

Universal Accessibility

2026 ACTION PLAN IN REGARD TO PEOPLE LIVING WITH DISABILITIES AND 2025 ANNUAL REVIEW



Adopted by the municipal council on June 2, 2026.



Public Works Building



Tony-Proudfoot Park



Tony-Proudfoot Park



Edgewater Park



Valois Park



Enchanted Forest – behind the Pointe-Claire Public Library – Central

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MESSAGE FROM THE MAYOR



JOHN BELVEDERE
MAYOR

Hello everyone,

The City of Pointe-Claire is proud to present its 2026 Municipal Action Plan for the Social and Professional Integration of Persons with a Disability.

Accessibility is not to be taken for granted. It is a concrete responsibility, carried out every day by our teams, our partners, and our entire community. This plan reflects our shared commitment to taking action to improve our infrastructure, enhance our programs, and ensure our services are truly accessible to all.

Pointe-Claire is dedicated to providing an inclusive living environment where every individual is welcomed with respect and can thrive fully. This vision guides the actions outlined in these pages and will continue to shape our decisions in the years ahead.

I encourage each and every one of you to bring this commitment to life in your daily actions.
Happy reading!

A handwritten signature in blue ink that reads "John Belvedere". The signature is written in a cursive, flowing style.

John Belvedere
Mayor of Pointe-Claire

SECTION 1 – Introduction and Statistics

INTRODUCTION

The City of Pointe-Claire is a well-established municipality in the West Island community of Montréal, with a population of 33,488 according to the 2021 Census conducted by Statistics Canada. Covering an area of 18.9 km², it is located between Highway 40 and Lake Saint-Louis. The city is crossed by two major highways (20 and 40) as well as two railway lines. Pointe-Claire is recognized for the quality of its services, its modern infrastructure, and its strong commitment to inclusion and accessibility.

One of the City's core mandates is to ensure the social and professional integration of all individuals. A leader in innovation and community engagement, Pointe-Claire continues to offer high-quality services through the implementation of strategies, guidelines, and protocols designed for all residents. Whether for citizens or visitors from outside the city, the municipality strives to meet the needs of all individuals who take part in its many recreational programs and use its various facilities.

The City is also committed to supporting employees who require accommodations at work and to providing the appropriate tools to help them with their everyday tasks. In addition, the City supports several community and workplace integration programs for individuals who require special assistance, either by hiring interns itself or by arranging internships in their field. As part of employment training and preparation programs, the City of Pointe-Claire offers internships for students with intellectual or physical limitations. During their internship, the students receive personalized support tailored to their needs, with the goal of providing stimulating and fulfilling work experiences to prepare them for the workplace.

Lastly, since 2016, the City of Pointe-Claire has received funding from Emploi-Québec under the *Contrat d'intégration au travail* (employment integration contract) for full-time employees with special needs. The subsidies are renewed on a yearly basis.

Municipal Administration

The City is divided into eight districts, each represented by a councillor, along with Mayor John Belvedere:

District 1 – Cedar/Le Village: Claudine Demers

District 2 – Lakeside: Ludovic Matthews

District 3 – Valois: Kelly Thorstad-Cullen

District 4 – Cedar Park Heights: Andrew Swidzinski

District 5 – Lakeside Heights: Cynthia Homan

District 6 – Seigniory: Bruno Tremblay

District 7 – Northview: Eric Stork

District 8 – Oneida: Mike Potvin

Green Spaces and Leisure

- 50 parks, including one natural park (Terra-Cotta), 16 community parks, and several sports facilities
- Approximately 20 km of bike paths, including 4 tunnels and one overpass
- 11 outdoor skating rinks, including 2 refrigerated ones, and 7 heated outdoor pools
- An aquatic centre with two Olympic-size pools and adapted programs
- Baie-de-Valois Nautical Centre: accessible activities and competitive programs
- Olive-Urquhart Sports Centre: open activities for all ages

Services and Culture

- Lakeshore General Hospital, a member of the CIUSSS West Island network
- Fairview Pointe-Claire Shopping Centre: 175 stores, and a future REM transit hub
- Pointe-Claire Public Library: Central Library and Valois Branch offering bilingual services, cultural activities, and resources for all ages
- Stewart Hall Cultural Centre: a diverse cultural program including art exhibitions, workshops, family activities, and a boutique space
- Tony-Proudfoot Park: inclusive amenities for children with special needs
- Pointe-Claire and Valois villages: shops, restaurants, heritage sites, and proximity to the lake

Pointe-Claire stands out for its vitality, universal accessibility, and the wide range of services it offers to the entire population.

City's Accessibility Committee

The Accessibility Committee advises the City's with a view to improving municipal programs and ensuring that all City decisions—including those related to accessibility, rules, by-laws, and services offered at all facilities—promote maximum participation by all residents. The City of Pointe-Claire has established an action plan to document ongoing efforts to integrate all individuals into the community, in particular citizens with assistance and accessibility needs.

The *2026 Municipal Action Plan for the Social and Professional Integration of Persons Living with Disabilities* reflects the objectives of all of Pointe-Claire's Departments and services in terms of integration and accessibility for all individuals who participate in its programs and activities. The aim is to improve or adapt programs and facilities to accommodate public participation, in order to create a broad, versatile service offering.

The City of Pointe-Claire is renowned for the quality and diversity of its facilities, sports, cultural and leisure activities, and services for citizens, and City Council remains committed to adhering to the high standards for which Pointe-Claire is known.

STATISTICS

According to the information compiled by the *Office des personnes handicapées du Québec* and drawn from the Canadian Survey on Disability (CSD) (Statistics Canada), the tables below present the latest data on the rates and types of disability in people aged 15 years and over in Québec, as well as the estimated number of people living with a disability.

DISABILITY RATE IN PEOPLE AGED 15 YEARS AND OVER IN QUÉBEC IN 2022, BY AGE GROUP		
<i>Age group</i>	<i>Disability rate</i>	<i>Estimated population</i>
Ages 15 to 24	16.4%	143 280
Ages 25 to 44	17.6%	377 910
Ages 45 to 64	19.9%	445 120
Total ages 15 to 64	18.4%	966 310
Ages 65 to 74	24.7%	232 250
Ages 75 and over	38%	223 460
Total ages 65 and over	29.8%	455 710

DISABILITY RATE IN PEOPLE AGED 15 YEARS AND OVER IN QUÉBEC IN 2022, BY DISABILITY TYPE		
<i>Disability type</i>	<i>Disability rate</i>	<i>Estimated population</i>
Vision	4.7%	319 480
Hearing	3.3%	223 270
Mobility	7.4%	502 940
Flexibility	7.6%	514 610
Dexterity	3.1%	208 210
Pain	12.7%	862 570
Learning	4.5%	308 010
Development	1.3%	85 060
Mental health	6.7%	453 970
Memory	2.9%	199 240
Undetermined	0.6%	41 880

Source: “Individuals with disabilities in Quebec in figures”, *Office des personnes handicapées du Québec*. Consult the sub-tab “Statistical overview of persons with disabilities in Quebec” (page updated on September 26, 2024). Site consulted in May 2026. <https://www.ophq.gouv.qc.ca/publications/statistiques/personnes-handicapees-au-quebec-en-chiffres/apercu-statistique-des-personnes-handicapees-au-quebec.html#c28364>

SECTION 2 – Mission of the City of Pointe-Claire

The City of Pointe-Claire’s 2023–2030 Strategic Plan is built around four main priorities that help support everyone in the community. These priorities focus on inclusion and quality of life, better services through new ideas and teamwork, caring for the environment, and involving residents in city decisions.

This planning will guide both current and future municipal actions, contributing to the responsible development of the community while preserving the unique character of Pointe-Claire and, above all, the quality of its living environment. The plan serves as an essential management tool for the City, defining priorities, setting objectives, and guiding all administrative actions.

The 2023–2030 Strategic Plan is structured into four main strategic axes, eleven orientations, and thirty-seven actions. It will guide future achievements, projects, and policies, and includes performance indicators to support implementation and monitor progress on the City’s commitments.

Axis 1 — A Caring, Community-Oriented, and Welcoming City

The City aims to continue and enhance its actions to offer its population an inclusive, respectful, safe, and supportive environment. Whether through increasing the supply of affordable and accessible housing, diversifying its cultural and social activities, or improving active mobility, Pointe-Claire is committed to drawing inspiration from best practices to create a more human-scale city!

Axis 2 — Innovation, Collaboration, and Creativity

The City aims to increase attractiveness, innovation, and prosperity in its territory while promoting the influence of its community and actions. Facing numerous challenges, such as the redevelopment of its territory and adaptation to climate change, Pointe-Claire wants its decisions and actions, taken in consultation with the community and local stakeholders, to contribute to the most profound and sustainable transformations.

Axis 3 — Ecological Transition and Resilience

In collaboration with the community, the City of Pointe-Claire is committed to accelerating the ecological transition in its territory through concrete actions to promote adaptation to climate change and limit its impacts, reduce GHGs, and increase urban resilience, notably through the implementation of solutions derived from nature and science. Pointe-Claire believes that it will be possible to achieve these objectives by working together to reduce our ecological footprint and striving for collective well-being.

Axis 4 — Democracy, Governance, and Citizen Participation

The City is committed to building and developing a transparent, collaborative organizational culture that listens to its population. Pointe-Claire aims to facilitate, stimulate, and increase opportunities for the community to express themselves and contribute to urban solutions, respecting the human and financial capacities of the City. Pointe-Claire seeks to multiply opportunities for collaboration with citizens as well as with academic, cultural, institutional, and governmental sectors to effectively address environmental, social, and economic issues.

