisure programs, and to develop goals as part of its strategic plan, on an ongoing basis, for the upgrading and maintenance of all municipal buildings, parks, green spaces and infrastructure elements. The Accessibility Committee aims to direct our actions in order to improve our City programs and allow maximum participation for all individuals, including senior citizens, young people and families.

The 2017 Accessibility Action Plan includes Pointe-Claire's inter-departmental goals and objectives for integration and accessibility for all individuals who participate in all our programs and activities. The objectives are to improve or modify all programs and facilities to accommodate residents and non-residents, in order to create a resourceful and versatile service offering. Pointe-Claire's strategic plan places significant emphasis on improving the quality of life for all within the municipality. The City of Pointe-Claire is recognized for the quality and diversity of its facilities, sports, leisure and cultural activities, and services provided to citizens. City Council remains committed to the high quality standards for which Pointe-Claire is known. To ensure that these standards are maintained, we will continue to adapt services, facilities and activity offerings in response to the changing needs, while respecting Pointe-Claire taxpayers' ability to pay.

The City is also committed to ensuring support for employees needing special assistance at work and providing the appropriate tools to help with everyday tasks. The City also supports several programs aiming to integrate individuals needing special assistance into the community and the workplace by receiving interns or facilitating internships in their field. The City of Pointe-Claire offers internship settings as a part of professional training programs for students having intellectual or physical limitations. During their internship, the students receive personalized support catering to their needs. The goal of these internships is to integrate these young people into the workplace through stimulating and fulfilling experiences. The City of Pointe-Claire has received funding from Emploi Québec since 2016 as part of the *Contrat d'intégration au travail* for full-time employees. The grant is renewed on a yearly basis.

The City's strategies are clearly stated in the 2016 Overview and 2017 Objectives tables, as well as in the 2017 Action Plan.

The City of Pointe-Claire is dedicated to ensuring that all public programs and facilities are accessible to all who participate in our community. We strive to provide the best services, and we are proactive in offering the necessary support for all individuals living with a disability. The Accessibility Committee is in place to make sure all aspects of City decisions, including accessibility, rules, regulations, and services offered in our facilities, are in place. The City of Pointe-Claire has prepared an Action Plan to document continuing efforts with respect to individuals and successful integration in our community, and for citizens who may require assistance and accessibility within our community. This document is supported by Quebec's Office des personnes handicapées du Québec (OPHQ), and we are currently focused on the City of Pointe-Claire's 2017 objectives.

STATISTICS

Prevalence of disabilities in persons aged 15 and over in Quebec, 2012			
Age groups	Total population	Persons living with a disability	Prevalence of disabilities
	number		%
Total – QUEBEC	6,436,930	616,740	9.6%
Ages 15 to 64	5,355,580	361,250	6.7%
Ages 15 to 24	975,150	29,850	3.1%
Ages 25 to 44	2,081,850	89,650	4.3%
Ages 45 to 64	2,298,590	241,750	10.5%
Ages 65 and over	1,081,350	255,490	23.6%
Ages 65 to 74	642,240	111,140	17.3%
Ages 75 and over	439,110	144,340	32.9%

Prevalence of disabilities in persons aged 15 and over in Canada, 2012			
Age groups	Total population	Persons living with a disability	Prevalence of disabilities
	number		%
Total – CANADA	27,516,200	3,775,910	13.7%
Ages 15 to 64	23,187,350	2,338,240	10.1%
Ages 15 to 24	4,462,850	195,720	4.4%
Ages 25 to 44	9,159,860	598,680	6.5%
Ages 45 to 64	9,564,640	1,543,840	16.1%
Ages 65 and over	4,328,850	1,437,670	33.2%
Ages 65 to 74	2,486,790	653,900	26.3%
Ages 75 and over	1,842,070	783,770	42.5%

Age calculated on May 10, 2011

Note: Data was collected in 2012 from a selected sample of the 2011 population.

As the values have been rounded off, their sum for each category may differ from the indicated total.

[Source: Statistics Canada, Canadian Survey on Disability, 2012.](#)

SECTION 3 – Mission of the City of Pointe-Claire

Dedicated to Pointe-Claire's life!

The City of Pointe-Claire has the highest work ethics standards, and these are reflected in our motto: "Dedicated to Pointe-Claire's life". As a community-oriented municipality with many support systems in place, we are proactive and involved with our residents. Our goal is to ensure that all of our programs and City buildings are up to standard with respect to individuals who may need assistance, support and accommodations for full participation and access to our programs.

Our mission is to ensure that all measures have been taken to offer the best services and support system to all residents, as well as continue to promote the fact that the City is an equal opportunity employer, inviting women, Aboriginal people, and members of visible and ethnic minorities as well as people with a disability to apply for jobs. The City of Pointe-Claire has a variety of resources and support systems in place in all departments, including the Mayor's Office and City Council.

The strategic plan created by the City of Pointe-Claire demonstrates a realistic and functional approach, resulting from collective thinking and work carried out by the mayor, Council members and City employees. In fact, more than 92% of municipal employees contributed directly to the process and decision making, with the support of the Accessibility Committee. Our greatest success is unquestionably the fact that all staff identify with the plan and support it. We are committed to successfully integrating the objectives of the Action Plan. The City of Pointe-Claire has a responsibility and a mission to ensure sustainability and quality of life for Pointe-Claire's current and future generations.

History of the Action Plan

The City of Pointe-Claire began the process of developing an action plan for residents living with a disability in 2007. In March 2008, Pointe-Claire City Council adopted the Accessibility Action Plan. The goal was to ensure that all individuals have the necessary support they need to access all facilities and programs within our community.

General objectives

- Facilitate access to buildings and programs for all individuals living with a disability. This is a very important element of the Accessibility Committee's mandate, and it is part of our mission to welcome and support people who wish to participate in the programs offered by the City of Pointe-Claire and its departments.
- Offer quality services while respecting the needs of individuals living with a disability, and provide solutions by implementing new objectives and goals.
- Develop, integrate and support new programs by local organizations in the field of servicing clients with a disability, in order to improve the quality of our services and ensure that people's needs are met.
- Maintain the Human Resources Equality Program respecting equal access to employment.
- Develop an emergency measures protocol guide to assist all individuals living with a disability or medical condition during any emergency or crisis that may arise in Pointe-Claire.