For additional information, please consult the [City’s 2023–2030 Strategic Plan](#) on the municipal website.

SECTION 3 – Legal Obligations

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 within the meaning of 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, sections 61.1 and 61.3 of the Act are especially important, since the City continually strives to develop action plans to successfully implement these sections of the Act and to surpass our objectives.

Section 61.1 stipulates that “every local municipality with at least 10,000 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, government departments, public agencies and municipalities must consider whether or not the goods and services are accessible to handicapped persons. This includes sustainable procurement and projects supporting universal accessibility.

This document outlines the City of Pointe-Claire's action plan for all individuals living with a disability. The City's goal is to move forward while supporting our citizens and visitors, as well as including them in all programs and events offered by the City. The City also aims to develop and implement new strategies and work with the community to further adapt our facilities and approaches.

SECTION 4 – Community Organizations Providing Support to Pointe-Claire Residents

- ABOVAS (West Island Volunteer Accompaniment Service), 514-694-3838, abovas.com
- Action Main d'Oeuvre, 185 Dorval Avenue, Suite 203, Dorval, Quebec H9S 5J9, 514-721-4941, actionmaindoeuvre.ca
- Aid for Seniors, 94 Douglas-Shand Avenue, Pointe-Claire, Quebec H9R 2A8, 514-630-1248, pointe-claire.ca/en/community-life/programs-and-subsidies/programs-and-financial-support-for-seniors
- AlterGo, 525 Dominion Street, Montreal, Quebec H3J 2B4, 514-933-2739, altergo.ca
- Alzheimer Society Montreal, 4505 Notre-Dame Street West, Montreal, Quebec H4C 1S3, 514-369-0800, alzheimermontreal.ca
- Angelman Respite Center, 14400 Gouin Boulevard West, Montreal, Quebec H9H 1B1, 514-316-9017, angelman.ca
- AQLPH (Association québécoise pour le loisir des personnes handicapées), 819-693-3339, aqlph.qc.ca
- Association québécoise de voile adaptée, 1 Cartier Ave, Pointe-Claire, Quebec H9S 4R3, 514-694-8021, aqva.org
- AVATIL (Apprentissage à la vie autonome – towards independent living), 387 40th Ave, Lachine, Quebec H8T 2E7, 514-634-8944, avatil.org
- AWISH (Arthritis West Island Self Help Association), 640 Lakeshore Dr, Suite 103, Dorval, Quebec H9S 2B6, 514-631-3288, awishmontreal.org
- CABVWI (Volunteer West Island), 514-457-5445, cabvwi.org
- Centre Bienvenue, 12694 Gouin Blvd W, Pierrefonds, Quebec H8Z 1W4, 514-421-2212, centrebienvenue.org
- CRC (Community Resource Centre), 114 Donegani Ave, Pointe-Claire, Quebec H9R 2V4, 514-694-6404, crcinfo.ca
- CIUSSS Montreal West Island (Integrated University Health and Social Services Centre), ciusss-ouestmtl.gouv.qc.ca
- CLSC du Lac-Saint-Louis, 180 Cartier Ave, Pointe-Claire, Quebec H9S 4S1, 514-697-4110, ciusss-ouestmtl.gouv.qc.ca/en/facilities/clsc/clsc-du-lac-saint-louis
- Espace Muni, 6200 Taschereau Blvd, Suite 401, Brossard, Quebec J4W 3J8, 450-466-9777, espacemuni.org
- Friends for Mental Health, 25 Fieldfare Ave, Beaconsfield, Quebec H9W 4W4, 514-636-6885, asmfmh.org
- Institut Nazareth et Louis Braille – Jean-Brilliant, 3744 Jean-Brillant St, Montreal, Quebec H3T 1P1, 450-463-1710 / 1-800-361-7063, inlb.qc.ca
- Kiddo Active Therapy, 223 Saint-Jean Blvd, Pointe-Claire, Quebec H9R 3J1, 514-428-0123, kiddoactive.com
- Lakeshore General Hospital, 160 Stillview Ave, Pointe-Claire, Quebec H9R 2Y2, 514-630-2225, ciusss-ouestmtl.gouv.qc.ca/en/facilities/general-and-specialized-care-hospitals/lakeshore-general-hospital
- Light a Dream, 63B Donegani Ave, Pointe-Claire, Quebec H9R 2V9, 514-695-3310, lightadream.com
- Lethbridge-Layton-Mackay Rehabilitation Centre, 514-488-5552, llmrc.ca
- NOVA West Island, 447 Beaconsfield Blvd, Beaconsfield, Quebec H9W 4C2, 514-695-8335, novawi.org
- OPHQ (Office des personnes handicapées du Québec), 309 Brock St, Drummondville, Quebec J2B 1C5, 1-800-567-1465, ophq.gouv.qc.ca
- Répît-Ressource, 271B Labrosse Ave, Pointe-Claire, Quebec H9R 1A3, 514-353-1479, repit-ressource.com
- Société Logique, 5800 Saint Denis St, Montreal, Quebec H2S 3L5, 514-522-8284, societelogique.org
- Sport'Aide, 5055 Wilfrid-Hamel Blvd, Quebec City, Quebec G2E 2G6, 1-833-245-4357, sportaide.ca
- STM Paratransit, 3111 Jarry St E, Montreal, Quebec H1Z 2C2, 514-280-8211, stm.info/en/para
- STM Navette OR by Taxi, 514-280-9055, stm.info/en/info/networks/shared-taxibus/navette-or-taxi-270-pointe-claire
- WIAIH (West Island Association for the Intellectually Handicapped), 111 Donegani Ave, Pointe-Claire, Quebec H9R 2W3, 514-694-7090, wiaih.qc.ca
- WICA (West Island Citizen Advocacy), 152 Concord Crescent, Pointe-Claire, Quebec H9R 1N4, 514-694-5850, volunteerwica.com
- West Island Crisis Centre, 170 Du Buisson St, Pierrefonds–Roxboro, Quebec H8Y 2Z6, 514-684-6160, centredecriseoi.com
- YMCA, 514-687-9622, ymcaquebec.org

SECTION 5 – Emergency Measures and Safety Protocol

5.1 Communication and Support

Objectives

- Be proactive, share information, strive to implement solutions or changes to ensure all City programs and facilities meet the needs of all individuals participating in community life and using our facilities.
- Seek out new platforms; participate in community awareness and support programs with local organizations, school boards and school service centres, and CIUSSS-based services.
- Collaborate with and support all programs, events, and related projects that are announced and supported by the City's Communications Department regarding future communications with Pointe-Claire residents and visitors who require improved access and support.
- Continue to work with the OPHQ to foster respect and raise awareness within the community.
- Annual training will be provided to City employees and summer students on procedures for assisting vulnerable individuals in the event of an emergency or disaster.
- The purpose of the training is to prepare municipal teams with the knowledge and tools required to support individuals with various needs, including those living with physical and/or intellectual disabilities and chronic illness, who may require assistance while residing in temporary shelters established by the City.
- Protocols and guidelines will be reviewed and updated on an ongoing basis to ensure the City can effectively support all residents.

5.2 Municipal Traffic Committee

Objectives

- Ensure all steps are taken to accommodate and help persons living with a disability to access public transport.
- Establish links between different City Departments to respond to residents' concerns about traffic and road safety.
- Conduct studies on traffic and road safety.
- Develop criteria to harmonize decisions about traffic management and the safety of road users throughout Pointe-Claire.
- Develop or participate in projects to encourage active mobility of pedestrians and cyclists, to ensure they can share the road safely with drivers.
- Make recommendations to increase the safety of all road users (pedestrians, cyclists and motorists) while improving traffic flow throughout Pointe-Claire.
- Ensure that recommendations meet accessibility standards for pedestrians and persons with reduced mobility.
- Assess and analyze the various dimensions of traffic within the municipality, in collaboration with the Inspection – Public Security Department.

5.3 Transportation

Objectives

- Navette OR by 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 (clients must first register with the municipality).

The Navette OR network is made up of 37 stops within Pointe-Claire. The 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 on the day of their trip. This service has helped increase the City's ability to meet the transportation needs of Pointe-Claire seniors.

SECTION 5 – Emergency Measures and Safety Protocol

5.4 Protocol established in the Culture, Sports, Leisure and Community Development Department and the Inspection – Public Security Department

- In the event of an emergency or natural disaster, municipal emergency measures teams shall be prepared to receive residents and visitors from neighbouring municipalities and to respond to their needs. The City of Pointe-Claire remains committed to advancing universal accessibility and strengthening municipal programs that promote full participation and inclusion for all individuals who may require assistance.
- Municipal teams shall identify and address accessibility-related needs, including accommodations in shelters and municipal facilities, communication methods, transportation, adapted materials and equipment, and considerations related to food allergies.
- The City supports inclusive recreational programming to ensure the delivery of quality services to all residents. In addition, it is committed to providing excellent services while proactively supporting persons living with disabilities and their families, including in circumstances where municipal assistance is required during an emergency affecting the community.
- The City will continue to work collaboratively with community partners and organizations to provide additional support to city teams during these types of emergency situations.

SECTION 6 – 2026 Action Plan for Persons Living with Disabilities

2026 New Objectives/Ongoing Projects

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
ACCESSIBILITY COMMITTEE – CITY ADMINISTRATION					
Improve awareness of citizens' needs regarding universal accessibility in the City by receiving feedback and requests from citizens.	Track inquiries and requests from citizens sent to the City for accessibility related items.	Monitoring accessibility support requests. The Committee welcomes recommendations regarding future requests, including opportunities for interdepartmental collaboration.	Track the number of requests regarding accessibility that are sent to City Hall. Monitor and follow up with all requests in the City.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Communications • Accessibility Committee • Traffic Committee • Inspection – Public Security 	2026
The lack of automatic doors in certain municipal buildings limits accessibility to these facilities.	Assess push doors in City buildings. First step: create inventory list of doors that are not accessible, per building.	Record the number of doors that could be replaced for sensory touchless/entry door systems in City buildings.	Request via business case applications: Public Works and Buildings for all projects supporting accessibility as a City initiative.	<ul style="list-style-type: none"> • Accessibility Committee • Public Works and Buildings • Culture, Sports, Leisure and Community Development • Olive-Urquhart Sports Centre • Bob-Birnie Arena 	2026
Limited signage advertising accessible locations in the City to the public.	Install signage at City buildings to inform public of accessible locations : <ul style="list-style-type: none"> • Arthur-E.-Séguin chalet requires exterior signage indicating adapted transport drop off/ pick up for users Société de transport de Montréal (STM) • City Hall requires exterior signage indicating that the accessible ramp can be accessed through the side entrance of the building. 	Clear exterior signage will improve and clarify the accessibility of various City buildings to citizens. Ex: City Hall and Arthur-E.-Séguin chalet.	City teams to work in collaboration with community representatives and STM regarding universal accessibility.	<ul style="list-style-type: none"> • Accessibility Committee • Public Works and Buildings • Culture, Sports, Leisure and Community Development • Communications • STM 	2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Improve employees' understanding by developing accessibility/inclusion trainings such as welcoming and assisting citizens in the City.	Provide up to date trainings/ best practices for City teams.	Provide training to employees in order to promote greater understanding and inclusive participation, particularly regarding mental health and inclusive approaches to welcoming the public.	Number of employees who attended annual training sessions.	<ul style="list-style-type: none"> • Accessibility Committee • Culture, Sports, Leisure and Community Development • Human Resources • Community Organizations – offering trainings 	Summer/Fall 2026

ACCESSIBILITY COMMITTEE – CITY ADMINISTRATION – ONGOING FROM 2025

Lack of citizen awareness of existing initiatives by the City.	Ensure the promotion of City programs, events, and activities that support social inclusion and diversity.	Develop, in collaboration with the Communications Department, a plan or tool to promote ongoing events and raise public awareness of inclusive programs offered to residents. Ex: Present City initiatives: supporting accessibility/ inclusion – Youth Advisory Council (June 2026)	Determine the increased number of residents reached by using the communication tool.	<ul style="list-style-type: none"> • City Administration • Accessibility Committee • Communications • Culture, Sports, Leisure and Community Development • Diversity and Social Inclusion Committee 	Ongoing in 2026
Needs of all City Departments in terms of programs/resources are unknown, preventing us from maximizing accessibility of our offers.	Establish a budget for the five-year Capital Investment Program (CIP) dedicated exclusively to accessibility projects. Ex: Budget will be used for park project supporting inclusion	Plan and prioritize budgetary resources related to projects under the 2024–2028 investment program, including the purchase of adapted equipment for programs and activities.	Create an annual priority list of accessible equipment purchases. Under City-approved CIP plan.	<ul style="list-style-type: none"> • Accessibility Committee • Culture, Sports, Leisure and Community Development • Finance 	Ongoing in 2026

COMMUNICATIONS

COMMUNICATIONS – ONGOING FROM 2025

Absence of Braille signage at newly renovated City building.	Incorporate Braille into public signage to make information more universally accessible.	Braille signage to be added to the Baie-de-Valois Nautical Centre.	Number of Braille signage installations completed in renovated municipal buildings.	<ul style="list-style-type: none"> • Communications 	Ongoing in 2026
Underutilization of existing resources for indicating accessible buildings and services on our website.	Improve effectiveness of the website in terms of indicating accessible buildings and services.	Use pictograms to identify accessible buildings, programs, and events, including entrances and washrooms.	Quantify the number of actions/ additions made to our website.	<ul style="list-style-type: none"> • Communications • Culture, Sports, Leisure and Community Development 	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Difficulty extracting information about accessibility and inclusion from the current City website.	Evaluate the City website to improve ease of access to information on accessibility and inclusion.	Award contract to retain the services of a firm specializing in assessment and support.	Obtain a recommendation report with identified areas for improvement.	<ul style="list-style-type: none"> • Communications • External firms 	Ongoing in 2026
Difficulty for residents living with disabilities to navigate the City website for information.	Improved accessibility for all residents and visitors to the City website.	Offer tools to make the website more accessible.	Ongoing evaluation of the website and content.	<ul style="list-style-type: none"> • Communications 	Ongoing in 2026
Absence of online resources and information about accessible facilities and programs.	Provide online content on accessible City facilities and programs to external partners.	Increase the City's visibility on various platforms.	Provide information on various social media platforms that support inclusion (government/ tourism/cultural platforms).	<ul style="list-style-type: none"> • Communications 	Ongoing in 2026