SECTION 4 – Legal Issues

Act to Secure Handicapped Persons in the Exercise of Their Rights with a View to Achieving Social, School and Workplace Integration

Every person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities, is considered to be handicapped according to the Act to Secure Handicapped Persons in the Exercise of Their Rights with a View to Achieving Social, School and Workplace Integration.

In 2004, Québec's National Assembly adopted Bill 56, which gave the Act the title it bears today. For municipalities such as Pointe-Claire, articles 61.1 and 61.3 of the law are particularly relevant. We are continually striving to develop action plans that will lead to successful implementation of the Act and to surpass our objectives.

Article 61.1 stipulates that every municipality with at least 15,000 inhabitants shall adopt an action plan identifying the barriers to integration handicapped persons encounter in the sector of activity of the department or agency, and describing the measures taken over the past year and those to be taken in the coming year to reduce barriers to integration in that sector of activity. The action plan includes any other element determined by the Government upon recommendation of the Minister, and must be prepared and published annually.

Article 61.3 stipulates that when purchasing or leasing goods and services, as part of their procurement process, municipalities must consider whether or not the goods and services are accessible to handicapped persons.

The following document outlines the City of Pointe-Claire's Action Plan for all individuals living with handicaps. The goal of the City is to move forward, support and integrate all residents and visitors within our programs and all events within the City. Some of the City's objectives are to further develop and implement new strategies and work, as a community, to carry out further adaptations of our facilities and approaches.

SECTION 5 – Community Organizations Helping Pointe-Claire Residents

- Adapted Transport, 514-280-8211, www.stm.info/en/para
- Aid for Seniors, 514-630-1248, www.pointe-claire.ca
- AlterGo, 514-933-2739, extension 243, www.altergo.net
- Association québécoise de voile adaptée, 514-694-8021, www.aqvaqc.com/en
- Avatil, 514-634-8944, www.avatil.org/
- Community Resource Centre, 514-694-6404, crcinfo.ca/
- CIUSSS: West Island Health and Social Services Centre, 514-697-4110, www.csssouestdelile.qc.ca/en/home/
- Friends for Mental Health, 514-636-6885, www.asmfmh.org/fr/
- Institut Nazareth et Louis Braille 450 463-1710 or 1 800 361-7063, www.inlb.qc.ca/
- Light a Dream, 514-636-9966, www.lightadream.com
- MAB-Mackay Rehabilitation Centre – Services to adults and seniors with a visual impairment, satellite office at CLSC Lac-Saint-Louis: 514-697-4110, www.mabmackay.ca/
- NOVA West Island, 514-695-8335, www.novawi.org
- Office des personnes handicapées du Québec, 1-800-567-1465, www.ophq.gouv.qc.ca/
- STM (Société de transport de Montréal), Navette OR par taxi, 514-280-9055
- Volunteer West Island, 514-457-5445, www.volunteerwestisland.org/home.htm
- West Island Citizen Advocacy, 514-694-5850, volunteerwica.com/vw/
- West Montreal Readaptation Centre, 514-363-3025, crom-wmrc.ca/en/who-we-are/territory-covered/
- WIAIH, 514-694-7090, wiaih.qc.ca

SECTION 6 – Emergency Measures and Safety Protocol

6.1 Communication and Support

Objectives

- Be proactive, share information, strive for solutions and change so all City programs and facilities meet the needs of all those participating in our community life and using our facilities.
- Seek out new platforms, participate in community awareness and support programs with local organizations, school boards, and CIUSSS services.
- Collaborate and support all programs, events and related projects that are announced and supported by the City's Communications Department for future outreach with residents of Pointe-Claire and all visitors who need accessibility and support.
- Continue to collaborate with the OPHQ in order to show respect and raise awareness within the community.

6.2 City Traffic Committee

Objectives

- Ensure that all measures are in place to accommodate persons living with a disability in order help them access public transport.
- Establish links between different City departments to efficiently respond to residents' requests with regard to traffic and road safety.
- Conduct research projects with regard to traffic and road safety.
- Develop criteria to standardize decisions about traffic management and the safety of road users throughout Pointe-Claire.
- Develop or participate in projects in order to encourage active mobility of pedestrians and cyclists as they share the road with drivers.
- Make recommendations to increase the safety of all road users (pedestrians, cyclists and motorists) while improving traffic flow throughout Pointe-Claire.
- Make sure that recommendations meet standards of accessibility for pedestrians and persons with reduced mobility.

6.3 Transportation

Objectives

- Navette Or par Taxi is a service for seniors over the age of 65 who live in Pointe-Claire. This taxi service is offered by the STM in partnership with the City of Pointe-Claire's Aid for Seniors program (registration with Aid for Seniors is necessary).

The Navette Or system features a 32-stop route in Pointe-Claire. Service is offered from one taxi stop to the next, Monday to Friday, from 8:30 a.m. to 4:30 p.m. Clients must call at least 40 minutes ahead of time to reserve a spot.

6.4 Protocol Established at the Culture, Sports, Leisure and Community Development Department and Public Security

An Emergency Measures Protocol has been established in order to successfully assist people living with a disability in Pointe-Claire in the case of an emergency or disaster. City of Pointe-Claire employees will be trained annually so that they are prepared to act in the event of a crisis or emergency. The goal of the training is to provide the team with appropriate tools to support individuals living with intellectual or physical disabilities or cognitive impairments who may require assistance while residing in a temporary shelter provided by the City. Local organizations such as WIAIH and AlterGo will be invited to provide training for Culture, Sports, Leisure and Community Development employees.

Objectives

- During an emergency situation, ensure that temporary shelter is made available to all individuals who require immediate assistance, with the support of the CIUSSS and community organizations.
- Inform the public and all individuals living with a disability of emergency protocols, and provide help in a crisis situation or disaster.
- Inform residents that it is important to make all needs and restrictions known to Urgence Santé (this will be helpful in emergency situations).
- Assist with the request for adapted transport for all citizens requiring assistance during emergency situations such as heat waves, snow and ice storms, or water contamination.