CULTURE, SPORTS, LEISURE, AND COMMUNITY DEVELOPMENT DEPARTMENT

Redevelop the municipal financial aid program now called Place program (Participate in Leisure, Arts, and Culture Equitably). Promote the programs to families in the City.	Support families' access to municipal programs through the PLACE financial assistance program and promote it to the public.	Implementation/ promotion of the program for residents via promotional tools. The program will be advertised on the City website; citizens will be able to access the application online.	Track number of participants who register for the subsidy program.	<ul style="list-style-type: none"> • City Administration • Culture, Sports, Leisure and Community Development • Communications • Community Organizations 	Summer 2026
Limited subsidy support for residents living with a disability who wish to participate in City activities/programs at a reduced price.	Research neighboring cities/ best practices for subsidies that support citizens wishing to participate in activities supporting accessibility.	Propose future implementation of a subsidy program for residents living with a disability, who are registered with a MULTI card.	Track the number of residents wishing to participate in this program supporting inclusion.	<ul style="list-style-type: none"> • City Administration • Culture, Sports, Leisure and Community Development 	2026
Ensure an inclusive environment for all youth and families participating in Halloween activities in the City.	Advertise accessible Halloween events in October for citizens and to encouraged participation for all.	<p>Inclusive activities promoted in City programming in October.</p> <ul style="list-style-type: none"> • Olive-Urquhart Sports Centre building is accessible for all. • Citizens can register for a "Treat Accessibility" sign: Citizens can post the sign on their property to advise visitors their home is accessible for all participating on Halloween. Citizens who pick up a sign will receive a ticket to participate in a Halloween raffle. 	Track the number of residents who participate in accessible Halloween.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Olive-Urquhart Sports Centre • Communications 	2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
The vulnerable residents registry for emergency preparedness requires ongoing improvement.	Create application form for citizens to complete with their personal information for the City's registry/database, listing all needs and accommodations for citizens who may require additional support in an emergency.	Plan for the promotion of the program on City website/ electronic board to reach as many citizens as possible.	Set up City files and database to gather personal information listing all needs/accessibility related information for City teams to be prepared in an emergency.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Communications 	2026
Limited space for athletes to train in sports and fitness in the City that is accessible.	Develop and promote new Paralympic swimming programs tailored to the accessibility needs of the City's athletes.	Promote the number of Para swimming participants at Olive Urquhart Sports Center. All athletes have access to the pool ramps, changing rooms and washrooms.	Track the number of athletes participating in the program through the year.	<ul style="list-style-type: none"> • Olive-Urquhart Sports Centre • Culture, Sports, Leisure and Community Development 	2026
Need for staff members to learn the steps in operating the pool lift-to assist clients entering/ exiting the pool.	Provide annual trainings for the staff who work in the adapted programs assisting clients.	Track the number of staff attending the trainings to operate the lift.	Track the number of City staff who can operate the pool lift to support all members participating in the programs at the Pointe-Claire Aquatic Centre.	<ul style="list-style-type: none"> • Pointe-Claire Aquatic Centre 	2026
Inclusive programming for children living with special needs at Pointe-Claire Aquatic Centre.	Provide adapted programs for children ages 3-17 with one-on-one instruction in the gym and pool.	The City provides training to employees before working in the adapted program.	Continue with the promotion of the aqua percept program in the community.	<ul style="list-style-type: none"> • Pointe-Claire Aquatic Centre • Culture, Sports, Leisure and Community Development 	2026
Limited information of services available supporting universal accessibility and inclusion in the community.	Offer children an interactive activity encouraging their participation and reflection on an educational theme, such as friendship and positive behaviours among peers.	Promote accessibility initiatives and community organizations supporting inclusion on the City's website.	Number of accessibility and inclusion awareness initiatives carried out by the City during the periods of June 1-7 and December 3.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Communications 	2026
Limited access to online or registration platform available to citizens in the City.	Support residents in using the new MULTI online registration platform to facilitate access to municipal activities and programs.	Ensure for an efficient registration process for all. New dates for registration and promotion of the program on City website.	Track number of residents using the registration platform through the year. Advertise updates/programs information for all citizens and visitors.	<ul style="list-style-type: none"> • City Administration • Culture, Sports, Leisure and Community Development • Communications 	2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Accessibility challenges are present for in-person conferences at the Pointe-Claire Public Library and the Stewart Hall Cultural Centre.	Acquire and implement Wordly technology at the Pointe-Claire Public Library to provide live translation and transcription, and extend this service to the Stewart Hall Cultural Centre.	Tool has been purchased, and screen has been purchased to allow for broadcasting in the multimedia room.	Screen has been set up and Wordly is being used for conferences at the library. Extend this to the Stewart Hall Cultural Centre.	<ul style="list-style-type: none"> Pointe-Claire Public Library Stewart Hall Cultural Centre 	2026
The accessibility of the City's summer camp programming may be limited by the lack of adapted equipment, including an adapted bicycle.	Integrate new adapted bike into day camp programming/ activities for children to participate in during their day at camp.	Prioritize the needs of campers who require use of adapted bike in the daily schedule.	Number of activity sessions including the use of the adapted bicycle in summer camps.	<ul style="list-style-type: none"> Culture, Sports, Leisure and Community Development Day camps 	2026
Need for programs supporting senior citizens for fall prevention programs.	Implement the Stand-Up fall prevention program for seniors in partnership with the CIUSSS, ensuring its continuity despite the renovation of the Pointe-Claire Aquatic Centre in 2026.	Plan the two sessions of the Stand-Up program in collaboration with the CIUSSS, coordinate its implementation, and manage participant registration, including the designation of a CIUSSS representative to handle information requests.	Maintain the delivery of the Stand-Up program despite the closure of the Pointe-Claire Aquatic Centre in 2026.	<ul style="list-style-type: none"> Culture, Sports, Leisure and Community Development CIUSSS Pointe-Claire Aquatic Centre Olive-Urquhart Sports Centre 	2026
The ongoing promotion of an inclusive society requires better structuring and planning of initiatives linked to key calendar dates.	Highlight on the City's website initiatives linked to calendar dates that promote inclusion and accessibility.	Annually plan key inclusion calendar dates and ensure their ongoing promotion on the City's website.	Number of communications or publications posted on the City's website in relation to inclusion calendar dates. Ex: distribute friendship activity booklets to children at events, plan a raffle for citizens to participate in.	<ul style="list-style-type: none"> Culture, Sports, Leisure and Community Development Communications 	2026
The visibility of inclusive canoe-kayak programming and water activities among the population and visitors is limited.	Promote and raise awareness of inclusive canoe-kayak programming and water activities among the population and visitors to the City.	Implement communication initiatives to promote inclusive canoe-kayak programming and water activities among the population and visitors to the City throughout the season.	Number of people reached through promotional efforts for the inclusive canoe-kayak and water activities programming.	<ul style="list-style-type: none"> Canoe Kayak Club Nautical Activities Culture, Sports, Leisure and Community Development Communications 	2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Lack of knowledge among summer staff in contact with the public regarding welcoming and serving the public during an emergency.	Raise awareness among staff regarding emergency preparedness in contact with citizens/neighboring cities supporting all citizens, needs, health conditions and supporting people living with disabilities in the community.	Hold a training session for City staff in contact with the public on welcoming and serving individuals with all needs.	Track the number of staff who can attend the training summer 2026.	<ul style="list-style-type: none"> • Accessibility Committee • Culture, Sports, Leisure and Community Development • All City Departments • Communications • Human Resources 	Summer 2026
Continual development of procedures/protocols during an emergency measure situation to support residents living with a disability.	Improve the City's capacity to support residents living with disabilities in emergency situations through adapted procedures and tools, including the emergency measures registry.	Update emergency procedures and protocols and promote the emergency measures registry to residents and staff.	Rate of updates to emergency measures registry records.	<ul style="list-style-type: none"> • City Administration • Culture, Sports, Leisure and Community Development • Communications 	Summer-Fall 2026
Limited access to municipal equipment that supports participation in recreational and sports activities.	Improve access to and participation in municipal facilities and programs through the development of accessible and adapted activities and equipment.	Implement an adapted equipment lending service for residents holding the MULTI card, promote it to the public, and encourage municipal teams to provide recommendations for annual purchases of accessible equipment.	Number of people using the equipment lending service and participation rate in accessible municipal activities.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Day camps • Pointe-Claire Public Library • Stewart Hall Cultural Centre • Pointe-Claire Aquatic Centre • Canoe Club • Olive-Urquhart Sports Centre • Bob-Birnie Arena 	Summer 2026
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT – ONGOING FROM 2025					
The promotion of adapted exercise programs for seniors in the City needs to be strengthened.	Increase participation of seniors in adapted fitness programs offered by the City, such as Aqua Arthritis and Chair Fitness, both in-person and online.	Implement promotional actions for adapted exercise programs offered at the Pointe-Claire Aquatic Centre and other municipal locations in order to reach seniors and visitors to the City.	Number of participants registered in the City's adapted fitness programs, both in-person and online.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Aquatic Centre • Olive-Urquhart Sports Centre • Communications 	2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
There is a need for an ongoing program supporting social inclusion and accessibility for children requiring physical therapy and movement-based activities in the City.	Offer inclusive summer programs that promote accessibility and participation for children, including movement and physical therapy activities in collaboration with community partners.	Support community initiatives and develop inclusive activities for children within summer programs, in collaboration with local partners and businesses in the City.	Number of children participating in inclusive summer camp activities.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Day camps • City Administration • Kiddo Active Therapy West Island 	Summer 2026
The provision of grant programs for residents living with disabilities needs to be improved.	Support access for residents receiving financial assistance to fitness and physical activity programs in order to promote accessibility and inclusion in the City.	Develop support measures enabling eligible residents to participate in the City's fitness and physical activity programs.	Number of participants receiving financial assistance enrolled in fitness and physical activity programs.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Communications • City Administration 	2026
The availability of qualified staff is essential to ensure the integration and proper functioning of summer camp programs.	Strengthen the City's capacity to deliver inclusive summer camp programs through adequate resources and specialized staff.	Seek and secure grants and partnerships to support the hiring of specialized staff and the delivery of inclusive summer camp programs.	Number of grants obtained and number of weeks of integration services provided in summer camps.	<ul style="list-style-type: none"> • Day camps • Culture, Sports, Leisure and Community Development • Finance • Altergo • Summer grants • Federal program 	Ongoing in 2026
Access to the programs and services of the Pointe-Claire Public Library and the Stewart Hall Cultural Centre is limited for some residents with mobility challenges.	Develop /resources to support citizens who cannot access programs due to mobility.	Develop initiatives to facilitate access to the services of the Pointe-Claire Public Library and the Stewart Hall Cultural Centre, including scheduled visits and calendar planning.	Number of residents using accessible services (book loans, audiobooks, adapted collections, etc.).	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central • Pointe-Claire Public Library – Valois • Stewart Hall Cultural Centre 	Ongoing in 2026
The availability of inclusive programming and activities for children in the community is limited.	Develop inclusive programming and activities for children and families in order to promote accessibility within the community.	Develop a two-phase inclusive activity for children in collaboration with local community organizations, including project design, implementation, and promotion to the public.	Following Step one from 2025 into Second Step in 2026: Plan activity with Recreation's team: Schedule meeting in the future to exchange ideas/activities as a community initiative supporting inclusion.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Special Events Team • Day Camps • Pointe-Claire Public Library – Central • Stewart Hall Cultural Centre • WIAIH 	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Ensuring inclusive programming for children with special needs.	Provide adapted programs for children/ families living with special needs. Ex: Artistic morning for children ages 5-10	Outreach/contact groups of young people with autism spectrum disorder (ASD). Offer story time/reading program. Stewart Hall/Valois. Ex: Gentle Creation support for parents of children living with ASD.	Monitor the number of children and families participating in the specialised program.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central • Stewart Hall Cultural Centre • WIAIH 	Ongoing in 2026
Funding for special projects supporting universal accessibility in the City needs to be strengthened.	Maintain ongoing monitoring of provincial and federal grant programs in order to support the development of universal accessibility in the City.	By offering additional programs in the community, this positive change will strengthen support for all citizens and visitors.	Track the number of grants that are posted in public/private sectors supporting accessibility projects-equipment.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Finance • Governmental programs • Jumpstart Program – Canadian Tire 	Ongoing in 2026

PUBLIC WORKS AND BUILDINGS

Advancement in projects/ infrastructures and buildings supporting accessibility.	Improve accessibility: new construction /renovations of City buildings. Ex: Pointe-Claire Aquatic Centre .	Plans and designs will integrate universal accessibility for the project.	Project for tender for new construction; planned in phases. Ex: Accessible changing rooms, sauna. City consulting with organization: Société Logique for this project.	<ul style="list-style-type: none"> • Public Works and Buildings • Culture, Sports, Leisure and Community Development • Société Logique 	2026 and beyond
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PUBLIC WORKS

Ensure for continual maintenance of accessible garden planters in the City through the summer-fall months.	The City's public works team maintains the accessible garden planters at City locations for all citizens to enjoy. Ex: Solidarity Garden-Maywood Street	Planters will be maintained in various locations in the City: summer and fall.	Create awareness by promotion of the environment while supporting inclusion. Local initiative with community organization: food assistance from seasonal harvest from the gardens.	<ul style="list-style-type: none"> • Public Works • Culture, Sports, Leisure and Community Development • Park locations 	Ongoing in 2026
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OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
PUBLIC WORKS AND BUILDINGS – ONGOING FROM 2025					
Improve accessibility in City buildings	Maintain safety of buildings via projects/construction supporting universal accessibility. Major repairs – replacement for current elevators' lifting systems. Project development: City Hall, Stewart Hall Cultural Centre, Olive-Urquhart Sports Centre.	Once projects are approved, budget will be allocated. Some projects might be assigned internally. Ex: construction project supporting accessibility.	Monitor and track all developments of the construction projects. Departments are welcome to submit project application. Evaluation process for all projects. City Hall: May-July 2026 Stewart Hall Cultural Centre: March-May 2026 Olive-Urquhart Sports Centre: August-October 2026	<ul style="list-style-type: none"> • City Administration • Public Works and Buildings • Culture, Sports, Leisure and Community Development 	Ongoing in 2026
Improve future development plans in the City supporting universal accessibility. Ex: Business case projects.	Providing service offers for Departments to improve City projects/construction which can be accomplished internally supporting accessibility in the City.	Carry out and improve infrastructure projects that promote accessibility for all residents and visitors to the City.	Cases to be presented – Capital Investment Program – CPI to the City administration. Approved projects will be assigned with a plan. Ex: construction, development, repairs.	<ul style="list-style-type: none"> • City Administration • Public Works and Buildings • Culture, Sports, Leisure and Community Development 	Ongoing in 2026
PARKS AND GREEN SPACES					
PARKS AND GREEN SPACES – ONGOING FROM 2025					
Create parks and green spaces that more accessible throughout all of Pointe-Claire.	Develop new accessible communication tools in parks for visitors to the City.	Install communication signs for people who have difficulty expressing themselves. Proximity to day camp, pool and playgrounds.	Number of accessible communication signs installed in municipal parks.	<ul style="list-style-type: none"> • Engineering • Parks and Green Spaces • Culture, Sports, Leisure and Community Development 	Ongoing in 2026
Create parks and green spaces that more accessible throughout all of Pointe-Claire.	Add urban furniture in parks development project: ensuring accessibility.	Intergration of new benches pic-nic table and shade area in park.	Number of benches and tables installed in accessible areas of municipal parks.	<ul style="list-style-type: none"> • Engineering • Parks and Green Spaces • Culture, Sports, Leisure and Community Development 	Summer 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Some of Pointe-Claire's aging parks are not accessible to all.	Renovation of play areas, to make it more accessible. Project in progress.	Carry out accessibility improvements in municipal parks, including the addition of accessible play modules and surfaces, as well as improvements to pathways and lighting.	Number of parks that have undergone accessibility improvements.	<ul style="list-style-type: none"> • Engineering • Parks and Green Spaces • Culture, Sports, Leisure and Community Development 	Phase 1 planned for 2026, scheduled for completion this fall. Phase 2 next summer (2027)
Create parks and green spaces that more accessible throughout all of Pointe-Claire.	Improve the accessibility of Pointe-Claire parks and green spaces through targeted renovation projects.	Reconstruct the staircase at Cedar Park Heights Park with a more accessible design, including a linear structure and illuminated handrail.	Completion of the staircase renovation work at Cedar Park Heights Park (yes/no).	<ul style="list-style-type: none"> • Engineering • Parks and Green Spaces • Culture, Sports, Leisure and Community Development 	Summer 2026
Some of the City's sidewalks are difficult to go across for people who move with physical limitations.	Safe crossings at certain entries for pedestrians and cyclists along the service road.	Improvement of the sidewalks in front of driveway entrance along the service road of the 40.	Number of sidewalks made more accessible throughout the City.	<ul style="list-style-type: none"> • Engineering 	Planned for early summer 2026

HUMAN RESOURCES

HUMAN RESOURCES – ONGOING FROM 2025

Find qualified candidates from target groups who meet the requirements of the positions to be filled.	Recruit and hire people from target groups to meet the objectives set by the Commission des droits de la personne et des droits de la jeunesse du Québec.	Develop professional links with specialized agencies; publish job offers on specialized sites to reach qualified candidates in various target groups.	Number of specialized agencies having published our job offers; number of candidates referred by these agencies and number of candidates hired; number of candidates from target groups having used our online application system.	<ul style="list-style-type: none"> • Human Resources 	Ongoing in 2026
Candidates are not comfortable disclosing their disabilities and needs in relation to their limitations at the time of hiring.	Encourage future employees to complete the self-identification questionnaire so that they can be informed of accommodation needs as soon as they are hired.	Review the way self-identification is presented and explained; add the presentation "What is a self-identification questionnaire?" to the welcome email for new employees; include a form allowing people with disabilities to make their special needs known with their job offer.	Number of self-identification questionnaires and forms completed when new employees are hired that mention a disability and indicate specific accommodation needs.	<ul style="list-style-type: none"> • Human Resources 	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
Employees are not comfortable disclosing their disability and talking about their needs in relation to their limitations.	Inform managers that it is possible to adapt workstations for employees with recognized limitations. Modify working conditions to meet the needs of certain employees.	Analyze needs as they are identified. Consult specialized external resources that can provide advice on possible adaptations for different disabilities: Institut Nazareth and Louis-Braille; ergonomists (external firm) for workstation adaptations.	Number of modifications of requests received.	<ul style="list-style-type: none"> • Human Resources • Department managers 	Ongoing in 2026
A limited number of work teams can accommodate a trainee or an employee with special needs.	Work with managers to find ways to integrate interns or employees with special needs. Obtain or renew wage subsidies for employees with special needs.	Apply for 2025-2026 renewal of EQ wage subsidies for blue-collar workers. Collaborate with external partners. Ex: Centre de réadaptation de l'Ouest de Montréal (CROM) for new employment opportunities.	Renewal of wage subsidies for 2025-2026 for blue-collar workers. Obtain a wage subsidy for other employees with special needs. Offer an internship to a person with special needs.	<ul style="list-style-type: none"> • Human Resources • Department managers 	Ongoing in 2026
Address the needs of municipal departments in the areas of social inclusion and community awareness.	Search for specialized training; organize group training sessions on accessibility and the needs of disabled residents; offer EDI awareness and training capsules to managers and employees.	Employee training and group awareness activities.	Number of employees who participated in training sessions on social inclusion and community awareness.	<ul style="list-style-type: none"> • Human Resources 	Ongoing in 2026

URBAN PLANNING

General lack of awareness on what accessibility means.	Ensure City teams are up to date on the most recent accessibility training and current resources.	Participation from City teams in trainings on latest developments, guidelines supporting universal accessibility.	Number of employees who completed accessibility training.	<ul style="list-style-type: none"> • City Administration • Urban Planning • Inspection – Public Security • Communications • All Departments 	2026
Lack of expertise in incorporating additional provisions in our municipal by-laws that would support accessibility for existing buildings	Add provisions (that are more stringent than the Construction Code of Quebec) in our municipal by-laws with regard to accessibility in existing buildings that could be easily applied and respected.	Consult with professionals that specialize in this field.	Number of municipal by-laws updated to include accessibility measures.	<ul style="list-style-type: none"> • Urban Planning 	2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE
URBAN PLANNING – ONGOING FROM 2025					
Difficulty ensuring compliance with recommendations and by-laws on universal accessibility of buildings.	Improve compliance with building standards governing accessibility.	Verify compliance with standards for each request received.	Compliance rate of buildings with universal accessibility requirements.	<ul style="list-style-type: none"> Urban Planning Inspection – Public Security 	Ongoing Measure To be re-evaluated in 2026
Lack of resources to increase and improve accessibility in Pointe-Claire and Valois villages.	Improve accessibility in these two villages for merchants and customers.	Hold interdepartmental meetings and consultations with merchants to identify solutions to improve accessibility in the Pointe-Claire and Valois villages.	Number of meetings held with merchants and municipal Departments.	<ul style="list-style-type: none"> Urban Planning 	Ongoing Measure: To be re-evaluated in 2026