SECTION 7 – 2016 OVERVIEW

OBJECTIVES	ACTIONS	SUCCESS INDICATORS
ACCESSIBILITY COMMITTEE		
1. Formulate a municipal universal accessibility policy for the City of Pointe-Claire.	Draft required budgets to implement this policy.	Determine the required budget.
2. Include accessible design on a statutory basis in projects to design buildings and parks.	Participate in preparing CTI budgets to ensure universal accessibility of parks and buildings.	Greater level of accessibility of new buildings and parks.
3. Adopt a holistic, transparent, and cross-disciplinary approach in order to make programs, equipment, and services accessible or to improve their accessibility.	Identify budget resources allocated by the City of Pointe-Claire.	Several improvements to programs and services, and purchase of new equipment for all individuals living with a disability.
4. Implement the Tourist and Leisure Companion Sticker (TLCS) program and become a TLCS member.	Contact and meet with AlterGo, the delegated organization on the island of Montreal for companion stickers and organization registration.	The City is a member of the TLCS in 2017.
5. Request Accessibility Committee representatives from each department.	Inform department directors of the creation of the new committee and of the target objectives.	The committee includes 14 active members in the fall of 2016.
6. Meet with employees from all departments on a regular basis in order to keep them informed and committed to universal accessibility.	Information and awareness meeting about universal accessibility at the semi-annual managers meeting.	Presentation of the Accessibility Committee and its projects to the managers of the City in the fall of 2016.

2016 OVERVIEW OBJECTIVES	2016 OVERVIEW ACTIONS	2016 OVERVIEW SUCCESS INDICATORS
COMMUNICATIONS		
1. Include a section on the social and professional integration of persons living with a disability on the City's new website.	Integrate the element into the website's new layout.	An interactive map has been posted online.
2. Integrate accessibility features of all City buildings and facilities into the interactive map on the website.	Confirm the number of clicks on the new document and re-evaluate if needed.	Access to the City's facilities has been identified and the information has been integrated.
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD)		
Administrative Office		
1. Renovate the Kinsmen Park chalet to make it accessible to all.	Have City Council adopt the proposal and budget for the new accessible chalet. The Accessibility Committee has been participating in the project since April 2016.	The plans and renovations have been delayed until the fall of 2017.
2. Improve accessibility of the picnic area of Grande-Anse Park.	Buy a wheelchair-accessible table in the spring of 2016. Ask for a feasibility study on the renovation of the park in the fall of 2016.	The study has been delayed until the end of 2017.
Aquatic Activities (Aquatic Centre and Canoe Club)		
Aquatic Centre		
1. Have a ramp entry in 25-yard pool.	Preliminary engineering analysis has been completed. Less wall space in the pool (structure) has been proposed in order to allow for changes in lesson programming.	Preliminary plans have been drafted; further analysis of the proposal is ongoing.
2. Continue to offer the Adapted Swim Program.	The Aquatic Centre promotes all programs and maintains existing lessons and programs supporting children and teens.	The programs continue to have full registration.
Canoe Club		
1. Encourage all persons living with a disability to participate in the Canoe Club's programs.	Teach and raise awareness among the seasonal staff so they can comfortably offer help to disabled persons (in collaboration with Canoe Kayak Canada and Canoë-Kayak Québec).	Welcome and offer continuous support to all athletes.
2. Support a Paralympic athlete training for the 2016 Paralympics in Brazil.	Help the athlete meet personal challenges in order to prepare for the competition.	Use of our facilities for the 2016 Paralympic Games in Brazil (in collaboration with Canoe Kayak Canada, Canoë-Kayak Québec).

2016 OVERVIEW OBJECTIVES	2016 OVERVIEW ACTIONS	2016 OVERVIEW SUCCESS INDICATORS
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)		
Arts, Culture and Libraries		
1. Make it easier for Central Library users to enter and exit due to difficulties moving around the main entrance.	A request for new doors has been made since they are difficult to open and the automatic button is often defective.	The door has been temporarily fixed and works for the moment. A request in the CIP for new doors is currently being processed.
Day Camps		
1. Provide support and resources to children attending Pointe-Claire Day Camps (Program Integration Committee).	New equipment for children living with a disability planned in the operating budget.	Children may attend all Pointe-Claire camps. No refusal without a valid reason. Equipment has been modified.
2. Increase the number of companions in camps.	Increase the budget allocated to day camp staff in order to meet the need for extra companions.	Two new people were hired in 2016: a companion and a monitor.
Recreation		
1. Offer free classes for adults at the new outdoor fitness centre on Maywood Avenue.	Offer training on the equipment to meet a need in the community. New park (spring 2015)	Free courses offered twice a week to seniors and the general public from May to November 2016.
2. Improve accessibility at the Arthur-Séguin chalet.	Request a doorbell for the back door to ensure access from the parking lot.	Two new accessibility signs installed in December 2015, one indicating the front of the building and another indicating the back, to inform visitors that the building is accessible to all (using the elevator near the gym entrance).
3. Support the Special Olympics and raise awareness about them in the community.	Lack of awareness of the needs of persons living with a disability. Advertise the Semaine québécoise des personnes handicapées. Employee donations planned at the June 2016 BBQ.	In order to promote the Semaine québécoise des personnes handicapées and the Disability Awareness Week in Canada in June and December 2015, posters and advertisements were put up in all City buildings and the information was posted on the City's website.
4. Increase public transportation accessibility for seniors.	Lack of Navette Or taxi stops; discussions with the STM.	The added Navette Or taxi stops were very much appreciated. Seniors continue to use the service and find it very convenient.

2016 OVERVIEW OBJECTIVES	2016 OVERVIEW ACTIONS	2016 OVERVIEW SUCCESS INDICATORS
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)		
5. Provide support and resources to children attending Pointe-Claire Day Camps (Program Integration Committee consisting of 4 City employees).	Accessibility of Pointe-Claire's camps and programs that might lack the required support for all campers (with physical or other limitations). All necessary measures will be considered before refusing requests. Create new programs, offer assistance, and find solutions so that all children can be welcomed into our camps.	Offer all children the support and opportunity to attend Pointe-Claire Day Camps; no refusal without a valid reason.
6. Increase the number of companions in camps.	Not enough companions to meet the demand. Budget increase for additional companions.	Two more companions.
7. Help and support persons living with a disability in an emergency situation.	Create a reference guide of all emergency measures unique to this clientele. Create and update a toolkit accompanying the guide for shelter and crisis centre employees. Offer training sessions by specialized organizations to all employees assigned to handle emergency measures.	A reference guide has been included in the emergency measures protocol and the toolkit is ready to be used if needed. A training session for employees will be given by WIAIH and AlterGo in the summer of 2017. How to assist all residents in an emergency situation.
8. Consider improvements to CSLCD programs and events according to the budget for purchases and services regarding universal accessibility.	Continuously re-evaluate all City programs and services depending on day camp equipment, the Senior Centre, and special events.	Budget requests for future purchases of accessible equipment for services and programs.
9. Improve park and playground equipment accessibility.	Determine which parks require modifications in order to make them more accessible for all children and families according to established budgets.	Improve accessibility for all.
Stewart Hall Cultural Centre		
1. Contact organizations supporting persons living with a disability and invite them to participate in activities at Stewart Hall and the Art Gallery.	Various organizations have been approached.	Partnerships formed with two mental health organizations on the West Island regarding cultural activities and the Art Gallery (Wellness Group and Perspectives en santé mentale). Also, a partnership was formed with the Lester B. Pearson School Board to integrate a volunteer student living with a disability (approximately 12 visits over the course of 2016).

2016 OVERVIEW OBJECTIVES	2016 OVERVIEW ACTIONS	2016 OVERVIEW SUCCESS INDICATORS
ENGINEERING AND BUILDINGS		
BUILDINGS		
1. Improve access to various City buildings.	Our external consultants (architects) will now be required to systematically include universal accessibility in all of their renovation plans for City buildings in order to determine the needs of users and the facilities required to make the buildings more accessible to persons with reduced mobility.	A plan is constantly being developed in order to plan all construction required in the coming years. Improved accessibility of certain buildings in 2016, including Stewart Hall, the Arena, and City Hall (access ramp, layout of the single desk, as well as the HR Department and City Clerk).
ENGINEERING – PARKS AND GREEN SPACES		
1. Improve the accessibility of the City's pedestrian trail network.	Engineering has prepared a plan to identify problem areas that need to be fixed since certain trails are inaccessible due to the lack of depressions near streets.	Changes to Voyager Park, the Canoe Club, and City Hall (2 pedestrian entrances) are planned in the 2017 budget
2. Add more accessible playground equipment at David-W.-Beck Park.	New signs for accessible activities added in the existing play area.	The park was remodeled the fall of 2016 and games were added (accessible games).
3. Improve bus stop accessibility so that the most popular areas with persons with reduced mobility can be more accessible and comfortable to users.	Identify bus stops that need to have a bench.	Install benches at certain bus stops to increase the level of comfort.
4. Improve access to outdoor facilities at Stewart Hall since some trails are steep and some staircase railings are non-compliant. Signage is also missing or insufficient.	Conduct an analysis of the situation in order to redesign certain trails and staircases and put up accessibility signage.	The first phase of development has improved access from and signage in the east parking lot.
HUMAN RESOURCES		
1. Inform managers of the Equal Access Employment Program (PAÉ) objectives.	Plan information sessions for managers to raise awareness about the PAÉ et the City's objectives.	Presentation given by a consultant from the Commission des droits de la personne et de la jeunesse to all HR managers (2015).
2. Produce reports using the NJOYN (recruitment and applicant tracking) system in order to determine the representation of targeted groups in recruitment and hiring. Post the positions on specialized websites in order to reach targeted groups.	Plan NJOYN training sessions for Human Resources managers in order to produce various reports and analyses. Identify specialized areas.	Meeting with a consultant from CAMO in March 2016.

2016 OVERVIEW OBJECTIVES	2016 OVERVIEW ACTIONS	2016 OVERVIEW SUCCESS INDICATORS
HUMAN RESOURCES (CONT'D)		
3. Implement measures to accommodate the needs of employees living with a disability.	Propose and implement accommodation measures. Identify organizations that can offer advice on possible accommodations for various disabilities.	Analyze needs as they are reported to HR. Directory of accommodations already completed by the City (to do in 2017).
4. Obtain subsidies in order to offer jobs or internships in the workplace.	Request grants throughout the year and obtain a renewal for the following year. Develop partnerships with services that offer internships and mentoring to interns.	Obtain a grant from EQ for a blue-collar employee for 2016 and 2017 (with the West Montreal Readaptation Centre (WMRC) and Action main-d'œuvre). CSMB workplace training program (unpaid internship in the workplace for an autistic student). Internship program at Montréal Relève (student with a visual impairment).
5. Implement an Employee Recognition Program.	Recognize the contributions of employees acting as mentors.	Coming soon
FINANCE (ADMINISTRATIVE SERVICES)		
1. Include a clause in the City's purchasing policy regarding the purchase of accessible goods and services for all residents and visitors.	The new clause has been proposed and is currently being reviewed.	This general clause would be added to the tender process, allowing the City to make purchases that meet accessibility criteria.
PUBLIC WORKS		
1. Improve the accessibility of the City's pedestrian trail network (not accessible due to lack of depressions near streets).	Plan prepared by Engineering identifies problem areas to fix. Allocate an annual reconstruction budget to fix depressions.	Sidewalk fixed in the annual budget.
PLANNING		
1. Improve accessibility of residential buildings.	Amend the Construction Code.	New CCQ 2010 rule for regulated buildings in effect since December 13, 2016.
2. Ensure compliance with construction accessibility standards.	Ensure compliance with standards for each request received.	Refer to the code and the usual inspection for each permit request.
3. Improve universal accessibility and meet the objectives laid out in the Schéma d'aménagement de Montréal (development plan for the island of Montreal).	Review and modify certain by-laws in order to ensure greater accessibility to buildings if needed.	Adoption of an amendment to the PIIA by-law on December 17, 2017.