SECTION 7 – 2025 Annual Review

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
ACCESSIBILITY COMMITTEE – CITY ADMINISTRATION						
Need for continual improvement for accessibility purchases and procurement processes for City staff.	Ensure best practices for new employees. Promote: “Think accessible” for future purchases/projects.	Ongoing communication for City teams. Promoting of accessible purchasing process to new employees. Ex: Onboarding program presentation for new employees	Promote and encourage teams-new employees to support accessible purchases/projects.	<ul style="list-style-type: none"> • City Administration • Accessibility Committee • Finance • Communications 	2025 and beyond	Completed in 2025
Ensuring the City keeps pace with the changing needs of accessibility continually.	Record progress/measures for programs in the City.	Track/monitor developments within the action plan throughout the year.	Quantifying and maintaining the monitoring of objectives and their process, through the year.	<ul style="list-style-type: none"> • City Administration • Accessibility Committee • Culture, Sports, Leisure and Community Development 	2025	Completed in 2025
Systematic training for City employees on emergency measures/preparedness to support all citizens.	Ensure staff members are up to date on the most recent accessibility training.	Participation from City teams in simulation and emergency preparedness meetings.	Feedback from staff participating in training. Ex: adapted equipment/ support for procedures/ protocols.	<ul style="list-style-type: none"> • City Administration • Culture, Sports, Leisure and Community Development • Public Security • Communications 	2025	Completed in 2025
Limited programs for new residents to community life in Pointe-Claire.	Develop best practices for welcoming new residents to the City supporting diversity and inclusion.	Creation of the municipal committee: Research review findings and various programs in neighbouring cities. Compile information, develop tools to create programs to support/ welcome newcomers in the community.	Phase 1: Continue to evaluate our effectiveness as a City. Ex: Number of participants and profiles in our registration system. Phase 2: Creation of a manual for new residents with important information as a welcome package.	<ul style="list-style-type: none"> • City Administration • Communication • Culture, Sports, Leisure and Community Development • Diversity and Social Inclusion Committee • Accessibility Committee 	Ongoing measure in 2025	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Needs of all City Departments in terms of programs/ resources are unknown, preventing us from maximizing accessibility of our offers.	Establish a budget for the five-year Capital Investment Program (CIP) dedicated exclusively to accessibility projects.	Plan and prioritize the budget accordingly for all projects under the 2024-2028 Capital Investment Program (CIP) Adapted equipment to be purchased for programs/ activities).	Create an annual priority list of accessible equipment purchases. Under City-approved CIP plan.	<ul style="list-style-type: none"> • City Administration • Communications • Culture, Sports, Leisure and Community Development • Diversity and Social • Inclusion Committee • Accessibility Committee • Interdepartmental collaboration 	Ongoing measure in 2025	Completed in 2025
Lack of citizen awareness of existing initiatives implemented by the City.	Ensure that all municipal programs, events and activities that support social inclusion and diversity are advertised.	Create a plan/tool to advertise events ongoing collaboration with the Communications Department to increase public awareness for all inclusive programs supporting citizens.	Determine the increased number of residents reached by using the new communication tool.	<ul style="list-style-type: none"> • City Administration • Communications • Culture, Sports, Leisure and Community Development • Diversity and Social Inclusion Committee • Accessibility Committee 	Ongoing measure in 2025	Ongoing measure in 2026
Ensure continual advancement of accessibility measures such as Companion Leisure Card (CAL), as the City is a partner in this program.	Ongoing promotion of the program. Free admission for companions of people ages 5 and older who have a permanent disability, deficiency, incapacity, and those who may require support in daily activities and need a companion for tourist and leisure activities.	Utilization of resources for Companion Leisure Card. This program was developed to enable people living with a disability to participate in the community. Promotion of program via communications tools.	For teams to utilize the attendance tracking tool to log the number of participants within the City. Develop and incorporate a plan to promote this program for all users and City teams. The City will absorb the cost of companion admission fees under the program.	<ul style="list-style-type: none"> • City Administration • Finance • Communications • Culture, Sports, Leisure and Community Development • Community Partners: • AQLPH • Altergo • Government of Québec 	Ongoing measures in 2025	Completed in 2025
Limited opportunities for citizens to access adapted equipment to participate in activities.	Future implementation of free rental service for citizens to borrow adapted equipment. Ex: waterproof wheelchairs for children to use at the splashpad: Valois Park during summer months.	Create new rental system for residents to borrow the wheelchair Monday to Friday – trial basis for now.	Track data received from online registration from residents.	<ul style="list-style-type: none"> • Communications • Culture, Sports, Leisure and Community Development • Interdepartmental collaboration 	Summer 2025	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
COMMUNICATIONS						
Absence of Braille signage at newly renovated City building.	Incorporate Braille into public signage to make information more universally accessible.	Braille signage to be added to new Baie-de-Valois Nautical Centre.	Offer communication tools for residents and visitors to the Baie-de-Valois Nautical Centre.	<ul style="list-style-type: none"> • Communications 	Ongoing in 2025	Ongoing in 2026
Underutilization of existing resources for indicating accessible buildings and services on our website.	Improve effectiveness of the website in terms of indicating accessible buildings and services.	Utilization of pictograms to indicate accessible buildings/ programs/events (entrances, washrooms, etc.).	Quantify the number of actions/additions made to our website.	<ul style="list-style-type: none"> • Communications • Culture, Sports, Leisure and Community Development 	Ongoing in 2025	Ongoing in 2026
Difficulty extracting information about accessibility and inclusion from the current City website.	Evaluate the City website to improve ease of access to information on accessibility and inclusion.	Award contract to retain the services of a firm specializing in assessment and support.	Obtain a recommendation report with identified areas for improvement.	<ul style="list-style-type: none"> • Communications • External firms 	Ongoing in 2025	Ongoing in 2026
Difficulty for residents living with disabilities to navigate the City website for information.	Improved accessibility for all residents and visitors to the City website.	Offer tools to make the website more accessible.	Ongoing evaluation of the website and content.	<ul style="list-style-type: none"> • Communications 	Ongoing in 2025	Ongoing in 2026
Absence of online resources/ information about accessible facilities and programs.	Provide online content on accessible City facilities and programs to external partners.	Increase the City's visibility on various platforms.	Provide information on various social media platforms that support inclusion (government/ tourism/cultural platforms).	<ul style="list-style-type: none"> • Communications 	Ongoing in 2025	Ongoing in 2026
CULTURE, SPORTS, LEISURE, AND COMMUNITY DEVELOPMENT DEPARTMENT						
Continual promotion of the adapted fitness programs offered to seniors in the City.	Increase registration for adapted fitness programs for citizens: to participate: Aqua Arthritis, Chair Fitness-offered in person and via zoom.	Offer adapted programs at Pointe-Claire Aquatic Centre, to all senior citizens and visitors in the City.	Track senior citizens registering for classes through the year.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Aquatic Centre • Olive-Urquhart Sports Centre • Communications 	2025	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Maximize our ability to add to existing resources supporting accessibility in the City.	Research opportunities for the City to register new memberships with community organizations supporting accessibility/inclusion. Ex: l'Association québécoise pour le loisir des personnes handicapées (AQLPH).	Increase methods in establishing new partnerships in the community supporting inclusion/accessibility.	Create opportunities for ongoing collaborations, access to conferences, in community.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Aquatic Centre • Olive-Urquhart Sports Centre • Pointe-Claire Public Library • Canoe Club • AQLPH – Community Organizations 	2025	Completed in 2025
Need for increased programming supporting social inclusion/ accessibility in the community for children's needs via physical therapy/ movement.	Ensure/focus on accessible programs in all community initiatives: various activities for children – summer program. City/ local partnership as a summer program.	City to support local initiatives to work in collaboration with businesses in the City.	Ongoing partnerships in the community to ensure/ support programs for children and families Kiddo Active organized sessions with specialized therapists to support camp staff to increase their skill set when working with children for summer program: Ex: Program included: creating/ animation of activities: Terra-Cotta Park, camps exploring nature in the City.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Day camps • City Administration • Kiddo Active Therapy West Island 	Ongoing measure in 2025	Ongoing Measure in 2026
Limited access for residents/ visitors in terms of inclusive and accessible events/ activities.	Ongoing research best practices for City teams to better support the needs of all residents/visitors attending events/activities in the City.	Create universal checklist/ guide for teams to follow. To put forward best efforts supporting accessibility at City events: Ex: accessible portable washrooms, adapted games & equipment. Ex: Halloween: create accessible event for all attending.	Evaluate/assess various dimensions of municipal events encompassing universal accessibility. Monitor/revise checklist for special events/activities hosted by the City. Research workshops/training for employees to attend.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Interdepartmental collaboration 	Ongoing measure in 2025	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Camps staff required for integration with Day Camp programs.	Maximize our ability to provide required resources. Ex: Yearly evaluation of needs regarding summer grants – supporting the hiring of specialized staff.	Seek out/obtain possible staffing grants on a regular basis. New programs or partnerships for this service offer in the community. Organization Altergo grant supports day camps/ companion program for march break and summer months.	Track the number of grants received and the number of weeks of integration the City can provide to support children and teens attending camps.	<ul style="list-style-type: none"> • Day camps • Culture, Sports, Leisure and Community Development • Finance • Altergo • Summer grants • Federal program 	Ongoing measure in 2025	Completed in 2025
Limited resources for live translated captions for Zoom Teams/online workshops, activities, conferences hosted by the Pointe-Claire Public Library.	Provide accessible services for Library members: closed captioning for workshops/ lectures offered in both French and English.	City to continue to research possible closed captioning for workshops/lectures at Pointe-Claire Public Library – Central. (Research underway for French captions and translation).	Evaluate progress toward implementation of best resource for closed captioning. Available for adult participants: the instructor reminds participants at the beginning of the conference that the option for closed captioning is available.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central 	Ongoing into 2025	Completed in 2025
Redevelop the municipal financial aid program to increase access for families who qualify financially.	Increase participation in activities for children to support inclusion.	Implementation/promotion of the service offering for residents via promotional tools.	Track number of participants who register for the program.	<ul style="list-style-type: none"> • City Administration • Culture, Sports, Leisure and Community Development • Bob-Birnie Arena • Olive-Urquhart Sports Centre • Community organizations 	Summer 2025	Completed in 2025
Limited programs supporting citizens via external services who may not have access to visit the Library.	Develop/resources to support citizens who cannot access programs due to mobility.	Plan opportunities for residents to access services such as the Pointe-Claire Public Library and the Stewart Hall Cultural Centre. Scheduled dates planned for visits.	Track number of participants using the service: home book, videos, collections of large print books, audio books and games can be lent to citizens for a specific period.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central • Pointe-Claire Public Library – Valois • Stewart Hall Cultural Centre 	2025	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Limited inclusive programming and activities for all children supporting accessibility in the community.	Plan and develop a future program/activity for children and families. Ex: Scavenger hunt/Tony-Proudfoot Park, Valois Park	Phase 1: Develop a proposal for a collaboration with local community organizations in planning a new activity supporting inclusion. Phase 2: Create an activity supporting youth that is accessible for all to participants.	Following phase 1 from 2025, create project proposal/ timeline with day camps and special events team. Phase 2 (2026): Plan activity with Recreation teams, set date in the future as a community initiative supporting inclusion.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Special Events Team • Day Camps • Pointe-Claire Public Library – Central • Stewart Hall Cultural Centre • WIAIH 	2025-2026	Ongoing in 2026
Ensuring inclusive programming for children with special needs.	Provide adapted programs for children/ families living with special needs. Ex: Artistic morning for children ages 5-10	Outreach/contact groups of young people with autism spectrum disorder (ASD). Offer story time/reading program. Stewart Hall Cultural Centre and Pointe-Claire Public Library – Valois Branch : <ul style="list-style-type: none"> • Gentle Creation: kids' corner, support for parents of children living with ASD. 	Monitor the number of children and families participating in the specialised program.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central • Stewart Hall Cultural Centre • WIAIH 	Ongoing into 2025	Ongoing in 2026
Supported residents living with memory loss.	Creation of a program to support Alzheimer's clients consisting of motor skills activities, puzzles, art, and resources in the community.	Promoted and distributed kits available for borrowing by residents and Library members.	Continue to track the kits as they are available for loan. The kits were updated and new ones were created with the financial support of the Association of Libraries in the West Island (BIBIM). The new kits circulate among the various libraries of the association.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central 	Ongoing into 2025	Completed in 2025
Affordability of late fees for Library members.	Creation of program to support citizens. Promote accessibility for Library users. Supporting citizens in the community while utilizing the services at the Library.	Eliminated late fees at the Library.	Monitoring feedback from public regarding the service offer.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Pointe-Claire Public Library – Central 	Ongoing into 2025	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Limited programming for seniors to prevent falls.	Encourage physical endurance programs for seniors to promote accessibility and fitness.	The City will host the program at an accessible location in partnership with the CIUSSS to support seniors in staying active and preventing falls. The program is offered three times a year.	Monitor the number of participants attending the program to ensure full capacity is reached. Senior citizens must qualify through a strength assessment.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • CIUSSS • Pointe-Claire Aquatic Centre 	2025	Completed in 2025
Ensure an inclusive environment for all senior citizens.	Support and encourage senior residents to participate in activities in the City.	Participation in activities and programs at the senior centre, including special events and the Friendly Hello program.	Monitor and log participation from clients to ensure maximum involvement in programming.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Communications • CIUSSS referrals • Community Resource Centre • Volunteer West Island • Citizen Advocacy 	Ongoing in 2025	Completed in 2025
Improved accessibility at the Olive-Urquhart Sports Centre.	Develop building designs/ interior including all aspects/ universal accessibility (e.g. Olive-Urquhart Sports Centre).	Renovation and interior development of the building to support accessible design, including the purchase, monitoring, and ongoing mechanical servicing of specialized and adapted equipment for the cardio fitness room.	City to support renovations and universal accessibility measures and continue researching specific accessible and adapted equipment, such as automatic door openers with sensors. The Culture, Sports, Leisure and Community Development Department will submit a request to Engineering to conduct a business case study to evaluate the building.	<ul style="list-style-type: none"> • Public Works • Culture, Sports, Leisure and Community Development • Olive-Urquhart Sports Centre 	Ongoing in 2025	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Need for advancement of accessibility measures to support residents living with a disability/chronic illness.	Continue developing data/classification system as we have done for senior residents. Create opportunities for residents to add their names to the list.	Create opportunities to engage with citizens and promote the Code Red telecommunication system for emergency preparedness, for example through SPVM door-to-door visits and participation in City special events.	Monitor a database system where residents can sign up to be added to a vulnerable citizens list to receive calls or check-ins in the event of an emergency, such as a boil water advisory or home evacuation due to flooding. City teams will work together to manage and support this system.	<ul style="list-style-type: none"> • City Administration • Accessibility Committee • Culture, Sports, Leisure and Community Development • Communications • Public Security 	2025	Completed in 2025
Need in developing a tool for City teams to log and monitor all City initiatives/objectives supporting accessibility.	Develop a template to allow teams to share information relating to initiatives supporting accessibility/inclusion.	Encourage teams to add information to a database. Provide link for committee members to access/communicate information. Exchange information at accessibility committee meetings held 3 times a year.	Track all recommendations and opportunities for information sharing, and monitor the implementation of each planned measure throughout the year.	<ul style="list-style-type: none"> • Communications • Culture, Sports, Leisure and Community Development • Accessibility Committee • Interdepartmental 	2025	Completed in 2025
Need to research subsidies for special projects supporting universal accessibility.	Ensure we remain up to date on provincial and federal grants supporting accessibility.	By offering additional programs in the community, this positive change will strengthen support for all citizens and visitors.	Track the number of grants that are posted in public/private sectors supporting accessibility projects-equipment.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Finance • Governmental programs • Jumpstart Program Ex: Canadian Tire 	Ongoing in 2025	Ongoing in 2026
Maintaining our knowledge for new trends/initiatives for improving accessibility: social inclusion and diversity.	Ensure we remain up to date on accessibility best practices. Research current practices in the community.	Conduct systematic market research and training involving members of the accessibility team and various managers. At committee meetings, research and gather tools to develop resources for residents in the City.	Create new opportunities for future research and comparison with neighbouring communities and organizations facing similar realities. For example, in a City project involving the future installation of communication boards in parks, collaborate with Public Works and the local school board.	<ul style="list-style-type: none"> • Culture, Sports, Leisure and Community Development • Public Works and Engineering • Communications 	Summer/Fall 2025	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Ensuring for ongoing training for employees and adapted fitness programs.	Identify fitness supervisors who will participate in training courses on fitness programs at Pointe-Claire Aquatic Centre.	Register staff for course: Fundamentals of training clients with physical disabilities (CanFitPro).	Monitor all staff trainings in developing skills to support inclusive fitness programming for all clients.	<ul style="list-style-type: none"> Human Resources Pointe-Claire Aquatic Centre Culture, Sports, Leisure and Community Development 	Ongoing in 2025	Completed in 2025
Improve opportunities for grants supporting community organizations.	Support organizations who qualify for the Municipal Support Framework program.	Provide grant support to enhance community life via organizations in the west island for all to benefit.	<p>Interdepartmental participation via committee meetings to ensure maximum participation from organizations.</p> <p>Application dates: April 1, 2025/September 1, 2025</p>	<ul style="list-style-type: none"> City Administration/ City Council Culture, Sports, Leisure and Community Development Finance Community organizations 	2025	Completed in 2025
PUBLIC WORKS AND BUILDINGS						
Improve accessibility in City buildings.	Maintain safety of buildings via projects/construction supporting universal accessibility. Major repairs replacement for current elevators' lifting systems. Project development: City Hall, Stewart Hall, Olive-Urquhart Sports Centre.	Once projects are approved, budget will be allocated. Some projects might be assigned internally. Ex: construction project supporting accessibility.	Monitor/track all developments of the construction projects. Departments are welcome to submit project application. Evaluation process for all projects.	<ul style="list-style-type: none"> City Administration Public Works and Buildings Culture, Sports, Leisure and Community Development 	2025-2026	Ongoing in 2026
Advance projects/ infrastructures and buildings supporting accessibility.	Ensuring renovation and infrastructures additions are maximized via grant opportunities.	Assess key objectives: accessibility components of City buildings. Library project to be presented at Capital Investment Program-CPI meeting.	Feasibility study will be scheduled this year for the library. Hire professional services to carry out study. Support various projects/ renovations supporting accessibility measures.	<ul style="list-style-type: none"> Public Works and Buildings Culture, Sports, Leisure and Community Development 	2025 – feasibility study for this year	Ongoing in 2026
Improve future development plans in the City supporting universal accessibility. Ex: Business case projects.	Providing service offers for Departments to improve City projects/construction which can be accomplished internally supporting accessibility in the City.	Build/improve future construction projects supporting accessibility for all citizens, visitors. Evaluation process: All Departments are welcome to submit a project application.	Cases to be presented – Capital Investment Program CPI to the City administration. Approved projects will be assigned with a plan. Ex: construction, development, repairs.	<ul style="list-style-type: none"> City Administration Public Works and Buildings Culture, Sports, Leisure and Community Development 	2025-2026	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
PARKS AND GREEN SPACES						
The ability to create parks and green spaces accessible to all throughout Pointe-Claire.	Project in progress. First phase of park development project: ensuring accessibility.	Replacement of the play modules in Lansdown Park to make them accessible to all, with a pathway to the play modules.	Change the modules and add a trail accessible to all.	<ul style="list-style-type: none"> • Engineering • Parks and green spaces • Culture, Sports, Leisure and Community Development 	Planned for 2025 Scheduled for completion this summer	Completed in 2025
Some of Pointe-Claire's aging parks are not accessible to all.	Renovation of paths, lighting and relocation of half basketball court to make it more accessible. Project in progress.	Addition of ramps in front of the chalet for easier access to the park chalet. The half-basketball court will be moved closer to and integrated into the layout, to make it better lit and more accessible to all.	Addition of ramp, lighting and relocation of basketball court.	<ul style="list-style-type: none"> • Engineering • Parks and green spaces • Culture, Sports, Leisure and Community Development 	Planned for 2025 Scheduled for completion this summer	Completed in 2025
Some of the City's intersections are difficult to cross for people who move slowly or have physical limitations.	Safe crossings at major arteries for pedestrians and cyclists.	Modification of the intersection layout and addition of a pedestrian refuge island in the center of the lanes.	The modification will be made during the summer of 2025.	<ul style="list-style-type: none"> • Engineering • Parks and green spaces 	Planned for 2025 Scheduled for completion this summer.	Completed in 2025
In collaboration with the STM, bus stop slabs will be modified to facilitate access, and the number of stops will be increased.	Buses are accessible from the front only.	Addition of Bus stops on routes passing through Pointe-Claire, and longer slabs will be installed to facilitate boarding.	Modify the configuration of bus stops and increase their number	<ul style="list-style-type: none"> • Engineering • Parks and green spaces 	2025-Expected to be completed this summer	Completed in 2025
Create parks and green spaces that more accessible throughout all of Pointe-Claire.	Need for creating new communication tools in parks setting for all users.	Install communication signs for people who have difficulty expressing themselves. Proximity to day camp, pool and playgrounds.	Install signs at strategic locations in the parks. Certain parks will be targeted: Tony Proudfoot, Northview to start with-installation.	<ul style="list-style-type: none"> • Engineering • Parks and green spaces • Culture, Sports, Leisure and Community Development 	2025-Expected to be completed this summer	Completed in 2025