SECTION 8 – 2017 OBJECTIVES

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
ACCESSIBILITY COMMITTEE								
1. Provide the necessary budgets for the implementation of a universal accessibility policy for City buildings.		Continued collaboration within the City and all departments.	The City and all departments	First, identify the improvements required to City buildings	Perform an analysis of existing buildings	CIP 2018		1
2. Accessible design: Include accessibility on a statutory basis in new projects to design buildings and parks.		Participation in definition of CIP budgets to ensure universal accessibility of parks and buildings.	The City and all departments	Continued evaluation of current projects and new projects for the future. Participate in selection committee for a professional service.	Levels of accessibility of new buildings and parks.	In progress	CIP Form	1
3. Adopt a comprehensive, transparent and transversal approach to make programs, equipment and services accessible or to improve their accessibility.	Identify priorities among projects in relation to cost.	Identify budget resources invested by the City of Pointe-Claire.	Communications and all other departments	Request an operating budget to provide or improve City of Pointe-Claire programs, equipment and services for people with disabilities.	Many improvements to programs and services and purchase of new equipment for people living with disabilities.	In progress	Management strategy Operating budget (1%)	1
4. Implementation of Tourist and Leisure Companion Sticker (TLCS) program.		Contact AlterGo (the delegated organization on the island of Montreal).	CSLCD Finance	Registration to the program Tariff adjustment with free admission for companions	TLCS member in 2017	In progress	Free	1
5. Continue regular meetings with employees of all departments.	Keep all departments and City employees aware and committed to universal accessibility.	Request representation from each department.	CSLCD	Maintain membership, communication and continual support.	Each department is represented on the committee.	In progress	-	1
COMMUNICATIONS								
1. Create a section on the City's new website for social and professional integration for individuals living with a disability.	None	Element is taken into consideration in the website's new design.	CSLCD	Include the location of accessible facilities and buildings on the City's interactive online map.	Interactive map is put online.	2017	-	1
2. Include the location of accessible buildings and facilities on the new website's interactive map.	None	City's accessible facilities identified and content integrated.	CSLCD	Make the Accessibility Action Plan more accessible on the City's website.	Number of clicks on accessibility document is validated and re-evaluation carried out as required.	2017	-	1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD)								
Administration								
1. Renovate Kinsmen Park chalet.	Washrooms not accessible.	Renovate the chalet so that it is accessible to all. Ensure that universal accessibility is included in the proposed plan for the new chalet.	CSLCD, Engineering	None	Plans and renovation of the chalet have been delayed, but the project will start in August 2017.	To be completed for fall 2017	N/A	1
2. Include accessibility in the Valois Park splash pad project.	None – this is a new facility.	Accessibility included in all planning phases.	CSLCD, Engineering	Ensure greater accessibility in the picnic area.	The splash pad will open in July 2017.	The splash pad will open in July 2017	N/A	1
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)								
Aid for Seniors								
1. Sensitization training for CSLCD employees	Assist and train employees working or assisting in an emergency situation when helping individuals with special needs or a chronic illness living in a shelter.	2-hour training session offered for employees in June 2017.	CSLCD employees, WIAIH, CIUSSS, City of Pointe-Claire, Public Security	Continue to offer this training to all City employees in the next 12 months.		June/Sept. 2017 and 2018	\$0	1
2. Yard work and general cleaning services for low-income seniors in their homes and apartments (those who qualify).	Assist senior citizens that do not qualify for support programs within the City (those who do not qualify).	Continual support and home services offered by the City of Pointe-Claire break social isolation and promote an intergenerational connection between youth and seniors.	CSLCD employees, City of Pointe-Claire	Continue to offer this free service to all seniors who qualify (the service is offered 50 weeks a year).	The program has been a service offered and provided by the City of Pointe-Claire for 34 years.	Ongoing	\$310,000	1
Continue to offer activities at the Senior Centre as well as special events and the Friendly Hello telephone service to all senior citizens of Pointe-Claire	Reach out to seniors who may be isolated or unable to participate in social events due to physical limitations.		City of Pointe Claire, CIUSSS, Community Resource Centre, Volunteer West Island, Citizen Advocacy, WIAIH	Promote this service offered to all senior residents.		Ongoing	\$17,000	1
4. Free bus, train, and paratransit tickets for seniors who qualify (age and income criteria).	Help seniors who need assistance with transportation and accessibility.	Continue to support this program offered by the City of Pointe-Claire that assists senior citizens.	City of Pointe-Claire, STM	Continue to offer this free service to all seniors who qualify (the service is offered every year).	This program has been a service offered by the City of Pointe-Claire for 30 years.	Ongoing	\$40,000	1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)								
Aquatic Centre								
1. Adapted Swim Program	Program is ongoing	The Aquatic Centre provides adapted programs for a large number of children and teenagers.	Aquatic Centre	Continue providing quality programs. Provide staff with specific training to work in adapted programs.	Programs continue to have full registration. Employees attend 4-6 hours of training specifically to work in adapted programs.	Sept. 2017	\$9,000 (02-701-16-132)	1
2. Handrail in the hallway leading to the weight room		An analysis has been made.	Engineering – Public Works		The handrail should be installed after the major renovations in the fall of 2017.	Sept. 2017		2
3. Evaluate doors that may make the building more accessible.			Engineering	Doors that can be automated will be identified.	A plan to add automatic door openers in the future.	Dec. 2017		3
Arts, culture and libraries								
1. Design a new reference desk.		The desk design should include a lowered section for wheelchair users and for people with reduced mobility and/or seniors who cannot remain standing for long. A lower OPAC consultation desk has also been developed for these reasons.	Library, Engineering, architectural services	Get the design approved and build the furniture.		Construction January/ February 2018	To check	1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)								
Day Camps								
1. Purchase specialized equipment to meet the various needs of children attending Pointe-Claire camps.	Prioritizing the needs and type of equipment needed.	Adapted bike purchased for day camps	Accessibility Committee	Continue with action plan and improve service to make camps fully accessible (integration).	Campers who cannot bike can now attend Pointe- Claire Teen Camp.	Fall 2017	Use existing budget	
2. Increase number of companions for camps.	Not enough companions to meet demand. Integration program now present in all CSLCD.	Increased budget for extra companions.	CSLCD	Continuing fulfilling needs in this area during the summer of 2017.	One more companion added for summer 2017.	Summer 2017	Increase for 2018	
3. Include an activity promoting inclusion and an activity booklet in Pointe-Claire camps.	The activity can only be implemented at one camp location.	Morning full of activities organized for Junior Camp (60-70 campers)	Accessibility Committee, MAB-Mackay, Lester B. Pearson School Board, WIAIH, Richmond Hill, B.C.	Incorporate the inclusion activity and activity booklet in all Pointe-Claire camps.	Children in Junior Camp will experience a morning full of activities designed to encourage inclusion and acceptance.	July 2017	Accessibility	

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)								
Stewart Hall Cultural Center								
1. Provide access to the outdoor stage for people using a wheelchair or walker.		Build a new outdoor stage in Stewart Park with a ramp allowing access to all during City events included in the stage design.	Stewart Hall, Engineering	In progress (universal access ramp finished during the summer of 2017)		May 2017	(check with engineering)	1
2. Install a new public work of art (sculpture) that is universally accessible.	The park is not totally accessible, so we needed to find a location where this was possible. The permanent sculpture in the park (Daudelin's) is inaccessible – in the middle of the park.	The area selected is located east of the building, close to the new accessible trail and the building's accessible entrance.	Stewart Hall, Engineering	In progress		June 2017	\$30,000	1
3. Ensure the participation of persons with reduced mobility in the Geopoetics project celebrating Canada's 150th anniversary.		Ensure that persons with reduced mobility are able to participate in activities. Create a special guided tour of the outdoor sculptures in the park so that persons with reduced mobility can enjoy their experience despite the fact that some sculptures cannot be accessed at a short distance. This alternate route will be included in the site map. Shuttle available on July 1 (between Bourgeau and Stewart Hall).	Stewart Hall	In progress		October 2017	(included in the staff's budget)	1
Canoe Club								
1. Better organization of equipment to accommodate members living with a disability.	Lack of outdoor storage space reserved for paracanoe equipment.	We have the minimum necessary adapted equipment.		Acquire and install a cabinet or outdoor storage space that can be locked and that will be used exclusively for adapted equipment. Purchase equipment: seat, stabiliser cushions, Velcro, kayaking gloves, foam tube.	Cabinet with equipment in place. The equipment should make it possible to assist various members with different disabilities.	2018	Storage space: \$1,000 Adapted seat: \$500 Others: \$500 Total: \$2,000	
2. Easy and safe access to both dock areas.	Canoe Club: Steep incline to access the dock. Grande-Anse chalet: Not accessible.	Plans for new docks in Grande-Anse Park and a universal accessibility request have been submitted to Engineering and to the AD.	Administration, Engineering, Universal Accessibility Committee	Improve accessibility to the docks.	Docks are safely accessible.	2019		

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD) (CONT'D)								
Leisure								
1. Offer free courses at the new multigenerational outdoor training park on Maywood Avenue.	To meet a need in the community, provide residents with training on the equipment.	New park opening in the spring of 2015.	CSLCD, Engineering	Offer free classes to the public.	Used by citizens, high participation rate in classes.	In progress		2
2. Raise awareness in the community about accessibility for all.	Some key City staff members are unaware of the needs.	Promote the Semaine québécoise des personnes handicapées.	CSLCD, AlterGo, and Human Resources	Conference offered to interested staff members. Community participation in this type of event.	Motivate all employees to support this cause.	In progress		2
3. Help members living with disabilities participate in Canoe Club programs.	Make seasonal staff comfortable with assisting individuals living with a disability.		Canoe Kayak Canada, Canoë-Kayak Quebec	Reach out to various associations and invite them to visit and join the Club.	Increase membership and continue to adapt the programs.	In progress	Coming soon	2
4. Increase transportation accessibility for seniors.	Not enough stops in the Navette Or par taxi program.	Discussions with the STM	Aid for Seniors, STM	Ongoing discussions and follow-up meetings with the STM.	Taxi service stops added.	In progress		3
5. Provide support and resources for children attending all Pointe-Claire camps (Program Integration Committee).	Certain buildings in Pointe-Claire do not have the space needed to ensure camp accessibility.	Create new programs, lend support and find solutions for children to be accepted into our camps	Accessibility Committee, CSLCD, and AlterGo	Continue with the action plan and improve service to make camps fully accessible (integration).	Allow children to attend all Pointe-Claire day camps; no refusal without a valid reason.	2015 evaluation in progress	Coming soon	1
6. Create an activity/colouring booklet for children aged 5 to 8.	Teach children the importance of being a friend (inclusion campaign to be a friend to others).	Sensitize children to special needs, acceptance, and inclusion within society.	City employees, Lester B. Pearson School Board, WIAIH, MAB-Mackay Richmond Hill Community Center, interdepartmental collaboration (City of Pointe-Claire)	Continuous workshops in all City preschools and day camps. Goal: future promotion in some schools.		June 2017- August 2018	\$1,000	1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
BUILDINGS								
1. Allow universal accessibility at Terra-Cotta chalet.	Implementation in the spring (chalet finished).	2018: Address the portion that is inaccessible (according to standards) between the paved path and the chalet's concrete slab.	Engineering, Buildings, Recreation, and Arch. Thibodeau	Internal flow		Spring 2017	\$1,050,000	1
2. Allow universal accessibility at Kinsmen chalet.	Demolish the chalet and build a new park and pool chalet that meets standards.	Project to be carried out in 2017. Opening planned for May 2018.	Engineering, Buildings, Recreation, and Arch. V. Leclerc	Use of facilities and a sense of security.		September 2017 to May 2018	\$3,250,000	1
3. Construct a service building for adapted washrooms and changing rooms – Valois Park splash pad.	Implementation in the spring (completion planned for July 6, 2017).	Ensure that the facilities meet the needs of the community.	Leisure, Public Works, Planning, Engineering, and Buildings	Usage to be monitored		Spring 2017	\$697,500	1
4. Improve accessibility to various City buildings. PROJECTS TARGETED IN 2017: - Valois Park Chalet renovation (fall 2017) - Central Library reference room redesign (fall 2017) - Automatic doors with pushbutton and handrail at the Aquatic Centre (summer 2017) - Complete re-structuring of the Planning department (completed) 2017 CONCEPT STUDIES FOR FUTURE PROJECTS: - Grande-Anse Park chalet expansion/renovation - Bourgeau Park chalet reconstruction - Public Works building expansion - Aquatic Centre and Arena expansion/redesign - Valois Library redesign	Sensitize architects to universal accessibility when developing new projects.	Project-by-project analysis to be made.	Buildings	Improve universal accessibility in all projects.		2017-2018	Project-dependent	1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
ENGINEERING – PARKS AND GREEN SPACES								
1. Improve accessibility of City pathways.	Certain pathways are not accessible because there are no depressions near the streets.	Pathways needing adjustments for better accessibility identified in the plan prepared by Engineering.	Engineering	Allocate \$5,000 of the annual budget for sidewalk repairs to fixing the depressions.	List of areas repaired and total expenses	In progress	\$5,000 (22-417-02-858)	1
2. Add more accessible playground equipment in various parks.	Most of the current equipment in the City's parks is not accessible to all children.	Add signage indicating accessible playground activities in the Clearpoint Park playground.	Engineering and Buildings	Install three new accessible activity panels on a concrete surface next to the current wood fibre area.	More accessible playground equipment	Fall 2017	\$25,000 (63-420-17-001)	1
3. Improve access to bus stops.	Some bus stops often used by persons with reduced mobility do not have benches.	Identify bus stops that would need a bench.	Engineering and Buildings	Install benches at some bus stops.	Increased comfort for people using public transit	Fall 2017	\$25,000 (22-417-02-852)	1
4. Improve access to outdoor facilities at Stewart Hall.	Some paths in the park are steep. Some staircases have railings that are non-compliant. Signage is lacking or inadequate.	Analyze the situation in order to redevelop certain paths and stairs and install accessibility signage.	Engineering, Buildings, and CSLCD	Renovate and add handrails to outdoor staircases.	Better access to outdoor facilities	December 2017	\$80,000 (22-417-52-852)	2
5. Develop an accessible splash pad in Valois Park.		Implementation in the spring (completion planned for July 6, 2017)	Leisure, Public Works, Planning, Engineering, and Buildings	Ensure that the facilities meet the needs of the community.	Usage to be monitored	Spring 2017		1
6. Redevelopment of the Terra-Cotta Park parking lot.	Difference in elevation between the parking lot and the chalet.	Paved ramp designed to comply with the same standards as accessible pedestrian paths. Install a drop-off area with a ramp at the halfway point.	Engineering	2018: Address the portion that is inaccessible (according to standards) between the paved path and the chalet's concrete slab.	Use of facilities and a sense of security			1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
HUMAN RESSOURCES								
The City of Pointe-Claire is subject to the Act respecting equal access to employment in public bodies. In 2009, an Equal Access to Employment program (PAÉ) was established to increase the representation of the following target groups: 1. Women 2. Visible Minorities 3. Aboriginal Peoples 4. Ethnic Minorities 5. Individuals living with a disability or impairment								
1. PAÉ Inform managers of the objectives of the PAÉ.	Managers are not aware of the objectives of the PAÉ and the City.			Provide information sessions on the PAÉ for all managers. Provide department managers with training on managing diversity.				
2. Recruitment and Hiring Using NJOYN, generate reports to determine the representativeness of target groups in recruitment and hiring. Post jobs on specialized sites to reach target groups.	Identify specialized sites.			Use specialized sites on a regular basis to post job vacancies.				
3. Implement changes in working conditions to meet the needs of all employees. List changes already made by the City. Identify organizations that can offer advice on possible changes for each disability.		Analyze needs when they are reported to HR.	Institut Nazareth et Louis-Braille					