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
HUMAN RESOURCES						
Find qualified candidates from target groups who meet the requirements of the positions to be filled.	Recruit and hire people from target groups to meet the objectives set by the Commission des droits de la personne et des droits de la jeunesse du Québec.	Develop professional links with specialized agencies; publish job offers on specialized sites to reach qualified candidates in various target groups.	Number of specialized agencies having published our job offers; number of candidates referred by these agencies and number of candidates hired; number of candidates from target groups having used our online application system.	• Human Resources	Carry forward in 2025	Ongoing in 2026
Candidates are not comfortable disclosing their disabilities and needs in relation to their limitations at the time of hiring.	Encourage future employees to complete the self-identification questionnaire so that they can be informed of accommodation needs as soon as they are hired.	Review the way self-identification is presented and explained; add the presentation “What is a self-identification questionnaire?” to the welcome email for new employees; include a form allowing people with disabilities to make their special needs known with their job offer.	Number of self-identification questionnaires and forms completed when new employees are hired that mention a disability and indicate specific accommodation needs.	• Human Resources	Carry forward in 2025	Ongoing in 2026
Employees are not comfortable disclosing their disability and talking about their needs in relation to their limitations.	Inform managers that it is possible to adapt workstations for employees with recognized limitations. Modify working conditions to meet the needs of certain employees.	Analyze needs as they are identified. Consult specialized external resources that can provide advice on possible adaptations for different disabilities: Institut Nazareth and Louis-Braille; ergonomists (external firm) for workstation adaptations.	Number of modifications of requests received.	• Human Resources • Department managers	Carry forward in 2025	Ongoing in 2026
A limited number of work teams can accommodate a trainee or an employee with special needs.	Work with managers to find ways to integrate interns or employees with special needs. Obtain or renew wage subsidies for employees with special needs.	Apply for 2025-2026 renewal of EQ wage subsidies for blue-collar workers. Collaborate with external partners: Ex: Centre de réadaptation de l’Ouest de Montréal (CROM) for new employment opportunities.	Renewal of wage subsidies for 2025-2026 for blue-collar workers. Obtain a wage subsidy for other employees with special needs. Offer an internship to a person with special needs.	• Human Resources • Department managers	Carry forward in 2025	Ongoing in 2026