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
HUMAN RESSOURCES (CONT'D)								
4. Subsidized jobs or internships in the workplace for all students living with a disability.		EQ grant obtained for a blue-collar employee. Unpaid integrative workplace internships for students with a mental or visual disability.	WMRC: West Montreal Readaptation Centre Action main-d'œuvre Inc. CSMB workplace training program Centre François-Michelle – Internship in the workplace Montréal Relève – Vision Carrières: Career exploration internship program	Maintain the grant throughout the year and get a renewal for the following year. Provide recognition by the City for employees acting as sponsors for trainees.				
FINANCE (ADMINISTRATION SERVICES)								
Include a clause in the City's purchasing policy to emphasize products and services accessible to all individuals living with a disability.	Due to the new Bill 122 adopted in May 2017 and the new sustainability goal, the procurement policy is being reviewed. The process will take a little longer.	The procurement department is providing several options in order to comply with accessibility standards.	Financial Planning and Procurement Department	Provide a draft of changes to make in the policy.	New policy adopted by the Administrative Council	2017 DRAFT	To be determined	1
PUBLIC WORKS								
1. Improve the accessibility of the City's pedestrian path network	Paths are not accessible due to a lack of depressions near streets.	Plan prepared by Engineering identifies problem areas to fix.	Engineering	Allocate \$5,000 of the annual budget for sidewalk repairs to fixing the depressions.	List of areas repaired and total expenses.	December 2017	\$5,000 (02-320-00-623)	1

2017 Objectives	Obstacles	Actions taken	Partners and/or departments responsible	Objectives for the following year	Success indicators	Timeline	Budget	Priority
PLANNING								
1. Improve accessibility of residential buildings.	The construction code* is not restrictive enough.	Amend our construction code.	Planning	Apply regulations as needed.	New CCQ 2010 rule for unregulated buildings must be adopted.		In the current budget	1
2. Improve accessibility and comply with objectives in the Schéma d'aménagement de Montréal (development plan for the island of Montreal).		Review and modify certain by-laws in order to ensure greater accessibility to buildings if needed.	Planning	Apply new by-laws.	Adoption of an amendment to the PIIA by-law on December 17, 2015.	End of 2017	In the current budget	1
3. Facilitate access to the Stewart Hall Cultural Centre.		Install outdoor signage indicating the wheelchair access ramp and display it in our brochures.	Planning		Simple outdoor platform and access ramp built in 2017			
4. Ensure compliance with construction standards in terms of accessibility.		Ensure compliance whenever a permit request is received.	Planning	Continue to enforce compliance with standards**.	Refer to the code and the inspections usually carried out for each permit request**.		In the current budget	1
5. Have accessibility requests approved quickly.		Find a way to speed up approval processes by occupational therapists, which are currently too slow. Approach the CLSDC and the Accessibility Committee of the City of Pointe-Claire.						

SECTION 9 – Conclusion

The City of Pointe-Claire is committed to offering extraordinary services and to supporting all adapted programs by improving services for all individuals.

The Accessibility Committee's role is to ensure that all of our programs are implemented to assist and accommodate individuals living with a disability.

This document will be reviewed and assessed on a yearly basis and made available on our City website (www.pointe-claire.ca).

SECTION 10 – ACCESSIBILITY COMMITTEE

COMMITTEE MEMBERS

City of Pointe-Claire	Cynthia Homan, City Councillor
Inspection – Public Security	Réjean Cauchon, Commander Daniele Binette, Supervisor
Communications	Louis-Philippe Meunier, Communications Agent
CSLCD – Aquatic Centre	Jane Stowe, Manager – Finance and Special Programs
CSLCD – Arts, Culture and Libraries	Micheline Bélanger, Planner
CSLCD – Community Development and Aid for Seniors	Kathleen Finn, Manager
CSLCD – Outdoor Sports Fields and Arena	Steve Garwood, Manager
Engineering and Buildings	
- Buildings	Guy Gendron, Supervisor – Project Management, Buildings
- Engineering, Parks and Green Spaces	Louis Paquette, Landscape Architect
Human Resources	Jasmine Ugnat, Advisor – Performance and Relief Management
Finance (Administrative Services)	Louise Laflamme, Planner
Public Works	Erik Rolland, Superintendent
Planning	Stéphane Breault, Coordinator – Permits and Certificates

COMMITTEE SUPPORT

Association de l'Ouest-de-l'Île pour la déficience intellectuelle / West Island Association for Intellectually Handicapped (WIAIH)	Tracy Wrench, Recreation Coordinator
Office des personnes handicapées du Québec (OPHQ)	Maxime Bronquard-Pharand, Advisor – Directorate – Evaluation and Support – Implementation of the Act
City of Pointe-Claire	Mathieu Lapierre, Director CSLCD Patricia Strati, Planner, CSLCD

APPENDIX

CITY BUILDINGS

Building	Address	Elevator accessible for persons with a disability	Access Ramp for persons with a disability	Accessible Washroom for persons with a disability	Comments
Aquatic Centre	60 Maywood Avenue	NR	NR	Yes	
Bob-Birnie Arena	58 Maywood Avenue	No	NR	Yes	A new ramp in 2017 will give direct access to the bleachers in the annex. The accessible washrooms are on the first floor (between the main entrance and the annex).
Canoe Club	75 Du Bord-du-Lac – Lakeshore Road	NR	Yes	Yes	
Canoe Club	73 Du Bord-du-Lac – Lakeshore Road	NR	NR	NR	Canoe storage
Central Library	100 Douglas-Shand Avenue	NR	NR	Yes	
Chalet – Arthur-Séguin Park	365 Saint-Louis Avenue	Yes	No	Yes	2 new accessibility signs in 2016
Chalet – Arthur-Séguin Park – Swimming Pool	367 Saint-Louis Avenue	NR	NR	No	
Chalet – Bourgeau Park	5 Sainte-Anne Avenue	NR	Yes	No	
Chalet – Bourgeau Park – Swimming Pool	5A Sainte-Anne Avenue	NR	NR	Yes	
Chalet – Bowling Green	17 De Lourdes Avenue	NR	Yes	No	
Chalet – Cedar Heights Park	20 Robinsdale Avenue	No	No	Yes, 2	No elevator to reach the accessible washrooms on the 2nd floor
Chalet – Cedar Heights – Swimming Pool	22 Robinsdale Avenue	NR	NR	No	
Chalet – Clearpoint Park	40 Killarney Gardens Avenue	NR	NR	No	
Chalet – Hermitage Park	400 Hermitage Avenue	NR	NR	Yes, 2	
Chalet – Kinsmen Park	75 Drayton Avenue	NR	NR	Yes	
Chalet – Kinsmen Park – Swimming Pool	75 Drayton Avenue	No	No	Yes	Same building as for the park – will be completely accessible as of the spring of 2018
Chalet – Lakeside Park	102 Ovide Avenue	NR	No	No	
Chalet – Lakeside Park – Swimming Pool	102B Ovide Avenue	NR	NR	Yes	
Chalet – Northview Park	111 Viking Avenue	NR	NR	No	
Chalet – Northview Park – Swimming Pool	111 Viking Avenue	NR	NR	Yes	
Chalet – Terra-Cotta Park (Associations Office)	100 Terra-Cotta Avenue	NR	Yes	Yes	Everything is accessible since 2017 (ramp, doors, hallways, rooms, changing rooms, washrooms)
Chalet – Valois Park	85 Belmont Avenue	NR	NR	No	Accessible in the fall of 2017

Chalet – Valois Park – Swimming Pool	40 Baie-de-Valois Avenue	NR	Yes	Yes	
Chalet – Valois Park – Splash pad	85 Belmont Avenue	NR	NR	Yes	Small building near the splash pad will be accessible in 2017 (door and washroom)
City Hall	451 Saint-Jean Boulevard	Yes	Yes	Yes	Second access ramp added in 2017 (facing Maywood Avenue) and accessibility to all new renovated facilities: Multiservice Counter, Planning, Human Resources, Legal Affairs and City Clerk's Office
Community Centre	81 Summerhill Avenue	No	No	No	
Community Watch	399 Saint-Jean Boulevard	NR	NR	Yes	
Gate – Snow depot	2550 Aviation Road	NR	NR	NR	
Gate – Boat launching ramp	2A Cartier Avenue	NR	NR	NR	
Hyacinthe-Jammes-dit-Carrière House	152 Concord Crescent Avenue	No	No	No	
Noël-Legault Community Centre	245 Du Bord-du-Lac – Lakeshore Road	No	No	No	
Montreal Fire Department, Station 55, Pointe-Claire, and Municipal Court	401 Saint-Jean Boulevard	No	Yes	Yes	
Montreal Police Department, Station 5 (COMM)	395 Saint-Jean Boulevard	NR	NR	Yes	
Pointe-Claire Lawn Bowling	260 Lanthier Avenue	NR	NR	NR	
Pointe-Claire Sailing Base	90 Du Bord-du-Lac – Lakeshore Road	NR	NR	No	
Pointe-Claire Volunteer Rescue Unit (PVRU)	2A Victoria Avenue	NR	NR	No	
Public Works	50 Terra-Cotta Avenue	No	No	No	
Pumping station – Pointe-Claire reservoir	9997 Transcanadian Highway	NR	NR	No	
Recreation and Parks	94 Douglas-Shand Avenue	No	Yes	Yes, 2	Access ramp on 1st floor only
Screening room	246 Du Bord-du-Lac – Lakeshore Road	NR	NR	NR	
Shelter – Valve house – Bourgeau Park	2B Cartier Avenue	NR	NR	NR	
Stewart Hall Cultural Centre	176 Du Bord-du-Lac – Lakeshore Road	Yes	Yes	Yes	1st floor
Soccer / Baseball Association offices	100 Terra-Cotta Avenue	NR	NR	Yes	
Storage domes – Public Works (2)	50 Terra-Cotta Avenue	NR	NR	NR	
Valois Library and West Island Citizen Advocacy	68 Prince-Edward Avenue	No	No	No	
Valois train station – Community Resources	114 Donegani Avenue	NR	Yes	Yes	
Water production plant	243 Du Bord-du-Lac – Lakeshore Road	No	No	No	
Water tower	180 Duke of Kent Avenue	NR	NR	NR	
Water tower – Chlorination room	180 Duke of Kent Avenue	NR	NR	NR	
Water tower – Shelter – Control room	180 Duke of Kent Avenue	NR	NR	NR	
NR: not required					