OBSTACLES	OBJECTIVES	MEASURE	INDICATOR	RESPONSIBLE	DEADLINE	STATE OF COMPLETION
Target training courses that meet the needs of City Departments in terms of social inclusion and community awareness.	Search for specialized training; organize group training sessions on accessibility and the needs of disabled residents; offer EDI awareness and training capsules to managers and employees.	Employee training and group awareness activities.	Plan future training for all City employees, according to the needs of the various City Departments and organizational priorities.	• Human Resources	New 2025	Ongoing in 2026

URBAN PLANNING

Difficulty ensuring compliance with recommendations and by-laws on universal accessibility of buildings.	Improve compliance with building standards governing accessibility.	Verify compliance with standards for each request received.	Compliance checklist.	• Planning	In progress and to be continued in 2025	Ongoing measure to be re-evaluated in 2026
Lack of resources to increase and improve accessibility in Pointe-Claire and Valois villages.	Improve accessibility in these two villages for merchants and customers.	Interdepartmental meetings and consultations with merchants to establish ways to improve the accessibility of stores in both villages.	Phase one: Develop plan with local merchants: create a communication strategy and plan to meet with merchants in the community. Ex: Draft brochure or letter to merchants promoting the program. Schedule to start the process Spring/Summer 2025.	• Planning	In progress and to be continued in 2025	Ongoing measure: To be re-evaluated in 2026

SECTION 8 – Conclusion

The City of Pointe-Claire is committed to offering extraordinary services by supporting adapted programs and by continually improving services that enhance universal accessibility of all buildings, programs, events and activities, for all residents and visitors. The Accessibility Committee’s role is to ensure that all our programs are implemented in a manner that assists and accommodates individuals living with a disability; the Committee is also tasked with increasing awareness and acceptance as a way of supporting universal accessibility within society.

The Accessibility Committee as the mission to welcome and support individuals wishing to participate in the programs offered throughout the City of Pointe-Claire.

As a community-oriented municipality, we strive to offer quality programs and services to accommodate and support all children, youth, families, senior citizens and individuals, with the goal of promoting diversity, acceptance and social inclusion within our community.

SECTION 9 – Accessibility Committee

COMMITTEE MEMBERS	
City of Pointe-Claire	Andrew Swidzinski, City Councillor – District 4
Communications	Emily Santizo-Pépin, Communications Agent
Culture, Sports, Leisure and Community Development	Jane Stowe, Manager – Finance and Special Programs
Culture, Sports, Leisure and Community Development	Katya Borrás, Senior Manager – Arts, Culture and Library
Culture, Sports, Leisure and Community Development	Kathleen Finn, Manager – Community Support and Aid for Seniors
Culture, Sports, Leisure and Community Development	Mark Israel, Manager – Arena, Sports Facilities and Standards
Culture, Sports, Leisure and Community Development	Julie Corbeil, Manager – Sports, Leisures and Community
Engineering	Caroline Larose, Landscape – Architect
Finance	Mark Cavallo, Manager – Financial Services
Human Resources	Jasmine Ugnat, Senior Advisor – Performance and Succession Management
Inspection – Public Security	Genevieve Berlinguette, Supervisor – Inspection and Public security
Public Works and Buildings	Samuel Lafontaine, Chief of Operations
Public Works and Building	Fudakowski-Gow, Project Manager
Urban Planning	Elizabeth Lorezca, Manager
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)	Nancy Dagonaud, counselor – Office des personnes handicapées du Québec (OPHQ)
City of Pointe-Claire	Claude Rhéaume, Director – Culture, Sports, Leisure and Community Development Brent Cullen, Senior Manager – Sports, Leisure and Community – Culture, Sports, Leisure and Community Development

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
Baie-de-Valois Nautical Centre	90 Du Bord-du-Lac – Lakeshore Road	NR	YES	YES	
Bob-Birnie Arena	58 Maywood Avenue	NO	NR	YES	The accessible washrooms are on the 1st 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-E.-Séguin Park	365 Saint-Louis Avenue	YES	NO	YES	
Chalet – Arthur-E.-Séguin Park – Swimming Pool	367 Saint-Louis Avenue	NR	NR	NO	
Chalet – Alexandre-Bourgeau Park	5 Sainte-Anne Avenue	NR	YES	NO	
Chalet – Alexandre-Bourgeau Park – Swimming Pool	5A Sainte-Anne Avenue	NR	NR	YES	
Chalet – Bowling Green	17 De Lourdes Avenue	NR	YES	NO	
Chalet – Cedar Park Heights	20 Robinsdale Avenue	NO	NO	YES, 2	No elevator to reach the accessible washrooms on the 2nd floor.
Chalet – Cedar Park 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	NR	NR	YES	Same building as for the park.
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 Natural Park (Associations Office)	100 Terra-Cotta Avenue	NR	YES	YES	
Chalet – Valois Park	85 Belmont Avenue	NR	NR	NO	
Chalet – Valois Park – Swimming Pool	40 Baie-de-Valois Avenue	NR	YES	YES	

NR: Not required

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
Chalet – Valois Park – Splash pad	85 Belmont Avenue	NR	NR	YES	
City Hall	451 Saint-Jean Boulevard	YES	YES	YES	
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	
Malcolm-Knox Aquatic Centre	60 Maywood Avenue	NR	NR	YES	
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	
Noël-Legault Community Centre	245 Du Bord-du-Lac – Lakeshore Road	NO	NO	NO	
Olive-Urquhart Sports Centre	230 Brunswick Boulevard	YES	YES	YES	
Pointe-Claire Lawn Bowling	260 Lanthier Avenue	NR	NR	NR	
Pointe-Claire Volunteer Rescue Unit (PCVRU)	2A Victoria Avenue	NR	NR	NO	
Public Works	50 Terra-Cotta Avenue	NO	NO	NO	
Pumping station – Pointe-Claire reservoir	9997 Trans-Canada 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 – Alexandre-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